



ICANN Blog

Internet Corporation for Assigned Names and Numbers

« [RegisterFly update: March 9, 2007](#)

[RegisterFly update: March 12, 2007](#) »

RegisterFly update: March 10, 2007

ICANN spoke yesterday with Kevin Medina and Mark Klein of RegisterFly.

ICANN asked for greater clarity from RegisterFly about auth-info codes and draw attention to this [link](#) to the registerfly.com auth-info codes retrieval process.

RegisterFly indicated that auth-info codes are being distributed to customers via RegsiterFly.com and customer service channels and they claimed that the site is functioning as it should to allow names to be unlocked. ICANN told RegisterFly it will run a test so we can verify that these systems are indeed functioning as advised.

RegisterFly said they would have a developer research and correct the problem registrars and other users are experiencing with port 43 and web-based Whois services. Presently, the RegisterFly Whois server provides no registrant, administrative contact, technical contact, or other registrar-level Whois data, but instead reports only registry-level data. ICANN has told RegisterFly to correct this problem and report back. The failure by RegisterFly to provide Whois service effectively prohibits all registrants of .com and .net names from transferring out, so this needs to be RegisterFly's highest priority in order to protect the interests of registrants. This must be corrected immediately.

Regarding names registered as a reseller for eNom, RegisterFly confirmed that an exchange of information will take place this Monday, 12 March that will result in access to eNom systems, and enable "automatic" transfer of eNom names.

ICANN insisted upon daily reports indicating the number of transfers. We intend

to publish these.

Finally ICANN said it would be referring and monitoring the performance of RegisterFly on handling complaints referred to it and to ICANN about RegisterFly.

It was made clear that it is absolutely imperative that the causes of complaints regarding transfers and auth-codes have to cease immediately. If they do not they will be the subject of further breach notices.

This entry was posted on Saturday, March 10th, 2007 at 12:00 pm 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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61 Comments »

Comment by Max

2007-03-10 19:18:45

“RegisterFly indicated that auth-info codes are being distributed to customers via RegsiterFly.com and customer service channels and they claimed that the site is functioning as it should to allow names to be unlocked.”

Bullshit. I cannot find any auth-info codes, cant unlock the domains, cant change the whois info, cant remove Protectfly.

[Reply to this comment](#)

Comment by Vakaras

2007-03-10 20:28:54

Auth Code shows only three letters: RRP. And this is not real auth code. So no any changes in registerfly so far... 😞

[Reply to this comment](#)

Comment by Mike

2007-03-10 21:50:16

I still can't login into my RF account.... I cann do something please!

[Reply to this comment](#)

 *Comment by Vadim*

2007-03-10 22:37:52

I transfer my domain zaeb.biz on RegisterFly and now:

Domain Name: ZAEB.BIZ

Sponsoring Registrar: REGISTERFLY.COM, INC.

Domain Status: clientTransferProhibited

Domain Status: inactive

Administrative Contact Email: support@registerfly.com

control panel don't work on this domain and don't change Administrative Contact Email and name servers.

please, help me!

[Reply to this comment](#)

 *Comment by Steve*

2007-03-10 23:44:54

I have a similar problem with my RegisterFly account. Blank auth code and blank domain contact information. When I try to update the contact information, I receive: Error: Domain name not found; thereafter an email is sent to me stating my contact record has been updated - which it was not.

[Reply to this comment](#)

 *Comment by Mr Green*

2007-03-11 13:18:53

I have the exact same problem with one of my domains. It is not fixed yet, either!

[Reply to this comment](#)

 *Comment by Leigh*

2007-03-14 05:41:18

I have exactly the same problem with one of my domains, plus another with a blank auth code, plus two more with the useless RRP auth codes.

[Reply to this comment](#)

 *Comment by mnlmi*

2007-03-10 23:50:15

Steve;

I also have the same problem for 9 of my .BIZ domains
no authcodes for some of my .info domains
cannot unlock and no auth code for one .com domain

days, weeks and months wasted with registerfly

nothing was going to happen in coming sight


[Reply to this comment](#)

 *Comment by Diego*

2007-03-10 23:59:22

It would be great if ICANN delete the 60day period lock over the domains
transferred or registered in RegisterFly.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-11 16:21:51

I don't think we can do this but I will investigate and come back

[Reply to this comment](#)

 *Comment by cossins*

2007-03-11 02:01:14

Report back:

- 1) Authcodes on some domains, most blank. No change that I can see.
- 2) Domains that are locked will not unlock using their process. Once the lock checkbox is cleared, the submit button replaces it.
- 3) Whois information is not propogated, thereby holding domains hostage since no transfer can take place without whois contact info being available to the new registrar.

