

Start Time: 15-01-2026 13:33:08

End Time: 15-01-2026 14:17:05

Agents: Nitin KS

Transcripts:

Agent Nitin KS has joined the chat.

[15-01-2026 13:33:08] Nitin KS: Thank you for using Rackspace Live Chat Support! In order to get you verified, can I have your full name, please?

[15-01-2026 13:33:27] Nathanael Fisher: nathan fisher

[15-01-2026 13:36:20] Nitin KS: Could you please help me with the answer of the given security question : What was your childhood nickname?

[15-01-2026 13:36:46] Nathanael Fisher: 44460200

[15-01-2026 13:39:08] Nitin KS: Thank you for the verification and how may I assist you today ?

[15-01-2026 13:39:31] Nathanael Fisher: back in May of last year my rackspace went from \$10/year to \$12/year, which seemed like a very reasonable increase. I just got an email that looks like it was from you that says its going up again from \$12 a year to \$36 a year. Is this for real?

[15-01-2026 13:45:41] Nitin KS: I totally understand your concern and I would like to inform you that yes there is a price increase in Rackspace email.

[15-01-2026 13:46:15] Nathanael Fisher: \$36/year? effective when?

[15-01-2026 13:50:00] Nathanael Fisher: judging from your very long response time, I assume you're getting a lot of users contacting you over this?

[15-01-2026 13:51:15] Nitin KS: Exactly sir

[15-01-2026 13:53:11] Nitin KS: On march 1st it will take affect so when ever the day you are normally billing, in March you will get the new price.

[15-01-2026 13:53:16] Nathanael Fisher: I think any business that decides to triple the cost of their product or services is going to lose mst of their customers. good luck!

[15-01-2026 13:56:10] Nitin KS: We understand that any change in pricing impacts your business, and we do not take these adjustments lightly. The decision to update our rates was made to ensure we can continue to provide the security, reliability, and support infrastructure that your service requires.

[15-01-2026 13:57:28] Nathanael Fisher: hah, I'm not a business I'm just using it for my personal email

[15-01-2026 13:58:19] Nathanael Fisher: 've been a customer fof rackspace since 2001

[15-01-2026 13:58:46] Nathanael Fisher: er no hah... excel fail. 2016

[15-01-2026 14:00:27] Nathanael Fisher: owell, guess I'll have to find someone else with a more "personal use friendly" pricing. thanks for the confirmation

[15-01-2026 14:03:28] Nitin KS: I am confident that the move to Microsoft 365 will provide a much more robust and productive experience for your business. To get started, we want to ensure we take the path that works best for you

[15-01-2026 14:04:08] Nitin KS: If you'd like to compare the plans yourself before deciding, you can find a detailed breakdown here: <https://www.rackspace.com/applications/microsoft-365>.

[15-01-2026 14:04:21] Nathanael Fisher: "for my business" you say?

[15-01-2026 14:04:59] Nitin KS: Yes sir

[15-01-2026 14:05:16] Nathanael Fisher: you didn't really read much of what I typed earlier did you?

[15-01-2026 14:06:04] Nitin KS: Yes that's why I have provided the option

[15-01-2026 14:06:16] Nitin KS: You are our old user

[15-01-2026 14:06:38] [Nathanael Fisher](#): but I'm NOT a business

[15-01-2026 14:10:58] Nitin KS: You can get in touch with our 24x7x365 support to get assisted with this in a brief manner.

[15-01-2026 14:11:57] [Nathanael Fisher](#): I may give them a call though it'd probably be a waste of my time. I had to wait half an hour to get this chat, I assume your phone lines have hour-long holds

[15-01-2026 14:12:13] [Nathanael Fisher](#): anyway, thx and bye

[15-01-2026 14:16:53] Nitin KS: Thanks for your time. Have a nice day ahead. Take care and be safe

Agent Nitin KS has left the chat.

The chat is ended. (15-01-2026 14:17:06)