



Bryanboy Le Superstar Fabuleux <bryanboy@gmail.com>

Re: [#796267] Refund Status

15 messages

billing@mpcustomer.com <billing@mpcustomer.com>

Sat, Sep 23, 2006 at 1:29 AM

Reply-To: billing@mpcustomer.com

To: Bryan <bryanboy@gmail.com>

Dear Bryan,

I see your cancellation form in our queue. I have elevated the ticket to 911 and left comments to cancel the account and refund you.

Mark or someone else should be with you soon. I apologize for the delays. Please let me know if we can be of further assistance. Thank you.

--

Sincerely,

Brian Harmatuk

midPhase Services, Inc.

Billing Representative

billing@midphase.com

Bryanboy. com <bryanboy@gmail.com>

Tue, Sep 26, 2006 at 6:31 AM

To: billing@mpcustomer.com

Hello Brian,

I just wanted to check the status as I have NOT received anything from Mark.

Thank you very much.

Bryan

[Quoted text hidden]

billing@mpcustomer.com <billing@mpcustomer.com>

Wed, Sep 27, 2006 at 3:49 AM

Reply-To: billing@mpcustomer.com

To: Bryan <bryanboy@gmail.com>

Dear Bryan,

The cancellations manager will cancel your account by the end of this week.

Please let us know if you have any questions or need any help. Thank you.

[Quoted text hidden]

Bryanboy. com <bryanboy@gmail.com>

Tue, Oct 3, 2006 at 1:06 AM

To: billing@mpcustomer.com

Hello there,

I would like to check whether this had went through or not. Thank you.

Bryan

[Quoted text hidden]

billing@mpcustomer.com <billing@mpcustomer.com>

Tue, Oct 3, 2006 at 6:26 AM

Reply-To: billing@mpcustomer.com

To: Bryan <bryanboy@gmail.com>

14 days?

Dear Bryan,

From what I understand, VPS cancellations take a bit longer than shared accounts. I can tell you that your cancellation form is on our queue, and will not be forgotten. Our TOS gives us 14 business days to complete an account cancellation request.

We will contact you once the cancellation is completed. Thanks for your patience, and best wishes.

--

Sincerely,
Brian Harmatuk
Billing Representative
midPhase Services, Inc.

Bryanboy. com <bryanboy@gmail.com>

Fri, Nov 17, 2006 at 11:28 AM

To: billing@mpcustomer.com, billing@midphase.com

Bcc: support@midphase.com, "admin@midphase.com" <admin@midphase.com>, service@midphase.com, admin@mpcustomer.com, support@mpcustomer.com, ceo@midphase.com

Hello there,

It's already November 17, 2006 and to this date, I still have NOT received my refund back on my credit card.

I really don't understand why it's taking so long. This is absolutely ridiculous.

Please refund my credit card as SOON AS POSSIBLE and/or email me.

Thank you very much.

Bryan

[Quoted text hidden]

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Fri, Nov 17, 2006 at 11:28 AM

To: bryanboy@gmail.com

This is an automatically generated Delivery Status Notification

Delivery to the following recipient failed permanently:

ceo@midphase.com

Technical details of permanent failure:

PERM_FAILURE: SMTP Error (state 9): 550 <ceo@midphase.com>: Recipient address rejected: User unknown in virtual mailbox table

----- Original message -----

Received: by [10.67.101.10](#) with SMTP id d10mr1437834ugm.1163734111783;
Thu, 16 Nov 2006 19:28:31 -0800 (PST)
Received: by [10.67.123.4](#) with HTTP; Thu, 16 Nov 2006 19:28:31 -0800 (PST)
Message-ID: <a05d8c67061116192812fd7bc80x2f02de98cafbcff5@mail.gmail.com>
Date: Fri, 17 Nov 2006 11:28:31 +0800
From: [Bryanboy.com](#) <bryanboy@gmail.com>
To: billing@mpcustomer.com, billing@midphase.com
Subject: Re: [#796267] Refund Status
In-Reply-To: <b660c32624d1e3b76a0e96e166c22459@secure.mpcustomer.com>
MIME-Version: 1.0
Content-Type: text/plain; charset=ISO-8859-1; format=flowed
Content-Transfer-Encoding: 7bit
Content-Disposition: inline
References: <b660c32624d1e3b76a0e96e166c22459@secure.mpcustomer.com>

Hello there,

It's already November 17, 2006 and to this date, I still have NOT received my refund back on my credit card.

I really don't understand why it's taking so long. This is absolutely ridiculous.

Please refund my credit card as SOON AS POSSIBLE and/or email me.