[Reply to this comment](#)

Comment by [Paul Levins](#)

2007-03-11 16:22:41

this is very helpful information. We will use it in talking to RegisterFly tommorrow

[Reply to this comment](#)

Comment by [cossins](#)

2007-03-11 02:13:19

Paul,


If it will help in this process, I'd be happy to get on an airplane and demonstrate exactly what this crook is doing to you or anyone else with an ability to intervene.

Though it's mostly a silent scream, people are losing their livelihoods through this debacle. I won't be, but my firm IS losing significant investments and is spending an inordinate amount of time tackling what should be the simplest of issues, an admin task. As an example, the person in my firm responsible for managing our domains is three levels of management from me; this is important enough that it's on my desk now and I'm personally driving the entire strategy from blogs, to interface, to attorneys.

I wonder what would happen if ibm.com or microsoft.com were caught in Medina's grasp?

Rob Cossins
CEO
Celeritas Technologies

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-12 03:19:29

Rob

you are right - this has caught up everyone.

I think we are only too aware of the problems that the management of RegisterFly are causing. As much as we would like to see you f2f, save yourself the plane fare. We are doing all we can to pursue RFLy through the law. That process unfortunately takes time. We would be following the law whether it was IBM, Microsoft or any other business because we have to.

I am VERY aware of the people affected - employers, workers and their families.

Your screams are not silent but loudly heard.

[Reply to this comment](#)

 *Comment by Lex Ein*

2007-03-12 18:01:54

I wonder what would happen if ibm.com or microsoft.com were caught in Medina's grasp?

I remember a time not long ago when microsoft.com simply **expired**, and some kind soul renewed it on Billg's behalf. Those were the days.

[Reply to this comment](#)

 *Comment by Mike Zupke*

2007-03-11 02:33:29

If you are continuing to experience unlocking, auth-code, privacy service/protect-fly, or other whois problems preventing transfers, please send me an

email with the following details:

1. all domain names affected;
2. your registerfly account name;
3. the email address associated with your registerfly account;
4. a brief explanation of the specific problem (in other words, say "I can't get auth codes from the control panel," or "I can't unlock my domain name in the control panel," or "I can't log into my control panel" etc.);
5. the date when you last attempted to do the thing you can't do.

Before you hit send, please (PLEASE) double-check to ensure that you've included all of the details listed above. If you don't include the details above, we will return your email to you with a request for additional information. This will slow the handling of your complaint and also unfairly limit the availability of resources for other registrants.

Please use email address transfer-questions@icann.org . You will receive an auto-response / anti-spam verification email, so be sure you are writing from an email address you still have access to or I won't get your message.

[Reply to this comment](#)

 *Comment by Mike Zupke*

2007-03-11 02:48:48

The email link in my post didn't quite work right. Please be sure to use:

transfer-questions@icann.org

[Reply to this comment](#)

 *Comment by Mark*

2007-03-11 06:21:44

Auth Codes are showing for the domains that were registered under registerfly, where registerfly was the registrar. These domains seem to be working perfectly. However, my domains that were registered through registerfly with ENOM as the registrar are not showing Auth codes and cannot be edited. I believe these are in "limbo". I also believe these are the domains that people are having trouble with. These domains are ENOM's responsibility, and they have failed. I have put in for an internal "push" at

ENOM to try and gain control of these. Most of the problems have come from ENOM dropping Registerfly as a reseller putting many domains in a chaotic limbo state.

[Reply to this comment](#)

Comment by jim

2007-03-11 06:34:11

No, they are R-fly's responsibility as an eNom reseller.

[Reply to this comment](#)

Comment by [Mike Zupke](#)

2007-03-11 06:59:01

The registrar of record is obligated under the Inter-Registrar Transfer Policy to provide auth codes to registrants, regardless of whether a reseller is involved. ICANN has no contractual relationship with resellers.

(See the Transfer Policy at section 5:

<http://www.icann.org/transfers/policy-12jul04.htm> .)

If you are the registrant of record, your registrar (as listed in whois at <http://www.internic.net/whois.html>) is obligated to help you.

Please email me at transfer-questions@icann.org if you are having problems in this regard.

