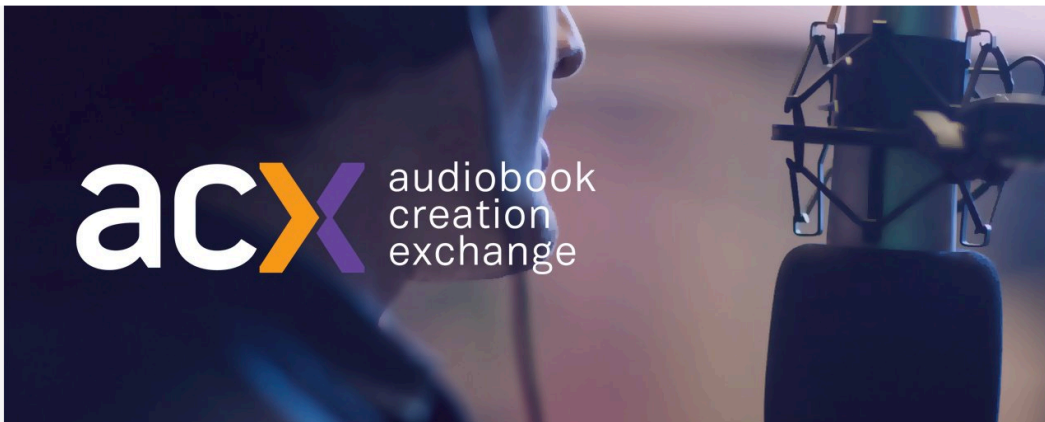




The ACX Team <acxdonotreply@acx.com>
To: christina



Wed, Nov 11 at 12:04 PM ★



Dear Christina,

We're writing to thank you for your patience and apologize for some truly unacceptable wait times as we review projects and respond to your questions.

Our Audio QA team has been hit with unprecedented waves of submissions that do not meet our guidelines, and we know that our efforts to work through these challenges have had an impact on you. We're sorry that some of you have had an experience that doesn't live up to your – and our – standards.

Here's what we're doing to improve your experience. We have expanded our Audio QA and Support teams, increasing capacity to bring our processing and response times down. We are once again making new projects submitted to ACX that meet our Audio Submission Requirements available to listeners within 30 business days, and continue to adjust internal processes to make your projects available for sale even faster. We've also made updates to our site and policies that protect the community overall, so that content submitted for ACX QA meets our guidelines upfront. We've worked to ensure that these updates have the smallest possible effect on legitimate ACX creators.

In addition, we've recently heard from members of the ACX community who are concerned about Audible's overall return policy. While this customer benefit is for active members in good standing and suspicious activity is rare, we take your concerns very seriously and are actively reviewing the policy with this feedback under consideration.

Through all of this, we've continued our mission to provide free, high-quality educational content to aid your audiobook publishing, production, and marketing efforts, airing new episodes of [ACX University](#) that we hope you'll find helpful.

And to show our appreciation for your continued support of ACX, for the month of December 2020 we will pay an additional 5% royalty on all sales of your ACX audiobooks through Audible, Amazon, and iTunes.

We know we've still got work to do – and are committed to doing so – and we want to reiterate our thanks for sticking with us through this challenging time. ACX would be nothing without you, the creators of more than 200,000 audiobooks that have delighted listeners for the past nine years. We're looking forward to finishing the year strong together and moving into 2021 with the wind at our backs.

Sincerely,
The ACX Team



You received this email at christina_bauer@yahoo.com because you are a registrant or subscriber of ACX.com.

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