



ICANN Blog

Internet Corporation for Assigned Names and Numbers

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

[Our policy on blog comments »](#)

RegisterFly update: March 13, 2007

This shows the number of domains transferred away from RegisterFly.com for the dates of March 9, 10, 11, 2007.

The numbers were:

Date	No. domains transferred
March 9	1,114
March 10	707
March 11	345

ICANN has not received numbers for March 12.

This demonstrates that transfers are occurring, but the number is possibly small in comparison to the total number of registrants who may wish to transfer. ICANN staff also spoke to Kevin Medina from RegisterFly today.

ICANN has received many complaints about RegisterFly accepting payments via credit card and funds being deducted, the account credited, but no registration taking place. ICANN made it clear that this was to stop. RegisterFly agreed to cease this activity.

It was agreed that ICANN and RegisterFly would have a further discussion on March 14, 2007.

This entry was posted on Tuesday, March 13th, 2007 at 9:57 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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116 Comments »

 *Comment by Konstantin Boyandin*

2007-03-13 22:11:27

Update: I managed to initiate transfers for two (of more than a hundred at RF) of my domain names, those I absolutely need to save.

I managed finally to unblock names and now wait for the transfers to complete.


[Reply to this comment](#)

 *Comment by Kim*

2007-03-13 22:17:23

Perhaps there are fewer transfers than expected because domains are locked and/or whois information is incorrect?

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:19:38

perhaps so

[Reply to this comment](#)

 *Comment by Laurie*

2007-03-14 11:52:05

Yes,

My .com is locked and I've been trying to transfer it away for 2 months now (actually 2 years, but more diligently over the last 2 months) I was fortunate that 1 of my .coms was actually registered with enom from when registerfly was a reseller for them.

I called Enom (1/2 hour wait) but all I had to do was email them a copy of my ID and open an enom account. I just did this earlier today, so waiting to see how it pans out.

Now if I could just find some way to unlock my other .com on the Whois.....

[Reply to this comment](#)

 *Comment by Ricardo*

2007-03-15 11:09:26

I am one of those. I am trying to get 22 domains out of registerfly.com and to transfer them onto enom.com but enom are resulting to be equally incompetent in providing me with an special ex-registerfly.com account to transfer the domains at equal price. I still have no Auth-code from the flies , for a domain which has already expired after two months trying to renew it, more than 15 non-refunded charges on my credit card and 16 support tickets unanswered and a bunch of telephone operators do not know what to say when I call. Mike Z. from ICANN has been very kind in trying to help me out but in my opinion ICANN is not being firm enough in this case. They should have taken full control over the acreditar after the notice of breach on the 21st of Feb and order them to send and unlock all the auth codes to their customers so that we can get the hell out of there.


[Reply to this comment](#)

 *Comment by Micky J.*

2007-03-13 23:01:39

I can't login in my RF account for one week. Please do something regarding the secure range IP function that has been discussed all over.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:20:05

I will come back re this

[Reply to this comment](#)

☐ *Comment by CaptainProton*

2007-03-13 23:18:52

Add me to the list of having paypaled money to registerfly but not have it show up. Furthermore, if the money is in the account and I do a renewal, then the domain does not get renewed but the money is deducted anyway. I opened support tickes for this but they have disappeared. Maybe part of the reason was do to the "server wars" that recently took place. But I do know that the money went to Kevin. I am not making an issue about this because I do not want to be locked out of my account. But that still doesn't excuse not getting domains renewed.

Also, I have opened a support ticket in my account for the missing authcodes which has yet to be answered/taken care of. I am unable to get thru on the phone.

Thanks for the update.

[Reply to this comment](#)

☐ *Comment by Paul Levins*

2007-03-14 08:21:46

In the meeting yesterday we made it very clear that the process of taking money and not providing service had to stop. They seemed to get that point and said it would. I would like to receive evidence where it hasn't so we can raise it again.

[Reply to this comment](#)

☐ *Comment by Parker McCauley*

2007-03-14 17:56:00

I can fax you some print outs of my paypal invoice, their renewal notice with ordernumbers from 12 Mar 2007 and then a screen shot (or let you log in to my account) that shows that is hasn't been done.

Its not like loggin it lets you do anything so I wouldn't mind giving you access.

-Parker

[Reply to this comment](#)

 *Comment by [Dennis Flanders](#)*

2007-03-15 10:35:40

Here are 4 more charges without renewal actions. BTW these were charged before the renewal data also!

- 1., 2007-03-12 , AUTHORIZATION 64242949 , \$-21.99, 64242949
- 2., 2007-03-12 , AUTHORIZATION 64242949 , \$-12.99, 64242949
- 3., 2007-03-12 , AUTHORIZATION 64242949 , \$-12.99, 64242949
- 4., 2007-03-12 , AUTHORIZATION 64242949 , \$-12.99, 64242949

Dennis Flanders


[Reply to this comment](#)

 *Comment by [Frank Marano](#)*

2007-03-13 23:38:20

Add me also to that list, I tried to register a domain and they charged me twice for it and I never actually received the domain. Also still no auth codes to transfer away my last two domains.

[Reply to this comment](#)

 *Comment by [Paul Levins](#)*

2007-03-14 08:22:11

Was that recently - like yesterday?

[Reply to this comment](#)

 *Comment by [Parker McCauley](#)*

2007-03-14 17:57:17

Mine was Monday...

-Parker

[Reply to this comment](#)

 *Comment by John Watson*

2007-03-13 23:40:21

Domains with protectfly can not be updated and transferred, it is the same for domains with RRP auth codes. Pease do something

[Reply to this comment](#)

 *Comment by Konstantin Boyandin*

2007-03-14 00:25:35

I managed to disable ProtectFly manually for every domain. The bulk tools doesn't work.

[Reply to this comment](#)

 *Comment by ScammedAgain*

2007-03-14 00:55:23

I am close to giving up...
What else can we do?