Mike

(Comments wont nest below this level)

[Reply here](#)

Comment by [Stu McDonald](#)

2007-03-11 06:28:42

For eNom registered domains, Registerfly CANNOT help you. You should email or call Elida Flores at elida.flores@enom.com. She CAN help you.

[Reply to this comment](#)

☐ *Comment by Mark*

2007-03-11 06:47:07

I sent an email to elida@enom.com (will that work as well?).

The point I was making... when eNom dropped RegisterFLY as a reseller, they took away control of these domains from registerfly/clients and did nothing to facilitate access or control for the owners of those domains. I recieved nothing from eNom on how to access my domains. In my mind, both companies have failed.

[Reply to this comment](#)

☐ *Comment by Samson*

2007-03-11 16:02:27

eNom sent out emails to all of the affected registrants on Feb 6, and again on Feb 12 (I think). The problem is, a lot of people had protectfly setup and that blocked the emails. That was my problem. I only found out about this through a friend who got his email and wanted to know if it was a scam. Thank God he trusted me enough to ask or I'd probably have remained oblivious to the problem like a lot of people still are.

[Reply to this comment](#)

☐ *Comment by Bigfoot*

2007-03-11 06:54:53

The data shown in RF is totally inaccurate and out of date.

Contact data can't be amended for some domains. spamfly.com (the address shown in whois for the contact e-mails) has recently been bought and registered by a German Registrar. (Judging by the company name).

Not all whois info is hidden by spamfly, but those that are don't forward the e-mails.

[Reply to this comment](#)

 *Comment by Fred Boulton*

2007-03-11 09:08:48

It appears to me that the database being used by RF is an OLD database.

Last week all my TTs were shown as being closed, and they had been, answered by RF

On Wednesday/Thursday last, this changed and my TTS are now all open. Domains I had unlocked ready for transfer all showed locked again, and I now have more money in my RF account than I had before I did my last 2 successful renewals!

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-11 16:25:32

Interesting point about the data. We are still checking the data we received.

This is why use of the data can't be rushed as someone suggested in an earlier response in the blog. Using inaccurate data would only make matters worse.

[Reply to this comment](#)

 *Comment by Bigfoot*

2007-03-11 06:56:56

Auth codes aren't available on some and .biz domains are shown with protectfly on. The control panel doesn't allow the removal of the whois protection.

[Reply to this comment](#)

 *Comment by Matt*

2007-03-11 09:29:27

Their system (which has been broken since ENOM gave them the boot) still will not allow me to renew domain names.

[Reply to this comment](#)

 *Comment by Konstantin Boyandin*

2007-03-11 11:12:36

Too good to be true.

Their ProtectFly system doesn't work properly. To move my domains away from RegisterFly, I need to disable their ProtectFly, since it simply eats up emails without forwarding them to my actual email address.

But all I see when trying to switch ProtectFly off is "Unable to contact remote API server"

Until RegisterFly technicians make their ProtectFly servers work as promised, their statements they are not preventing their customers from moving their domains away are nothing but lies.

And the old question: who on earth will prevent my domains from continuing to expire at RegisterFly? The last time I tried to renew a domain, they charged me without doing anything. Who will refund me and return back the domains I owned?

[Reply to this comment](#)

 *Comment by Mike Zupke*

2007-03-11 12:22:28

Please email me the details (see note above) and I'll ask them to look into your specific problem.

[Reply to this comment](#)

 *Comment by Konstantin Boyandin*

2007-03-11 16:08:29

Hi Mike,

I have emailed you at transfer-questions @ address. Thank you.

[Reply to this comment](#)

 *Comment by Vadim*


2007-03-11 13:27:19

for domain zaeb.biz: Authorization Code - U
but see <http://whois.pp.ru>

Domain Name: ZAEB.BIZ
Sponsoring Registrar: REGISTERFLY.COM, INC.
Domain Status: inactive
Administrative Contact Email: support@registerfly.com

please, help me

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-11 16:30:53

If you send your complaint to the address that Mike Zupke provides above
we'll see what can be done if anything.

transfer-questions@icann.org

[Reply to this comment](#)


 *Comment by Sandy*

2007-03-11 13:43:27

I get RRP instead of the proper Auth Codes in 7 domains.

RRP means: "Request from Registration Provider", but I have many tickets,
send a lot of mails and with any answer about weeks...