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Fri, Nov 17, 2006 at 11:28 AM

To: bryanboy@gmail.com

This is an automatically generated Delivery Status Notification

Delivery to the following recipient failed permanently:

admin@mpcustomer.com

Technical details of permanent failure:

PERM_FAILURE: SMTP Error (state 9): 550 <admin@mpcustomer.com>: Recipient address rejected:
User unknown in virtual mailbox table

[Quoted text hidden]

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Fri, Nov 17, 2006 at 11:28 AM

To: bryanboy@gmail.com

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Delivery to the following recipient failed permanently:

service@midphase.com

Technical details of permanent failure:

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User unknown in virtual mailbox table

[Quoted text hidden]

billing@mpcustomer.com <billing@mpcustomer.com>

Sat, Nov 18, 2006 at 6:18 AM

Reply-To: billing@mpcustomer.com
To: Bryan <bryanboy@gmail.com>

Hello Bryan,

For some reason we're unable to refund your credit card. I'm sending this ticket to the billing manager who will issue you a company check by regular mail.

This refund can take between 2 and 4 weeks to be received, so I thank you for your patience.

--

Brian Harmatuk
Billing Representative
midPhase Services, Inc. - #1 Recommended Web Host!

Bryanboy. com <bryanboy@gmail.com>

Sat, Nov 18, 2006 at 10:11 AM

To: billing@mpcustomer.com

What do you mean you are unable to refund to my credit card? I have never heard of a company who can't do that.

I can't believe you people are dragging this for so long. It's interesting how on October 3 you emailed me to say I need to give you 14 days to complete the cancellation and you will contact me once it's done -- AND YOU NEVER CONTACTED ME.

And now you're telling me to wait 2-4 weeks for a refund check by mail???

Bryan

[Quoted text hidden]

Bryanboy. com <bryanboy@gmail.com>

Thu, Nov 30, 2006 at 5:13 AM

To: billing@mpcustomer.com, billing@midphase.com, support@midphase.com, "admin@midphase.com" <admin@midphase.com>, service@midphase.com, admin@mpcustomer.com, support@mpcustomer.com, ceo@midphase.com

Will you please tell me what the status of my refund is?

Bryan

On 11/18/06, billing@mpcustomer.com <billing@mpcustomer.com> wrote:

[Quoted text hidden]

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Thu, Nov 30, 2006 at 5:13 AM

To: bryanboy@gmail.com

This is an automatically generated Delivery Status Notification

Delivery to the following recipient failed permanently:

admin@mpcustomer.com

Technical details of permanent failure:

PERM_FAILURE: SMTP Error (state 9): 550 <admin@mpcustomer.com>: Recipient address rejected: User unknown in virtual mailbox table

----- Original message -----

Received: by <10.66.242.20> with SMTP id p20mr4127993ugh.1164834808858;

Wed, 29 Nov 2006 13:13:28 -0800 (PST)
Received: by [10.67.123.4](https://www.google.com/search?q=10.67.123.4) with HTTP; Wed, 29 Nov 2006 13:13:28 -0800 (PST)
Message-ID: <a05d8c670611291313j7bfb0a25na5b3afb3acbe404@mail.gmail.com>
Date: Thu, 30 Nov 2006 05:13:28 +0800
From: Bryanboy.com <bryanboy@gmail.com>
To: billing@mpcustomer.com, billing@midphase.com, support@midphase.com,
"admin@midphase.com" <admin@midphase.com>, service@midphase.com,
admin@mpcustomer.com, support@mpcustomer.com, ceo@midphase.com
Subject: Re: [#796267] Refund Status
In-Reply-To: <ed88fbd24228e71876e94651e8018526@secure.mpcustomer.com>
MIME-Version: 1.0
Content-Type: text/plain; charset=ISO-8859-1; format=flowed
Content-Transfer-Encoding: 7bit
Content-Disposition: inline
References: <ed88fbd24228e71876e94651e8018526@secure.mpcustomer.com>

Will you please tell me what the status of my refund is?

Bryan

On 11/18/06, billing@mpcustomer.com <billing@mpcustomer.com> wrote:

> Hello Bryan,
>

> For some reason we're unable to refund your credit card. I'm sending this ticket to the billing manager
who will issue you a company check by regular mail.

>

> This refund can take between 2 and 4 weeks to be received, so I thank you for your patience.

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Thu, Nov 30, 2006 at 5:13 AM

To: bryanboy@gmail.com

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Thu, Nov 30, 2006 at 5:13 AM

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[Quoted text hidden]