

GV-One Definitions and FAQs



Definitions

Request	We define a “request” as a unique ask for a video from your audience. Requests are built into the backend of the Gather Voices platform and give video creators the information they need to create quality video content.
Gallery	Our proprietary technology that enables activation for video capture from a webpage as well as hosting of related videos directly on that page. To see more visit: https://gathervoices.co/galleries
Preconfigured Request	A preconfigured request is a templated request for a specific use case. It includes a pre-written title, description, and introductory video so you can start collecting videos in just a few clicks. Pre-configured requests can be edited for customization to your organization and campaign.
Post-Recording Redirect	With this feature, you can send video creators to any online destination after they’ve finished recording their video. Simply insert the URL you’d like to redirect video creators to into the request.
Request Limit	The “request limit” is the number of requests for video content that you can have active in the backend of the Gather Voices platform at any one time, based on your subscription terms.

FAQs

What is GV-One?

GV-One is a limited offer that enables organizations to try out Gather Voices’ solutions without a long-term commitment. It’s not a standard product and is only offered once. If you end your GV-One subscription you won’t be able to sign up for it a second time. You can place your subscription on hold. Learn more about placing your subscription on hold.

How do I cancel my subscription?

To cancel your subscription, you must provide written notice 30 days in advance. Email your request to sales@gathervoices.co with the subject line: "Organization Name - End GV-One Subscription." Please include the following details:

- Last date that you want your subscription active
- Any requests for upgrades needed prior to the end of the subscription (i.e. additional downloads, etc.)

When does my subscription end after I submit my cancellation request?

The final day of your subscription is 30 days after the date we receive your cancellation request. If the final day of your subscription falls after the current month you have already paid for, you will be billed for an additional month and you will have access to the platform until the end of that month.

Here's an example: You have already paid for your subscription through June 30. On June 15th, you provide us with the 30-day notice that you want to cancel your subscription. Because July 15 (30 days after your notice) is after the current month you've already paid for, you will be charged for the entire month of July. July 30 will be the last day you have access to the platform.

In this scenario, you would need to provide us with written notice of your intention to cancel your subscription by May 30 in order to avoid paying for the month of July.

Can I take back my cancellation?

As long as you are 5 or more business days out from the last day of your subscription, yes you can.

How do I upgrade my subscription?

To upgrade your subscription, email your request to sales@gathervoices.co with the subject line: "Organization Name - Upgrade GV-One Subscription." Include any specific upgrade requests.

When do I get billed for my monthly subscription?

You are billed monthly on the same calendar date from when your initial subscription starts.

Can I stop and start my GV-One subscription?

No, GV-One is a limited time offer and can only be placed on hold. See here for more details about placing your account on hold.

What happens to the videos and data on my platform when I end my subscription?

Gather Voices deletes all information if a subscription is not in place. All videos, data and links to content will be deleted when your subscription is canceled.

Can I place a hold on my GV-One subscription?

Yes, you can place a hold on your GV-One subscription. Here are two options to choose from:

- Admin access to backend video storage and video hosting (\$50/month)
- Admin access to backend video storage, video hosting, and the editing suite (\$100/month)

How many video downloads are included in my subscription?

Your GV-One subscription includes 10 video downloads per month.

Can I keep my subscription as is and purchase upgrades?

Yes you can. Here are some of the upgrades you can choose from with your GV-One subscription:

- Additional administrator seats
- Additional video downloads

What if my credit card expires? How do I upgrade my card on file?

To update your card on file, email accounting@gathervoices.co with the subject line: "Organization Name - Update Credit Card on File."

The body of your email should say: Hello my name is (name), and I would like to update the card on file to a new card. I'm authorized by my organization and realize that this only updates which credit card the monthly subscription is charged to. It does not change anything about the configuration of the subscription.

What standard features & functionality is included in the GV-One Subscription?

- Auto-captioning
- Video Editing including B-roll
- Request Limit: Up to 5-minute long videos captured
- Auto-branding
- Ability to share videos back to video creators
- Choose from up to 9 preconfigured requests
- Post-Recording redirect