[Reply to this comment](#)

 *Comment by Leif Hearne*


2007-03-11 14:39:45

I'd like to confirm that I have seven domains that show 'RRP' as their AUTH
code, and that I have one domain that I cannot unlock or change the contact

information for. I also have support tickets that have been in the system for weeks now.

I've followed up with an email as per your directions.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-11 16:27:00

Thanks for this. Please let us know how it goes and we can monitor progress.

[Reply to this comment](#)

 *Comment by Samson*


2007-03-11 15:57:28

The link you got from registerfly does in fact list the steps needed to find an authorization code.

However the authorization codes don't show up properly. Several are only displaying RRP. Or something similar to it. Not the usual hash code. So someone is lying.

On another front, it seems my account on RegisterFly has been disabled, deleted, or otherwise hijacked as I can no longer log on. Not that it's of critical importance. I only left two domains there that couldn't be transferred out and I've written them off. But the problem is far from over if they're still blocking out user accounts.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-11 16:28:04

Thanks for this info. I'm sure Mike Zupke will find this useful in talking to RegisterFly tomorrow

[Reply to this comment](#)

Comment by Mike

2007-03-12 01:21:28

I can't login into my RF account for more than 5 days... 😞

[Reply to this comment](#)

Comment by Mike

2007-03-12 01:14:46

People with secure IP range enabled can't login into their RegisterFly accounts even if they login from secured IP's... RegisterFly just can't see the IP of the one who is logging... Icann please do something...

[Reply to this comment](#)

Comment by [Fantasys](#)

2007-03-12 02:49:12

We have *over 115 domains* with Registerfly several of them critical domains to our business in which we were diligent and **attempted to renew BEFORE the due date and they still expired. Several of these domains were on auto-renew.** Even though we have account access we can't transfer our domains nor change registration information since we've discovered the DNS administrator e-mail information in the public record is not up to date. The public record says X and the account profile says Y and I distinctly recall updating it months ago; because of this we can't get transfer e-mails to move the domain.

This is NOT our error but the Registerfly's system. In addition we can NOT get an EPP code. ***As of this morning at 10:30 AM EST the published EPP code procedures doesn't work.*** This intolerable situation has cost us a lot of money and in the end will result in people being unemployed and the livelihoods of families being threatened. We realize this may be just a Registrar failure to many of the staff at ICANN, but the ripple effects are real for our employees and their children

We also add our voices to the call for intervention so we who are innocent bystanders can get our domains back under our control immediately. What do we have to do ? Who do we have to call ? Who do we have to hire to make this happen ?

[Reply to this comment](#)

 *Comment by [Paul Levins](#)*

2007-03-12 03:22:00

See my reply to your comment on another post elsewhere on this blog:

I do appreciate your frustration and the stress you must be under.

We will provide an update on RegisterFly's progress with transfers today.

We are intervening in accordance with the law. We cannot close them down over night as much as that may appear desirable. The point of the breach notice is that if these are not cured accreditation can then be taken away and they are not accredited to sell domain names anymore.

Unfortunately as with any business that is not delivering, your only recourse at this point is to keep at them.

You can also email us at transfer-questions@icann.org

[Reply to this comment](#)

 *Comment by [William](#)*

2007-03-12 03:08:25

1. all domain names affected: willfei.net
2. my registerfly account name: willfei
3. the email address associated with your registerfly account: willfei@sinaman.com
4. a brief explanation of the specific problem (in other words, say "I can't get auth codes from the control panel," or "I can't unlock my domain name in the control panel," or "I can't log into my control panel" etc.): RF charged me but my domain was not renewed and I cannot log in to my account
5. the date when you last attempted to do the thing you can't do: 4/3/07

[Reply to this comment](#)

☐ *Comment by James House*

2007-03-12 03:09:39

I have one domain that I have been unable to renew. It sits there and I am able to manage parts of it but am unable to renew, transfer or anything else. All I want is to transfer the domain out of Registerfly into another registrar so that I know it is safe. I am emailing this to the address specified above. Please help me sort this out.

James House.

[Reply to this comment](#)

☐ *Comment by Paul Levins*

2007-03-12 04:11:12

James

You have emailed to the address above - that's sensible. We'll get back to you.

Paul

[Reply to this comment](#)

☐ *Comment by James House*

2007-03-12 08:24:08

Thank you, Paul.

It is all taken care of and sorted now.

[Reply to this comment](#)

☐ *Comment by Tim Elston*

2007-03-12 05:50:21

As of today I haven't been able to transfer this domain away from registerfly. I started the renewal process in January so there wouldn't be any problems.