My domain expires on 22nd March and ProtectFly is on.
I cannot switch it off and cannot therefor get my Auth code.


RF know this!
As long as ProtectFly is on, there is nothing any of us can do to get our domains out of RF...

RF will not answer any support tickets and will not renew any domains.
Although they will take payments over and over again for domain renewals they simply will not do!

I try to switch off ProtectFly every day but get an error connecting to the API???

I will be surprised if I get my domain either transferred or renewed before it expires!

[Reply to this comment](#)

 *Comment by anonymous coward*

2007-03-14 05:45:04

Don't worry about it. Rest assured that everything is working fine and RegisterFly will keep their accreditation because in the sample accounts Kevin has presumably set up for ICANN, everything is working fine. Therefore there are no problems and a check to ICANN will make everything all better as far as RF is concerned.

That REGISTRANTS are experiencing problems and having their livelihoods placed in jeopardy due to RF misconduct and negligence is immaterial.

ICANN is here to help you.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:25:48

I completely get the anger.

We do not quietly accept assurances from RFly that 'everything is all right'.

We are acting within the limits of the power we have. We are not stupid enough to believe that just because something works for us it works for all registrants.

[Reply to this comment](#)

 *Comment by Scott King*

2007-03-14 02:12:47

Support tickets

Why are support not being actioned? In many cases if you do place a support ticket it's not actioned and completely deleted within 24 hours.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:26:37

I'd say this has to do with their limited resources. That is NOT meant as an apology for poor customer service.

[Reply to this comment](#)

 *Comment by HR*


2007-03-14 02:49:43

Unfortunately, I am not able to disable the protectfly option. The same message of API error appears, also although the amount for my two domains have been deducted from my account, they have not been renewed.

Last week, I opened a support ticket, to my surprize three days later it was deleted by someone??????

Then again, I opened another ticket and it is still is open, no one is answering, but if you are going to pay them, they happily accept through your control panel, but all the problems are in regards to the transferring of the names, what does it mean????

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:27:33

I will raise this today on the call with RFLy

[Reply to this comment](#)

 *Comment by Chris*

2007-03-14 09:17:57

To be fair, I believe at least some of the deleted support tickets were not intentionally deleted.

It seems that in the process of control struggle over RegisterFly site, an older backup was restored — based on changes to my account and comments from others, I estimate everything got rolled back 7-10 days.

[Reply to this comment](#)

Comment by Randy

2007-03-15 08:09:27

yes, some of my tickets were gone too and my password was reverted back to a few days earlier. definatly a system backup of an older copy, SADLY, i tried to renew some during that time and those all got washed away and they took the money again.

[Reply to this comment](#)

Comment by ScammedAgain

2007-03-14 02:56:16

Still cannot switch off protectfly (scamfly)

error:

Registrant: Contact is not valid for requested types to modify: Missing required field: owner countryInvalid data for owner country code.

All of the fields are filled in correctly...

Unless RF are saying no-one outside of the US can have a .com domain lol.

[Reply to this comment](#)

Comment by ScammedAgain

2007-03-14 03:48:19

check my post below...

Get rid of ProtectFly by creating a NEW account and transferring your domains to it.

Transfer is instant!

[Reply to this comment](#)

Comment by Paul Levins

2007-03-14 08:28:19

Can others confirm if this is working?

Very helpful advice is so

[Reply to this comment](#)

 *Comment by Tony*

2007-03-14 11:11:27

I have the same problem protect fly is impossible to remove from one of my domain names.

As of 2 days ago most of the rest of the site started working properly.

During the server wars there has clearly been a return to a previous backup, as from one day to the other, I lost the tickets I opened, a domain name which had just been transferred to RF, and credit from my account at RF.

I am also down the cost of 3 registrations which failed but for which I have been charged. And a renewal that I had initiated has simply vanished.

[Reply to this comment](#)

 *Comment by Bill*

2007-03-14 03:12:00

Things are not working at RF. The transfer numbers you are posting here are possible by chance or luck.. call it however you wish.

[Reply to this comment](#)

 *Comment by [Paul Levins](#)*

2007-03-14 08:43:25

In a later comment Darrel says:

'I was able to get 40 domain names out between March 9 - 11. I don't believe for a second that I made up 2% of ALL transfers. That begs the question... why is Registerfly giving ICANN low numbers??? The transfer #'s HAVE to be x1000.'

So it is very hard to tell what is really the case - are the transfer numbers too low ? Or is so little going on that these are the real numbers?

[Reply to this comment](#)

 *Comment by Steve*

2007-03-14 03:16:54

My email sent to compliance@registerfly.com requesting assistance BOUNCED
Undelivered Mail Returned to Sender


expanded from):

host mx2.emailsrvr.com[204.119.252.12]

refused to talk to me: 421 4.7.0 gate2.bmdc.mlsvr.com

Error: too many connections from 207.97.227.217

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:28:52

Will check and come back

[Reply to this comment](#)

 *Comment by ScammedAgain*

2007-03-14 03:46:55

EUREKA!!!! Thank you Registerflies.com...

If you wish to switch off ProtectFly and get your Auth Code, this is how you do it...Takes about 2 minutes...

1. Create a new FREE account at RegisterFly.
2. Login to your original account and 'push' your domains with ProtectFly to the new account... Under change of ownership.
When transferred, ProtectFly is not enabled... yiphee
3. Login to your new account and goto manage domains.


Click the + by contact details...

Click 'configure'

Your Auth code will be at the bottom of the page.

Hope this helps

[Reply to this comment](#)

 *Comment by Peter*


2007-03-14 04:20:06

That approach does NOT always work; I think it depends on WHO the registrar was for the domain.

I tried that on one of my domains that is missing an auth code and was registered early last year, while RF was still an ENOM reseller.

No auth code appeared.

