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Internet Corporation for Assigned Names and Numbers

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RegisterFly Site Back Up

A quick update - RegisterFly's website is back up and Glenn Stansbury of RegisterFly claims that transactions are being processed.

If you wish to unlock names and get auth codes go to www.registerfly.com

In addition, RegisterFly claims to have more people working on the phone, answering customer calls, and more doing technical support.

This entry was posted on Wednesday, March 7th, 2007 at 5:34 am and is filed under [ICANN](#). You can follow any responses to this entry through the [RSS 2.0](#) feed. You can [leave a response](#), or [trackback](#) from your own site.

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22 Comments »

Comment by [Mark Dixon](#)

2007-03-07 05:50:51

Wrong- Just tried to of them and can not get auth codes

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Comment by [gert rathbun](#)

2007-03-07 06:15:53

I have 23 domains with them and can not get into my account. I need to renew some of them this month (3-07). Three of them are names of my businesses and one is an AKC registered kennel name. Help! Gert Rathbun


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 *Comment by [DomainTools Blog](#)*

2007-03-07 06:47:19

Looks like the site is down.

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 *Comment by [Mark Dixon](#)*

2007-03-07 06:50:58

Is there anyway to stop Enom from selling the "expired" Registerfly.com names at their own auction site. I know you have stopped future "expired names" but they still have some listed. They just sold one of mine, even though it showed in my name until Nov 2007. No motivation for Enom to help, they say it is not their problem. Registerfly says it is Enom's problem. Big money in "expired" domain auctions. I currently have one that Networksolution's whois shows in my name until Nov 2007 and Enom is trying to sell it. Say it is expired! Registrar and Reseller usually split 50/50 on auctions. Bad guy / good guy? Both make money. ICANN asleep. This is criminal on everyones part.

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 *Comment by [John](#)*

2007-03-07 08:49:16

I called registerfly tech support this morning and surprisingly got through to a person in less than 10 minutes. There wasn't much he could tell me about the lack of authorization codes. Only help he could give was to say that they are working on it and to keep checking back on the site until you see the authorization code at the bottom of your whois information. I've also been working to transfer sites to godaddy. They have been very helpful and said that on the 15th the hope to get the proper information from ICANN so that they can finalize transfers that might be stuck due to lack of authorization codes.

Fingers crossed!

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 *Comment by ES*

2007-03-07 09:42:45

Hi

RegisterFly i've noticed havent been 100% perfect for me over past months, this includes DNS problems with nameservers i have registered and with changing current nameservers of mainly my .info domains to the new ones.

Numerous times I have also had to register .info domains several times before the registration was successful, it was rather frustrating but thankfully i was only charged what I should've been for them.

I have 5 names with them alltogether and hope that I'm able to transfer the ones I want to keep out.

[Reply to this comment](#)

 *Comment by Sergio*

2007-03-07 11:05:38

Hi.

I would like to thank to all the people at ICANN, i do believe the have done all the could to help us in this stressfull situation with registerFly and the poor administrataion.

However i do really believe that ICANN should have much more control over the resellers in order to avoid another scandal like the one we have just lied with RegisterFly.

I hope the rest of the resellers take this as an example and make serious improvements to their administrative procedures.

Please ICANN you should have much more control to avoid another RegisterFly.

Thank you all for the blog's and comments at www.regiterflies.com believe it or not that blog did helped me to see the poor quality of RegisterFly and the thin line between bussines as usual and a nightmare caused by a incompetent

reseller.

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 *Comment by cc*

2007-03-07 11:52:05

I want to file a complaint with registerfly.com. In recent weeks I have had trouble renewing domains, been left on hold with tech support for over an hour before I hung up and now that I'm fed up with the service I am trying to transfer my domains to another registrar.

I just called (3/7/07) to get the auth codes to transfer my domains and they are telling me that the back office servers are down and they can not get these codes to me. They told me to call back (after being on hold for 1/2 hour) "in two days time". This is totally unacceptable. Funny how this is the exact same phrase they used when I had trouble trying to renew some expiring domains 2 weeks ago.

I hope ICANN can assist former registerfly.com customers make a smooth transition to other accredited registries.

PS. The email that registerfly.com has registered with ICANN is no longer valid. Bounced back when I was trying to send them a copy of this complaint.

"Your message did not reach some or all of the intended recipients.

Subject: ICANN complaint

Sent: 3/7/2007 5:45 PM

The following recipient(s) could not be reached:

'glenn@registerfly.com' on 3/7/2007 5:45 PM

550 [PERMFAIL] destination not valid within DNS"

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 *Comment by Paul Levins*

2007-03-07 12:35:19

cc

Thanks for this. This is helpful information in prosecuting the case against RegisterFly - it demonstrates another possible breach.

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 *Comment by Frank Marano*

2007-03-07 12:35:05

Still no Auth Codes here

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 *Comment by Valerie*

2007-03-07 14:49:43

ICANN, YOU MUST TAKE ACTION NOW!

You are not doing enough.