They took my money 3 times and then did not renew. I did a credit card last

week and they still didn't renew so I cancelled the credit card payment.

This is shameful! We are dependent on an entity (registerfly) that doesn't seem to have accountability. How can we have someone who is so negligent with their customers have responsibility that is so high? Is the domain registrar system such a sham / a leaky boat that we as customers have to put up with such poor service.

A year ago I renewed a domain - dinosaurz.org. There was a problem and I called tech support and it was resolved. Three months later I found the domain up in redemption status. I was told that the person who had made the renewal wasn't authorized to do so.

After several weeks of wrangling I was able to get a second level of support to actually help. Every one at Level 1 knew who I was. It was only through the intervention of Glenn that this was resolved.

Now the domain is coming back up for renewal and I will have the same problem again.

The site seemed to work fine for the few days it was out of Kevin Medina's hands. Now the site is back to its same dysfunctional self. No one answers tech support phone.

[Reply to this comment](#)

 *Comment by Jeff Johnson*

2007-03-12 06:15:54

There is another problem to address.
It is Called Expirefly.

In this scenario, a repeated failure to renew results in expiration to expirefly and replacing a website effectively with a pay-per-click linkfarm page with popunder. All attempts at pre-and post expiration renewals fail.

case: <http://witnessconsultants.com>

Interestingly, the transaction logs at regsiterfly for renewal failures are missing, adding to the discouraging situation.

[Reply to this comment](#)

Comment by [Mike Zupke](#)

2007-03-12 07:37:14

As a point of clarification, whether you have paid for renewal from Registerfly or otherwise attempted to renew your name, **ICANN cannot force a registrar to renew a domain name.**

So, if you had or are having problems renewing your name, we can't help much with that, but we can help you transfer to another registrar if that is your wish. (Write to me, following the instructions above.)

[Reply to this comment](#)

Comment by [mariarti](#)

2007-03-13 00:39:59

Mike, i have 2 domains at Registerfly, mariarti.com and arriba.cc

1. all domain names affected: mariarti.com, arriba.cc
2. your registerfly account name: mariarti
3. the email address associated with your registerfly account:
mari_arti@yahoo.com

I can't renew arriba.cc

i can't transfer anything, and there is no auth codes nowhere

how it can be fixed?

a badly need my domain back!

thank u.

[Reply to this comment](#)

Comment by [MarieLu](#)

2007-03-12 08:20:33

We have had the same problem with cc charges made and the domain not being renewed.

Had some luck though, hope this info helps others in transferring domains away; to get the auth code without sending a support ticket we did this;
Control panel > Manage Domains > domain name > Domain Contact

Information > click the plus (+) sign after Domain Contact Information >
Configure > At the bottom of the page there was the Authorization Code.

We managed to transfer out 5 domains this week using the above method.

Hope this helps

Chris

[Reply to this comment](#)

 *Comment by Andy Melichar*

2007-03-12 08:43:34

Mike,

You mentioned above that ICANN cannot force a registrar to renew a domain. Great. What CAN you do? RegisterFLY is holding my domain HOSTAGE by not renewing it, and placing it in redemptionPeriod. They have flat out told me that they WILL NOT renew my domain name, even though I paid them to do so, well in advance of the expiration date.

I don't understand how a Registrar can be literally STEALING both money AND my domain name from me, and ICANN won't do anything about.

The last time I called their support, they said they will not renew my domain name, and that problems like mine are being handled by ICANN... so now I am getting the runaround from both RegisterFLY and ICANN. What do I do??

Andy Melichar

[Reply to this comment](#)

 *Comment by Matt*

2007-03-12 16:13:58

The short of it is that RegisterFly lied to you. ICANN has no mechanism or authority by which to force RegisterFly to comply.

[Reply to this comment](#)

 *Comment by Samir*

2007-03-12 09: 10: 33

Hello Mike,

I have sent you an e-mail with all the details to transfer-questions@icann.org but didn't receive any automated response..did you receive my e-mail ? If not, is it possible to send you the information by Fax ?

Thanks and Best Regards,

Samir

[Reply to this comment](#)

 *Comment by Samir*

2007-03-12 14: 38: 33

Hi Mike,

I've just received the automated e-mail and confirmed it.The first time I sent my e-mail with attachments (PDF files) so it seems it didn't reach your mailbox and I had to re-send it without attachments.

Looking forward to hearing some Good news from your side regarding my domains.

