

Dear Roblair,

My name is Tyler Thompson, Senior Public Relations Manager for WebHostingBuzz.com. I would like to respond to your complaint directly so that we may resolve this situation.

First, in your initial contact with Lena, you were informed that your coupon was not for the package you ordered. Without waiting for an explanation, you immediately noted that you were going to contact the BBB. Our customer service representative correctly identified that this was a situation that should be referred to management for further handling. When we tried to resolve the situation amicably, you immediately resorted to calling our CEO a jerk. In both instances, you jumped to negative conclusions before we had a chance to resolve your issues. Had you given our team a chance, we could have come up with a compromise that would be acceptable for both you as a customer and us as a company.

Your posts on this thread make me wonder if you didn't create this situation intentionally and maliciously to try to get free hosting from our company. We take customer concerns and inquiries seriously, but when your customer starts name calling games, what else can we do?

Third, I would like to point out that with Matt's last reply, he was actually following company policy. Since we are a carbon neutral host, we make every effort to be good global citizens and improve our environment wherever possible. From our company's carbon neutral policy:

Quote:

Originally Posted by **WebHostingBuzz Carbon Neutral Policy**
WebHostingBuzz takes being green and the environment very seriously. Unlike most of our competitors, we are green because we want to be and not because it looks good as a marketing tactic. It's often the little things that make a big difference and for a long time, we've recycled as much of our office waste as possible.

Therefore, your excessive complaints about an issue that was easily resolved at the first level of customer support is killing trees and we feel it is our responsibility to the environment to correct that. By Matt wiping his ass with your BBB complaint, we are successfully fulfilling our obligation to Mother Nature to use her fruit to the furthest extent possible. It is our moral obligation to reuse and recycle excess waste coming into our offices, and by doing so, we are also reducing the number of trees killed by toilet paper production.

His comment was not meant to offend you, but to make you feel good inside for working with a company that takes the environment so seriously.

In fact, as a result of your complaints and the carbon produced throughout the world to propagate it throughout the Internet, we have decided to make it right with Mother Nature by making an additional \$100 donation to the International Tree Foundation so a tree may be planted to replace the carbon generated by this thread and your BBB complaint.

We challenge you to do the right thing and match our donation 100%. You can make checks payable to The International Tree Foundation and mail it to Donations, International Tree Foundation, Sandy Lane, Crawley Down, West Sussex RH10 4HS.

Thank you for your time and moral concern for the Earth.

PS: Blackberries clearly win. You guys must not have seen the thing flashing after it was dropped in the water - it was the coolest thing ever.

Tyler Thompson

Senior Public Relations Manager

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