[Reply to this comment](#)

 *Comment by [Paul Levins](#)*

2007-03-14 08:29:13

:-(

[Reply to this comment](#)

 *Comment by [cossins](#)*

2007-03-14 04:45:38

Some help from a fellow RF victim...

If you're trying to remove protectfly, do the transfer to a new account as described above and it should remove the protectfly unless the domain is expired. Once the domain is expired, this will not work. You're screwed.


Warning: RegisterFly is now shutting down DNS service the day after your domain expires. No grace period! If you're running a production site, know that it's going down the day after your domain expires.

I called the sales number yesterday and waited forever and a day, but support

did eventually answer and they were, for the first time in four months, helpful. Slow but helpful. They are obviously in meltdown but I was able to secure authcodes for several sites, two of them Enom sites. Robert O'Neill, the GM, was working with the support people in real-time, showing them how to get authcodes. I'm still waiting for others that may never come but I did get our mission-critical sites in process. RF is obviously far, far from normal operating conditions but such circumstances require extreme diligence and patience.

Good luck to all.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:30:32

Thx for this update. Glad to hear you have had some success.

[Reply to this comment](#)

 *Comment by Jay*

2007-03-14 06:00:15

We have two public interest web sites that are affected by this mess, both in .org . One expires in two days, the other will expire at the end of the month. (We also have two domains that have already expired, but they are less critical).

We acted in *January* to renew them all, but the two EXPIRED ANYWAY. And, like everyone else, we can't get ahold of registerfly at all.

The phone number on their web site (sales & support now have the same number) have no answers whatsoever, so there is nobody to talk to.

We had one domain where we did log on to the Enom site, and got a "push report" email from them — but nothing has actually happened.

Who the heck does one turn to for help when one's registrar is completely non-responsive? Should I call Enom and ask them?

Also, will DNS records survive a domain transfer? If not, then it seems likely that, with all the negative DNS answer caching that occurs, one's site could be effectively down for several days. (We had that happen with one of our registerfly sites in .com and .net that *did* renew).

What a bleeping MESS.

And why is it so much more of a problem with the .org domains than it was with .net or .com ??

Advice sought and welcomed.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:40:02

try transfer-questions@icann.org

Do call eNom

Don't know abt the difficulty with .org vs .net and .com

Can you elaborate?

[Reply to this comment](#)

 *Comment by Darrel*

2007-03-14 06:20:40

I was able to get 40 domain names out between March 9 - 11. I don't believe for a second that I made up 2% of ALL transfers. That begs the question... why is Registerfly giving ICANN low numbers??? The tranfer #'s HAVE to be x1000.

Anyways, I still have 10 domain names with the infamous (and invalid) RRP Authorization Code. I thought that I should at least attempt to transfer the domain names to GoDaddy, however quickly noticed the "Invalid Auth Code" error. I've tried everything from creating new Registerfly accounts and pushing domains back and forth, locking, unlocking, flyprotecting (which resulted in an API error), and un-un flyprotecting, and NOTHING works. I even emailed icann. org three days ago, then yesterday, but have not heard back.

From what I can tell, if you have RRP domains you're screwed, glued, and tatoood!

Domain transfer issues aside, in the last week I deposited \$100 via PayPal and \$50 via credit card to my Registerfly account. The transactions are showing at PayPal (Credit Card unknown at this time), but my Registerfly balance was NOT updated, nor is there a record of the transaction at Registerfly! I would like to

initiate chargebacks, but am afraid that Registerfly will freeze my account. They're freakin' criminals if you ask me. The whole lot of them should be locked up!

In case you haven't noticed, I'm being held hostage! There's nothing more I can do, so I'm relying on a higher power to help. If it was possible to transfer "RRP" domain names, it would release thousands of hostages.

For God sakes ICANN, please lend a hand!

[Reply to this comment](#)

Comment by [Paul Levins](#)

2007-03-14 08:36:06

As I've said, we are doing all we can at the moment to assist. In circumstances like this we cannot do enough, I know that.

We are pursuing Rfly for breach of contract and their time to cure those breaches is clearly coming to an end.

We have raised the acceptance of payment without updating of balance. I would like evidence from today if that continues to happen.

[Reply to this comment](#)

Comment by [Robert Oneill](#)

2007-03-14 18:42:40

Hello Darrel

please provide to me those 10 domains that you seem to be having a problem with as well as anything that has to do with money not being put in the right place in your account and i will take a look at it

robert.oneill@registerfly.com

thanks robert oneill

[Reply to this comment](#)

Comment by [Nancy Mutchler](#)

2007-03-15 04:25:55

I emailed you late last night Robert

Hope to get some resolution today
I'm a squeaky squeaky wheel

[Reply to this comment](#)

 *Comment by Tom Merchant*

2007-03-14 06:42:17

I called technical support so many times the past week and finally got through to RF technical support yesterday. My domain was not renewing.

She looked up my account and saw that I had renewed back in January and the whois lookup confirmed that the domain expired a year from now. She updated the renewal date on their system and I was back on line that minute. They could not explain why their system did not refresh the renewal date on their end resulting in my domain expiring.

Their renewal system is screwed up. I have 4 other domains with RF about to expire so I asked if she could update those, she said their auto renewal feature is not working and I can't renew now manually but have to wait until the day before or day of the renewal deadline. This is nuts but that's what she told me.

I also asked for the authorization codes to transfer my domains. She told me she would have to email them to me, that was 24 hours ago. She also said once I receive the codes, another registrar can make the transfer with or without the ProtectFly lock.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:37:11

As I said above I think they are simply flooded and/or just not equipped to provide service.

[Reply to this comment](#)

 *Comment by Tom Merchant*

2007-03-14 06:44:27

By the way, the technical support person was calm and friendly.

[Reply to this comment](#)


 *Comment by Chris*

2007-03-14 07:52:49

Regarding the "RRP problem" — it appears I've got mine corrected after emailing transfer-questions@icann.org and having my message forwarded to RegisterFly by ICANN. I have received an email reply with the auth code and it now also appears on RF site.