Best Regards,

Samir

[Reply to this comment](#)

 *Comment by mzac*

2007-03-12 14: 57: 53

I've seen several posts and comments, to which I wanted to post agreement regarding Enom's affects upon us Register Fly domain holders. I am of the agreement that because of Enom's actions and because of Enom's inactions in limiting Register Fly to renew and transfer domains as a reseller while it was still under Enom (and maybe afterward as well), Enom has created a mess. Several months back when I could not renew my domains at Register Fly, Register Fly customer service (upon many of my calls and e-mails) conveyed and insisted that renewals were being held up or not possible because Enom would not provide the EPP codes necessary to carry out these renewals/

transfers. This seemed the prevalent understanding among all Register Fly employees with whom I spoke and/or conversed. I also received an e-mail from Glenn at Register Fly stating as such. In pushing harder to get my domains renewed, they finally did go through (did renew), but the Enom names stayed with Enom and did not become Register Fly domains (to my surprise as Register Fly was now a stand-alone ICANN accredited registrar), which further leads me to think that indeed, Enom was screwing with Register Fly, not providing EPP Codes as Register Fly claimed, which in turn screwed with all of us. Ironically, these renewed domains, which were renewed as Enom domains (after Register Fly was a stand-alone ICANN accredited registrar) have all but a few missed ones and upon my request, been 'pushed' to Enom. It would appear Enom's tactics of messing with Register Fly's business model by not issuing EPP codes for renewals and transfers has resulted in Enom gaining a significant share of Register Fly customers' domains, and Register Fly business. I am very happy to no longer have these domains with Register Fly, and am additionally pleased to transfer my domains away from Enom.

And then ICANN, as a governing body which gives and pulls the plug on its accreditation, indeed, just stood by and did nothing, and still stands by mostly, with 'nothing' but offering a 'your-names-wont-delete' reassurance (but Register Fly customers still have to pay \$160.00 to re-establish ownership?), and has yet actually done little to help the Register Fly domain holders.

[Reply to this comment](#)

 *Comment by Pawel*

2007-03-12 15:31:10

I want to thank you very much for a the Auth Codes, really, sencere greets 😊

[Reply to this comment](#)

 *Comment by Parker McCauley*

2007-03-12 18:55:23

The old database theory seems to make sense.

Most of my domains are showing that they expired in 2006 on RF CPanel, yet whois accurately shows them as 2007 but with support@registerfly.com for contact info.

Since my domains show up as expired in RF I cannot manage them to change contact info, not can I get access codes, so I watch the clock tick and have my

domains expire without being able to do anything.

Seems I need to get the transfer email and get the auth-codes, neither of which I can do through control panel.

On critical domain expired saturday (March 10). Another is set to Thursday (March 15).

I need to regain access to these domains. I also, as another poster attempted, paid 25.99 today to get these two critical domaind "re-activated" (even though they were only expired because of Registerflys bogus database). They took my money, but did nothing. No change in web site, no change in access, nothing.

I too, have emailed Mike at the address given earlier. I really hope he can do something.

I have

called registerfly (no help doesn't answer phone)

called godaddy (helpful recommended enom might help)

called enom (helpful recommended verisign might help)

called verisign (helpful recommended icann might help)

called icann (helpful recommended sending email and issuing problem report)

Lots of finger pointing. Something needs to get changed. One woodpecker should not be able to bring down civilization.

If all these domains stop resolving... There is going to be hell to pay. ICann needs to work with the registries to make sure the domains continue to resolve, not just get put on hold, until this is sorted out. Otherwise lots of money of going to be lost and someone is going to be liable....

Please Help...

[Reply to this comment](#)

 *Comment by [Stanley Holtsclaw](#)*

2007-03-12 20:23:41

My experiences with RegisterFly have been just about as bad but not as bad as my Mother's. She paid RF to renew two domains and when RF failed to renew them she complained to RF and to PayPal. RF retaliated by seizing the two domains and closing down her account for...get this...PayPal Fraud!!!

[Reply to this comment](#)

 *Comment by Pete*

2007-03-15 19:31:10

Mike,

is the offer to help RegisterFly customers still valid or have you stopped responding ?

I have sent you an email with all points 1. to 5. as per your request. I have yet to receive any reply whatsoever from ICANN and I didn't get the auto-response either.

(I've placed all *@icann.org on our mailserver whitelist)

What else do you suggest I do ?

Regards

Pete

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

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