



Bryanboy Le Superstar Fabuleux <bryanboy@gmail.com>

Refund Status

1 message

Bryanboy. com <bryanboy@gmail.com>

Fri, Sep 22, 2006 at 1:27 PM

To: billing@midphase.com, mark@midphase.com, Cancellations@midphase.com

Hello,

I am disappointed with the lack of response from your cancellation team. My former account details are as follows:

MPCustomer Username:

Account Name: Bryan

I originally signed up for a "ProPHASE" account on August 30, 2006. My credit card was charged for US\$143.40. Over the next few days after that, I transferred some of my files to your servers and have "used" the site but I've experienced a lot of downtime, my site has been down for days and my account has been suspended several times for using more than 10% of your "resources".

On September 15, 2006, my website is still down. Your tech representatives suggested that I move to a VPS account.

A few hours after receiving confirmation emails from your company, I made the decision to just cancel my account and move to another webhost. I submitted a cancellation request online and Mark emailed me saying "that he will process it within the next 72 hours".

On September 16, 2006, I replied to his email saying I'd rather be hosted with a different service provider. I didn't receive a reply on this email.

On September 18, 2006, I emailed him to ask that he confirm receipt of my prior emails and honor my refund request since I already transferred to another webhost provider on the weekend of the 16th. I have NOT received a reply on this email.

I spoke to one of your tech support representatives and they stated that I am eligible for a refund because I cancelled within the 30 day mark.

Please cancel whatever account I have with midphase and refund my credit card as appropriate. I stopped using midphase as of September 15 as I have switched to another webhost provider.

Thank you very much.

Bryan