It remains to be seen whether the transfer I am about to initiate will succeed, but so far it looks good.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 08:37:40

This is good to hear.

[Reply to this comment](#)

 *Comment by Darrel*

2007-03-14 10:56:14

That's awesome Chris! I'm glad to read that I still have hope.

[Reply to this comment](#)

 *Comment by Lynsay*

2007-03-14 08:52:36

Thanks again, Paul & ICANN, for continuing to give this matter your attention. Regarding this blog entry, I have a question:

Should we (those of us who have been improperly billed by Registerfly) go

straight to our credit card and file a fraudulent activity report? I've been avoiding this, because I've heard that Registerfly gets nasty (locks you out of your account), but I see no other option.

I was charged for 4 failed transactions on Jan 26. I brought it to their attention immediately. Now, over a month later, I can't get a single response. I don't know if they're working on it, ignoring it, or laughing at it. Meanwhile, the clock is ticking (my credit card will not address any transactions more than 60 days old, and I'm at day #51).

Paul, if you have any communication with Robert Oneill (Registerfly billing), please ask him if he intends to do something on their end. I'm giving them every possible chance to redeem themselves, if only they will show me they're trying.

[Reply to this comment](#)

Comment by Paul Levins

2007-03-14 10:17:53

OK

[Reply to this comment](#)

Comment by Robert Oneill

2007-03-14 18:34:55

Hello Lynsay,

I will be more then happy to look in to that for you either fax all info on this attn:Robert Oneill @305-674-0144 or email me @ robert.oneill@registerfly.com

provide a contact number as well

please make sure u can show me that we have billed you 4 times

thanks

Robert Oneill

[Reply to this comment](#)

Comment by Lynsay

2007-03-15 05:17:37

Thanks very much for your reply, Robert. It is possible that my faxes never got through to you. I have just sent you an email with the necessary information. Please look into it, and once again, thanks for letting me know you're on it.

(Comments wont nest below this level)

[Reply here](#)

 *Comment by Kim*

2007-03-14 09:07:03


Oh that is no surprise. We have had tickets open since February. Instead, I am focused on getting our last two domains out and getting our clients out.

We discovered yesterday that another client had registered domains with RF last year in anticipation of a project we are doing for them, and they renewed them last month. The domains were allowed to expire and are now in pendingDelete status, despite ICANN's very public promise that any RF domains which have recently expired or are about to expire will be frozen and not be allowed to be deleted.

ICANN dropped the ball yet again, and some squatter is going to be able to snap up our client's ten or so domain names. Thanks again, ICANN!

We're not the only ones this has happened to. Check out www.registerflies.com and the #registerflies IRC channel to connect with many others this has happened to.

[Reply to this comment](#)

 *Comment by Paul Levins*

2007-03-14 10:21:12

Names will not "drop" while the registries keep them in the server-delete-prohibited status. This means that the name was in pending Delete before the 'freeze' was instituted, and it will stay in pending Delete while the freeze is in place.

[Reply to this comment](#)

 *Comment by kim*

2007-03-14 10:27:06

Well that is good news. I guess.

How does my client get his domains he paid to renew out of pendingDelete status then? It is my understanding that only the top-level registry administrator can do this, and they only do so under the direction of ICANN. Is this true?

From a registrar perspective, once it reaches pendingDelete it is irretrievable.

What do you propose as a solution for registrants whose domains have reached this status due to RegisterFly and ICANN negligence?

[Reply to this comment](#)

 *Comment by Andy Melichar*

2007-03-14 11:12:47

Paul,

I too would like to know what ICANN can do about those of us losing our domain names. It seems all the focus and all the push from ICANN has been simply about authorization codes. But as you can see from the many posts here, the people who have paid for a renewal are feeling left out in the cold. RegisterFly has been ignoring us for months, and while we wait for a solution our domains are non-functioning and in various states of delete prohibit, redemption period, etc.

I'm glad that RegisterFly has agreed to cease taking money and not registering names... but what about all of us who have already paid them our money and have watched our domains expire?

It's clear there is an error the second you log into my RegFly account. Take one look at my domain and you'll see a 2008 expiration date. They went through the effort of updating the date in their system, but they didn't bother to actually renew it in the registry.

What can we do? How can ICANN help us?

Andy Melichar

[Reply to this comment](#)

☐ *Comment by A and A*

2007-03-15 08:23:46

A few that I have paid for but never were renewed by RegisterFly have now been snatched up by domain poachers. I do not have time to sit and monitor when they become available as I have a lot of other work to be focusing on and have already wasted too much time on this crappy situation.

I hope Paul L. can look at the info I sent him in e-mail and see what can be done. What sucks is if they do do this, then there will be a "refund" ripple across many registrars to refund the poachers their money. It is for this reason I doubt we will see any relief. But I do hold out hope.

A and A

[Reply to this comment](#)

☐ *Comment by AJ Doyle*

2007-03-14 11:14:19

And also, the RGP status domains. What is to be done about them as well?

[Reply to this comment](#)

☐ *Comment by kevin knuhtsen*

2007-03-14 12:09:20

here's a good one...

i transferred two domains from a good registrar to regfly n early nov 06. then i get a bill from the original registrar. i call them up to see what's going on. they say, "oh, our mistake, those were transferred away last year." im all good with that. then i check those domains i transferred to regfly and see the following:

1. the registrar is tu cows
2. the tech/admin/billing info is the original registrars
3. icann tells me that the registrar is indeed tu cows. i got to tu cows, do a whois, and am told that registerfly is the registrar

i've tried to update contact info on my transferred domains but the regfly system fails to update them.

i've tried to contact regfly with support tickets, phone. nothing. forget phone.. nobody answers.

i've never see such a MESSED UP situation as the one registerfly's created.

i've brought this issue up with ICANN but was told that the domains are with Tucows (who, by the way, never answer their phone or respond to support tickets, prolly because they want nothing to do with the regfly disaster).

