Questions on the New Zoom Events Pricing Model

These are the types of questions we've had to "discover the answer via testing or by accident" – often painful and time-consuming.

Q1: How long will a current Zoom Events 500 license (at $99US/month including Webinar) be honored? If a current Zoom Events product is purchased on the account, can the Zoom Events 500 License remain in effect? (Why do I want this? I want a Webinar 500 license PLUS Backstage, Simulcast, and Session Resources long term for $20/month more than the base Webinar 500 License.)

Q2: Does the presence of an active Annual Events License on the ACCOUNT translate to Backstage, Simulcast, or Session Resources for all USERS on the account, or just the HOSTS who are attached to the Zoom Events License?

Q3: How long will a Pay-Per-Attendee license remain in effect, if not all of the capacity is ever used?

Q4: Is there no other way to obtain Backstage, Simulcast, or Session Resources other than to have an active **Annual** Events license?

Q5: Does a Webinar hosted in a Pay-Per-Attendee license **not** have access to Backstage, Simulcast, or Session Resources features?

Q6: If I have some capacity left on a Pay-Per-Attendee License (say 25) and I need to have a 75-person event, then I buy a 100 capacity license – what do I end up with? Two 25 event capacity licenses, or one 50 capacity license? Then after that, if I want to host a 50-person event, can I use (combine)two licenses that have 25 each, or do I have to buy another 100 license? In other words, does a License that has "only a couple of remaining attendees" have any usable value at all? Can it be traded in and added to another license, or is it essentially unusable?

Answer A: "How do I increase the capacity of my Zoom Events license?" indicates that the account owner/admin can go to the Billing page to upgrade the capacity of a Zoom Events license. **Note:** It's unclear whether you can upgrade a Zoom Pay-Per-Attendee (PPA) license that only has a few attendees on it and "add 100 attendees" to it; or does "upgrading" a partially-used PPA 100 license have to be upgraded to 600 attendees – the next increment in the path.

Answer B: "Can I apply the new Zoom Events license with higher capacity to events that are already published?" doesn't answer the question of "what can be done with remaining-but-small capacities on PPA plans?"

Q7: Regarding Event "survivability" in the case of a deleted user or a transferred license: What happens to an Event or Hub when the Events license is transferred to another User on the Account, or a user assigned a Host slot departs the account or is removed from the license?

Q8: The language in "How do I reassign a Zoom Events license from one user to another" first seems to say you cannot assign one user's license to another, but then clarifies that an unassigned license can

be assigned to someone else. Does any event associated with the license travel with the license to the new user, or does the new user inherit an "empty" license?

Q9: If a Zoom Event Single Session has the Lobby, but no Lobby Chat and no Expo, what is the perceived use case? It's basically a Webinar with a Lobby without any networking.

Q10:   Is it possible for an "Event Creation Team" to create and populate a Zoom Event, take it for a "test drive" with limited attendees (a demo for the client, for example), then duplicate the Event, make modifications to it, and hand the Event off to another User to act as Host? (Creating demo events has been my workflow for a planned April 2023 event, and my client likes the visibility they get with that approach.)

Q11:   How does an account owner obtain a "Free Trial" Zoom Events license? What functionality is limited or disabled? How long can it be held? Can anyone interested in just learning more about Zoom Events have a Free Trial account, say with a maximum of 10 attendees?

Resources

- Using the Zoom Events Pay-Per-Attendee plan
- Zoom Events and Zoom Webinars Pricing (See *Compare All Zoom Plans*, *Optional Add-ons*, and *FAQs* below the basic information)
- Zoom Events: roles, tickets, and permissions
- Release notes for Zoom events, especially for January 18, 2023 and January 7, 2023
- Assigning Zoom Events licenses