How are they people going to be refunded money paid to registerfly- and how can WE RECOUP THE MONEY IN LOST BUSINESS! Many of us are small business owners, who cannot afford this kind of loss!!!

Where is the process for justice? When will it happen???????

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 *Comment by Anonymous*

2007-03-07 16:41:07

I have 32 domain names with regfly. I have managed to get auth codes for some of them. The domain names with auth codes hold no value except to me.... However all my 4 letter domain names or any valuable name that I had have the whois data missing and no auth code. It looks as if my account has been plundered and any name of value has been hijacked.... what should I do????

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 *Comment by Larry*

2007-03-08 08:19:18

According to Registerflies.com, as of late Thursday, a judge in New Jersey has given control of Registerfly, along with my more than 100 domains, back to Kevin Medina — the crook primarily responsible for this fiasco in the first place. So, no auth codes are being distributed (so no one can move their domains from registerfly), no one is answering phones at their help(less) desk. More confusion, more wasted time, more fraud. Please, ICAAN — put an end to this madness. I'm not asking for monetary relief from you — we'll let the lawyers, the courts, the FBI and whomever else deal with that. I just want to move my domains!

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 *Comment by [Sander J. Rabinowitz](#)*

2007-03-08 09:27:37

In reference to Larry's comment—

See the following link for further detail:

<http://www.registerflies.com/registerfly-is-done-get-out-3.html>

I anticipate further disruptions as I understand that Mr. Naruszewicz and Mr. Medina have each been trying to run parallel versions of Registerfly (the latter is reportedly over at registerfly.net — note the content differences between the two versions). At the very least the court order will trigger new outages as the DNS gets switched between the two versions. There were reports of data loss when Mr. Naruszewicz's version of Registerfly went live yesterday, and I assume that will happen again when Mr. Medina retakes control.

You should also be aware that there are two sets of customer service lines operating in parallel...the (973) number in NJ, and the (305) number in FL, which I assume is under the control of Mr. Medina.

So this is, frankly, the continuation of an unmitigated catastrophe. I hope ICANN will be able to continue the salvage activity that was started last week and move forward with further legal action against Registerfly.

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 *Comment by ES*

2007-03-08 09:31:13

I would also like official confirmation of this news larry mentioned, I was just told about this a few minutes ago myself.

I don't really care about what happens to registerfly now I just want to get my names out same as everyone else, furthermore i'd like to ask if we can claim back costs of transferr? I don't mind paying whoever im transferring to but why should we the customer have to pay for their mistakes, whilst they still make money out of us via the transfer-outs it's not on.

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 *Comment by CaptainProton*

2007-03-08 09:39:31

I tried calling RF support (NJ) before this latest news came out. I did get through but the person seemed detached and after asking for account userid hung up on me. So with this latest news, who do we call for support? (not that it's going to matter)

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 *Comment by Roy*

2007-03-08 09:40:26

As I watch the last 8 years of work evaporate into nothing, and prepare for the lawsuits that will come my way because of this meltdown, I am reminded how quickly you can lose everything. I sold a domain name & business for \$290,000, now that domain name is "not found" at registerfly. They think it's expired, and I cannot get an auth code. I am to deliver the domain at the end of this month and after at least 40 phone calls to their useless tech support (over the last 3 weeks) . . . 150\$ in failed renewals . . . countless nights of lost sleep. . . I have finally lost hope. There is no one to turn to.

Thank god I don't have a family to support, because this is the kind of situation that can drive a man to his limits.

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 *Comment by Larry*

2007-03-08 16:00:47

Officially scared now:

Businessweek article tonight -

http://www.businessweek.com/technology/content/mar2007/tc20070309_245992.htm?chan=top+news_top+news+index_technology

Judge rules for ousted CEO

Let's hope this is the last straw... hope this will spur ICAAN to step in now before the fiasco gets even worse?

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
 *Comment by Former customer*

2007-03-08 23:34:26

Paul Levins,

Please be aware that the Registerfly database is completely bogus. I had several domains that were transferred away months ago after a lack of renewals and the unauthorized charges saga. Those domains are still listed in my Registerfly "account." So whatever database you got, it's done by a monkey on a typewriter.

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 *Comment by [Paul Levins](#)*

2007-03-09 08:49:19

Thanks for this advice. That's why we are being very careful with it and asking further questions of RegisterFly about it.

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 *Comment by [jason](#)*

2007-03-10 13:23:19

Dear ICANN staff,

1) When you talk with registerfly person, you should prepare several domains to do test, Registerfly claimed they give auth code, domains can tranfer etc, are not true.

Pls don't believe what they said, pls do the test at once if they say can.

2) don't see anybody to update the tech tickets, just a person receive the call but it is no use. Always tell you wait, wait , wait, system is not working now. You can try the phone by yourself and you will see they are no use, no help.

3) If the domain name has problem, you will see that Whois Record has problem, registerfly only put their contact and no real contacts.

Best wishes,

Jason

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You may use `` `<abbr title="">` `<acronym title="">` `` `<blockquote cite="">` `<code>` `` `<i>` `<strike>` `` in your comment.

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