CAN SOMEONE AT ICANN ASSIST ME? I'VE DONE EVERYTHING A REASONABLE PERSON CAN DO.

THANKS - KEVINK

[Reply to this comment](#)

 *Comment by Jay*
2007-03-14 13:57:06

Another fear is that if the domains expire, or even if they transfer from, say, eNom to RF, the NS records disappear from eNom, but don't make it anywhere else, and we can't manage them from RegisterFly. I think given the state of this mess the other registrars would be well advised to not delete NS records until they are sure that they have appeared somewhere else, even if the domains expire. 99.9% of the time, the zone information will be essentially the same anyway, and it would seem appropriate for the registrars to keep folks who were, after all, their indirect customers via RF "whole" in this way. (We had a couple of domains go unusable that way already, as I mentioned earlier)

[Reply to this comment](#)

 *Comment by kim*
2007-03-14 15:27:26

If this is the case, how do registrants recover their domains? What solution has ICANN put into place to make up for the negligence which has taken place to date?

Do these domains remain in pendingDelete forever, or will these domains simply be pushed into Godaddy or another more responsible registrar and pushed into Server Delete Prohibited status, making it possible for registrants to retrieve the domains?

Also, what about funds which have already been paid to RegisterFly, including ICANN fees? Registrants should not have to pay these fees AGAIN - especially not the ICANN fees when it was ICANN who sat back for well over a year while this mess was forming.

Please outline the proposal you have to give domains back to their rightful owners, including domains which have fallen into pendingDelete status due to RegisterFly's failure to submit these renewals to the registries. I'm sure many are anxious to hear what the solution will be.

[Reply to this comment](#)

 *Comment by kim*

2007-03-14 15:30:00

I have a domain that is 64 days old that is in Delete Prohibited status, so I cannot transfer it out. It is not just expiring/expired domains that are problematic.

[Reply to this comment](#)

 *Comment by Jay Jaeger*

2007-03-14 17:08:33

Me too. In once case, I actually find some comfort in that one of my domains (the most important one, and one that is currently in operation) shows that it does not expire until 2008, and is in DELETE PROHIBITED and TRANSFER PROHIBITED status, which hopefully means that it won't get nailed, though I do worry about eNom kicking it off their name servers.

Frankly, at this point, all I care about is having NS glue work. Transferring off of RF can happen later, if needed, so long as the existing DNS entries don't break.

The other one I have that matters eNom has already kicked off its name servers, and it is too is in the same status, which means I seem to have no way to get it going again. But this one is not so bad, in that we really only had it to reserve the name. It shows as being registered at RF, but the NS entries point to eNom's name servers (oh, and when I look at it on the RF web site, it shows no name servers at all). I suspect what I will do as an interim step is point it at *my* name server... ; ^)

[Reply to this comment](#)

 *Comment by chestefield*

2007-03-14 17:25:06

“Delete Prohibited” is a status instituted by PIR to protect .org domain names. “delete prohibited” does not prevent a transfer out unless the domain name is also locked and the “locked” status is not showing up.

It is possible to obtain authorization codes for .org domain names directly from PIR as long as the whois is data is correct and shows you as the owner. With the authorization codes from PIR, I was able to transfer out .org domain names at Registerfly that returned the “domain not found” error as long as the domain names were not locked. With the “domain not found” error, it is not possible to unlock the domain names through the customer interface.

I have not received a response from Registerfly with authorization codes on the domain names that were forwarded to Registerfly by ICANN through ICANN’s transfer help email.

[Reply to this comment](#)

 *Comment by [Samson](#)*

2007-03-14 17:44:04

RE: Comment by anonymous coward 2007-03-14 05:45:04

Justin,

I think it’s about time you stopped attacking ICANN and started using your head on how the law works, how the process works, and then maybe your anger issues would resolve themselves. You might even be able to focus your energy in a positive manner instead of just stirring up trouble.

[Reply to this comment](#)

 *Comment by Chris Padfield*

2007-03-14 18:35:35

I still have about 8 domains I can not move. There is no auth code displayed, I don’t even have the RRP that others have yet the information in whois is accurate and I am able to change it if I wish.

I have emailed Mike and waited two days but still heard nothing, and nothing back from Mike when I informed him of registerflies incredibly surprising non compliance.

[Reply to this comment](#)

 *Comment by [Dave Zan](#)*

2007-03-14 20:01:07

It might interest some people here to know that I've just confirmed my transfer-out with Registerfly almost an hour ago. As in my domain name was originally in Registerfly's registrar systems, and is now in eNom's.

I realize a lot of you are demanding more than what ICANN is contracted for. While ICANN is doing what they can, perhaps some tips might help.

First, do a WHOIS and note the line registrar. Many of Registerfly's clients' domain names were originally under their eNom reseller account, so they might be with eNom by now.

If the registrar line says eNom, check with them. If it says Registerfly, then try to log inside your respective accounts.

Assuming you're in, try to unlock your domain name. I took the following steps:

1. Logged inside. (but of course...)
2. Went to Manage Domains and clicked on the domain name in question.
3. Under Domain Information, there's a line saying Domain Status with the word Locked. Click Locked.
4. If it says it's locked, the box might be checked. Uncheck it and click Update.

Hopefully the domain name will be unlocked and reflect within 12-24 hours at the VeriSign COM NET Registry.

Going back to Manage Domains, click the plus sign beside Domain Contact Information. Then hit configure.

If you're using Registerfly's WHOIS privacy service called Protectfly, you'll need to turn it off. I forgot what the word is, but it's a blue clickable word or so.

Choose the drop-down box to disable protectfly and click Update. By now, it

should reveal your contact details, and you should find the EPP code near the bottom beside "authorization code".

