

Exchange with Fraudulent Customer

Re: HELP NEEDED ASAP

Matt Russell

You replied on 8/15/2009 3:28 AM.

Sent: Saturday, August 15, 2009 3:27 AM

To:

Robert Blair [roblair@live.com]

Cc:

DL - staff; Chris Adams [chris@rochen.com]

Cool. I look forward to tearing it up and wiping my ass with the piece of paper.

Sent from my Blackberry which is infinitely superior to any iPhone.

From: Robert Blair

Date: Sat, 15 Aug 2009 09:16:04 +0100

To: Matt Russell<matt@webhostingbuzz.com>

Subject: Re: HELP NEEDED ASAP

Complaint's been filed. We've been waiting a response

From: Matt Russell

Sent: Friday, July 31, 2009 7:49 AM

To: Robert Blair ; DL - WHB MGMT

Subject: RE: HELP NEEDED ASAP

Robert,

This coupon is clearly for a yearly payment cycle, you applied it to a monthly payment cycle and unfortunately our system did not present you with an error message.

If you want to make such a big thing about this, go ahead and contact the BBB and find a different hosting provider. We have no interest in doing business with you. If you go ahead, in return, your details will be submitted to a database we share with most of the other major hosting providers and you will find that you will not be able to use any of our services. This works both ways.

Frankly, I am quite shocked that you wish to make such a big deal out of such a little thing.

Regards

Matthew Russell

CEO

WHB Networks LLC

www.webhostingbuzz.com

From: Robert Blair [mailto:roblair@live.com]

Sent: 31 July 2009 12:28

To: DL - WHB MGMT

Subject: HELP NEEDED ASAP

Please wait for a site operator to respond.

You are now chatting with 'lena.s'

lena.s: Welcome to WebHostingBuzz live chat support. What can I do for you?

robert: hi, when will my orders 49817 and 49818 be ready??

lena.s: one moment please

robert: i appreciate your help

lena.s: your account could not be created because you have ordered RLite [xohmhosting.net] which costs \$14.95 (you chose monthly billing cycle). And you have applied a coupon "green"(which gives a discount \$21 off the total price)

lena.s: so you can either order a new RLite package but with a bigger billing cycle

robert: and? it accepted the code and there was no disclaimer stating that was not valid

robert: ill just contact the BBB about this false advertising

lena.s: yes, technically the discount was accepted, but if the discount is bigger than the price, the account can not be created

robert: this is outrageous

robert: the better business bureau and ripoffreport.com will be hearing about this. NOWHERE does it state the promo code cant be more than the order amount

lena.s: i can recommend you to contact our management by emailing them to management@webhostingbuzz.com and discuss this situation with them

robert: let me talk to your supervisor

lena.s: unfortunately our management is available via email only, so you can email to management@webhostingbuzz.com and they will respond to you as soon as possible

robert: because of you i am contacting BBB and ripoffreport.com

robert: you can have your supervisor or management call me ASAP

robert: my orders were cancelled?!

robert: this is unacceptable

lena.s: i have informed my management about this situation. They are checking it at the moment

robert: thank you. and?

lena.s: I am very sorry for this situation, but at the moment i can not help you with this issue. Could you please email to management@webhostingbuzz.com and report this situation to our managers, and they will find some solution for you.