If there's no authorization code, log out, log back in, and go back to manage contact. If there's still no EPP or authorization code, then you might have to contact the Registry and explain IN DETAIL what's going on and what you need.

But if you're able to get your EPP code, make sure your contact details are updated before starting the transfer process with your gaining registrar.

All in all, I'll say this issue won't be resolved over night. I know man of you are feeling more should be done, but right now try to focus on using whatever available means there are to get your domain names out.

[Reply to this comment](#)

 *Comment by [Dave Zan](#)*

2007-03-14 20:04:53

I forgot to add, but I'm sorry to say that ICANN won't intervene in billing disputes. That's something you'll have to take up with Registerfly or your card company.

Before disputing your charges, however, I suggest you try to get your domain names out first. Doing a chargeback will cause the registrar to lock and suspend access to those domain names.

If you're able to finally get your domain names out, then you can probably dispute your charges. Again, do so after you're able to transfer out, well hopefully.

Correct me if I'm wrong, but a domain name that's on "client delete prohibited" shouldn't interfere with your transfer. There should be an extra line, either "ok" or "client transfer prohibited" (lock), the latter should turn to "ok" if it's unlocked.

[Reply to this comment](#)

 *Comment by [Konstantin Boyandin](#)*

2007-03-14 21:07:25

First question: why on earth this blog considers my postings SPAM?

There were three of them, without badmouthing/whatever. Not a very professional approach, that is. Shall I change email address every time just to defeat your SPAM filters?

Back to RF.

I have managed to disabled ProtectFly and initiated a transfer of retes.net domain yesterday. 24 hours ago, to be more precise.

This domain expires today, and still the transfer state is 'Waiting for losing registrar approval'.

Am I right that this 'approval' must be automated? Or I can say good-bye to that domain (since there are thousands of people attacking Rf with emails/other means of contact).

[Reply to this comment](#)

 *Comment by Chris*

2007-03-15 07:13:41

Transfers (regardless which registrars are involved) always take several days. It is difficult to say what would be the best course of action considering the problems at RegisterFly, but normally, I would never attempt to transfer a name so close to expiration.

If this name is worth more than \$10 to you, I would suggest that you also attempt to renew it at RF — if both the renewal and transfer succeed, you will simply have extended it for two years rather than one.

[Reply to this comment](#)

 *Comment by Dale King*

2007-03-14 21:23:54

One of my clients is in the same scenario as a lot of other people here. RF charged his card twice but did not renew his domain according to their records. According to whois the registration went through as the expiration date was changed and a year added on.

In the meantime the domain expired according to RF and can no longer be managed using their tools.

They continue to ignore their support tickets on the subject.

I can't transfer his domain away because it is in status clientTransferProhibited and I have no way of getting it out of that state. In the meantime the domain is 'stuck' until this all gets sorted out.

[Reply to this comment](#)

 *Comment by [Dave Zan](#)*

2007-03-14 21:39:56

Konstantin, transferring a domain name among registrars isn't COMPLETELY automated. Some parts requires human intervention, namely you need to confirm the transfer with the gaining registrar first.

Assuming you've indeed unlocked the domain name 24 hours ago, do a WHOIS and note the line "status". If it says ok, then it's unlocked and you confirm it with the gaining registrar.

The gaining registrar will eventually notify the losing one. Registerfly will then send an email to the one on record with a link and a transfer key of sorts for you to enter.

Don't worry, it's pretty straight forward. I already got my domain name out like I posted here earlier. 😊

Dale, it sounds like your client's domain name was under Registerfly's reseller account with their former registrar partner eNom. If you do a WHOIS and the line "registrar" says eNom, contact them.

If it's with eNom, your client will likely have to pay a high fee to be able to regain it. But doing so can at least cut down the waiting time.

[Reply to this comment](#)

 *Comment by [Konstantin Boyandin](#)*

2007-03-15 00:20:45

Hi Dave,

Thanks for the comment. In fact, I have witnessed the domain status 'ok' yesterday - I am transferring the domain(s) to GoDaddy. The status at GoDaddy (waiting for the losing registrar approval) hasn't changed yet, after 24

hours have passed.

Anyway, I have no choice but to wait. I have also initiated the transfer of another domain (it expires, thanks to God, only in November - so RF has much time to respond).

[Reply to this comment](#)

 *Comment by Jason*

2007-03-15 01:59:37

Not sure if anyone else has been seeing this... but might be part of the explanation for the low numbers. Tried a few times to email the address mentioned yesterday, and got this:

```
<robert.oneil@registerfly.com> (expanded from  
<compliance@registerfly.com>):  
host mx2.emailsrvr.com[204.119.252.12] refused to talk to me:  
421 4.7.0  
gate2.bmdc.mlsvr.com Error: too many connections from  
207.97.227.217
```

The IP address referenced (207.97.227.217) is for rackspace (which isn't associated with my provider at all), so seems like problems on registerfly's end?

Should I use the ICANN-provided email instead, or any other suggestions? Only talking a couple of .com domains now in my case (managed to move most of the others out before this mess started to kick in), but still don't want to lose them.

Thanks,
Jason

[Reply to this comment](#)

 *Comment by Rod*

2007-03-15 07:32:24

Yep. Got exactly the same mail delivery failure notice as follows:

Wed March 14/07 @ 5:23

I'm sorry to have to inform you that your message could not be delivered to one or more recipients. It's attached below.

For further assistance, please send mail to

If you do so, please include this problem report. You can delete your own text from the attached returned message.

The SMTP Server program

(expanded from):

host mx2.emailsrvr.com[204.119.252.12] refused to talk to me: 421 4.7.0 gate2.bmdc.mlsrvr.com Error: too many connections from 207.97.227.217

[Reply to this comment](#)

 *Comment by Dale King*

2007-03-15 02:48:47

Hi Dave thanks for your reply - yes, you are right, it's still with eNom.

[Reply to this comment](#)

 *Comment by Sonny*

2007-03-15 02:53:54

Has anyone managed to get back their money back from RF?

[Reply to this comment](#)

 *Comment by [Nancy Mutchler](#)*

2007-03-15 04:21:59

Trying to call support this morning March 15, starting at exactly 8 am EST

305 674 0165

"Standard Message - unusually high volume, call will be answered in the order it is recieved, please hold"

Dance of the Sugar Plum Fairy - 1 minute

"We're sorry - that extension is unavailable - please try again - then it hangs up

"

repeat 22 times - nothing changes except the music. and it even goes back to the sugar plum fairy after a few times.

[Reply to this comment](#)

 *Comment by flytrap*

2007-03-15 05:13:33

Got my enom domains out 3 weeks ago when this first happen, went pretty smooth.

BUT have been trying to get others out over and over again with very little luck. Problems - protectfly emails, no registrant info, kevin medina as registrant, etc. Also over 50 renewals paid for early and not renewed now past redemption.

ICANN THANK FOR FINALLY GETTING INVOLVED. NOW TAKE SOME REAL ACTION.

[Reply to this comment](#)

 *Comment by danny*

2007-03-15 05:25:57

I am not a domain expert so I have no clue as to why a registerfly domain I had bought from registerfly is now a eNom registrar and even thou whois reports as ok and not expiring until Nov 2007 (and as far as I can tell unlocked) but the server (or nameserver) ns14.hostingfly.com and ns15.hostingfly.com has not been hosting it for three weeks.

Does this mean I have to pay someone just to get my domain back up?

Thanks in advance.

[Reply to this comment](#)

 *Comment by Alexander Vasilyev*

2007-03-15 05:46:38

After emailing ICANN I got a response from them in about 26 hours and auth codes from RegisterFly in the 10 next minutes. Now off to transfers... Thank you, Sara and Mike!

[Reply to this comment](#)

 *Comment by Daniel Dunne*

2007-03-15 06:17:11

I am trying to transfer a domain from rf to register365 in ireland. In the middle of the process I have received a transfer away confirmation from RF but it says I am transferring to enom. What is going on?

[Reply to this comment](#)

 *Comment by Nicolas Gieczewski*

2007-03-15 11:12:30

What's going on is that register365 is probably an eNom reseller.

[Reply to this comment](#)

 *Comment by Daniel Dunne*

2007-03-15 14:19:26

According to icann.org Register365 is an ICANN-Accredited Registrar. I thought that meant that they do not have to be a reseller?

[Reply to this comment](#)

 *Comment by Shaun*

2007-03-15 06:50:49

Why is eNom charging \$160 to reactivate RegisterFly domains? That's not listed in any of their pricing pages. Surely illegal!? Not tried personally but I've heard so very many reports about the \$160 thing. 😞

[Reply to this comment](#)

 *Comment by Danny Younger*

2007-03-15 07:36:40

From the eNom Registration Agreement:

In this case, the domain name will be designated as being in the extended redemption grace period ("ERGP"), and you will be allowed to assume, during the first 120 days of the then extant registration term, complete

management of the domain name services, including the right to control the DNS settings, provided that you pay a fee of \$160 (US dollars) plus any registration fees.

<http://www.enom.com/terms/agreement.asp>

[Reply to this comment](#)

 *Comment by Jay*

2007-03-15 07:08:08

Sounds like a good backup plan. How does one contact PIR, should that be necessary — did you find voice, email or FAX most effective?

[Reply to this comment](#)

 *Comment by Chris*

2007-03-15 07:33:25

eNom is not charging anything to push current, non-expired RegisterFly reseller domains to your own eNom account. I've been through that process.

The \$160 fee is charged to recover expired domains now in the redemption period and the amount is not unusual for that. Whether eNom should waive the fee when the names expired through no fault of the owner and due to RegisterFly's misconduct is another question — but they are probably not required to do so.

[Reply to this comment](#)

 *Comment by Shaun*

2007-03-15 07:52:42

My name HAS expired, and it IS RegisterFly's fault, since I tried dozens of times to renew before expiry.

Okay. But how come RegisterFly offer to reactivate my expired domain for \$12.99, not \$160? Is there any way to just wait 60 days for it to gather dust then go and register it afresh somewhere else like a new name again?

[Reply to this comment](#)

 *Comment by A and A*

2007-03-15 08:17:32

You can wait but then again, there are domain poaching companies that wait and monitor for domains to become available and then snatch them up. Why? They think that the site may have generated traffic that they can park ad pages on and make revenue as well as quasi-blackmail you if you did indeed want to renew it but let it lapse.

Sometimes they analyze traffic for these "poached" domains and if it is not worth the registration, they will not actually follow through with the purchase and let it return to the pile in a few weeks. So if it is poached and they will not release it, at least try to check its availability ever week or so for a couple months...

That is what I hear...the first paragraph is true. The second paragraph is speculation by some and done by folks with deep pockets and who are affiliated with a registrar in some way to allow the pseudo-hold of the domain to take place.

It appears I now have lost a domain or two due to the first paragraph and am awaiting word from Mr. Levins.

Good luck,
A and A

[Reply to this comment](#)

 *Comment by danny*

2007-03-15 07:54:43

What if I do not want a eNom account? Or do I have no choice with a domain that has eNom as the registrar?

[Reply to this comment](#)

 *Comment by danny*

2007-03-15 07:55:58

With an unexpired domain I mean.

[Reply to this comment](#)

☐ *Comment by Chris*

2007-03-15 08:24:42

I'd suggest that, despite your preference, you first work with eNom to secure your control of the name through them. You can then transfer the name to the registrar of your choice later. Anything else is going to be more difficult and carry greater risk.

[Reply to this comment](#)

☐ *Comment by PleadThe5th*

2007-03-15 09:03:10

Sat on hold for 40 minutes, csr picked up and in the background heard an individual say "Hang Up on Him" and he did.

[Reply to this comment](#)

☐ *Comment by Randy*

2007-03-15 09:36:30

Comment by Randy

2007-03-15 09:01:04

can you imagine if you kept up on registerflys "accrediation"?, no one would be using these boards EVER. when we get mad that you didnt do your jobs AND STILL REFUSE to take control of RF, you tell us we cant complain on a blog. I write emails and ICANN wants me to perform miracles to get what we paid for. I AM GOING TO BUY A SCANNER TODAY SO I CAN COPY MY ID. FOR YOU... a 100\$ investment so i can adopt to your plan to help outside of your actual rules and policies. if ICANN worked right, this disaster would have never happend. if you cant take a couple complaint blogs, then you should shut down <http://blog.icann.org>

im sure this will be deleted, like you did to some other messages.

just imagine if you followed through with RF, we wouldnt be in this mess. i still have domains expiring and no auth codes. thanks for nothing...

Comment by Kieren McCarthy

2007-03-15 09:19:04

If it's okay with you Randy, I'd like to keep your comment here as an example of precisely the sort of post that we will delete in future.

Thankyou for ticking all the boxes so concisely.

Kieren McCarthy

----- reply

That is why this happened! Go ahead delete it. Now if you could delete RF from "Accredited" status, we would be getting some where.

We get no support from you and RF gets to be "accredited"... you should make them take that off their site until this is resolved.

Kieren - You are part of the problem, now only if you had a solution you wouldn't be here deleting posts. If RF wasn't screwing us, no one would be here posting.

[Reply to this comment](#)

 *Comment by Guido*

2007-03-15 09:49:08

I have received 2 out of 3 auth codes after I had contacted ICANN. I hope I will get the last one shortly, too. Thanks for the help so far, ICANN.

[Reply to this comment](#)

 *Comment by AJ Doyle*

2007-03-15 10:30:32

If you look at the whois information for my domain, you will see that it has a 12-15-2007 expiration date and that the status is OK.

I still cannot do anything with my domain name as it is in RGP with enom.

How can it be in RGP status with enom and still show up as registered to me in whois.

I know that enom updated the whois information because I used my new

address when I created my enom account. prior to that, my old address was on the contact information.

I was told by eNom that (I have documentation) this is because they are the only registrar that would have the correct information about the status of this domain.

[Reply to this comment](#)

 *Comment by Charlie*

2007-03-15 11:28:40

Regarding the above post. I probably have more domains still there than almost anyone. ENOM, GoDaddy and ICANN have all be responsive and helpful. I am as frustrated (and have put in as much time) as anyone.

Consider the fact that if ICANN does remove the accreditation, they probably lose all control over this situation.

I concur with the policy of deleting non-productive, irate posts. You can vent over on Registerflies. They seem to be making a business out of this.

Let's try and keep this to the facts gang ... and no, I don't work for any of the above-mentioned organizations.

Read the FAQ's and wait for a resolution of the RRP problem. That's the one that's going to get us, and I think ICANN knows it.

Awaiting Mike's e-mail on two critical domain names

Charlie

[Reply to this comment](#)

 *Comment by Jay*

2007-03-15 11:30:18

I think that there is a point to be made here. While, no doubt, RegisterFly has the majority of the fault here, eNom did not, and does not seem to be helping much. I attempted to renew a bunch of domains, all at the same time, on 1/29. The .com and .net domains (whether with eNom or, presumably, with other registrars?) all went just fine — they transferred to RegisterFly. Now, notwithstanding the fact that there has been a hitch where the domains didn't seem to properly be on the right name servers, at least I had and have control

of the domains. With .ORG, those transfers were apparently blocked, to all appearances by eNom. And so some expired?

And now eNom stands to profit greatly by that fact? At the least, it is lousy customer relations. At the worst, it is exploitation.

Whatever or whoever is behind that particular state of affairs could stand to have a light shown on it at some point.

[Reply to this comment](#)

 *Comment by Randy*

2007-03-15 12:37:05

ok, i wont be non-prodcutive or irrate any longer.

has anyone had any luck with pushing to another account to get rid of the protectfly as i read in earliers posts?

i tried it, but it keeps have issues and says "cannot connect ot API". RF wouldnt allow to push one that was expired and locked... any more discussion or work-arounds on that would be great.

again, i apologize for being irrate and non-productive in earlier posts, this is really the only forum left for help.

[Reply to this comment](#)

 *Comment by ScammedAgain*

2007-03-15 13:43:00

It worked for me... but I guess I may have been lucky.

I did have to unlock my domain first... This took several attempts!

Then I 'pushed' my domain to my other new account.

When I logged into my NEW account, the domain was there instantly with all my registration details intact and ProtectFly was GONE.

In this state I was able to get my Auth Code...

I am currently in the process of transferring to GoDaddy...

Waiting for current registrar to approve!!!!!!!!!!!!

What do we do if RF refuse to approve the transfer???

[Reply to this comment](#)

 *Comment by Fred Boulton*

2007-03-15 14:21:59

RF don't need to approve it, necessarily. The transfer will happen automatically if you don't stop it.

RF have been sending the transfer e-mail o.k. I've just done a number of domain transfers without a problem

[Reply to this comment](#)

 *Comment by Bigfoot*

2007-03-15 13:07:53

I tried the 'trick' of pushing to another account and pushing back to the original and it didn't work for me.

On another note:

What time zone should I consider for 'two business days'? Which time-zone (relative to GMT) does ICANN operate on?

I live in Washington, England with a time-zone of GMT (at present) so need to know in order to work out when to send the reply to Mike and friends that the 'two business days' are up and that Registerfly hasn't been in contact.

[Reply to this comment](#)

 *Comment by WK*

2007-03-15 13:29:33

I am other with no response from RF and send Mike a response about the tpo days are go on. I not live in USA, then call for phone is too costly here.

ICANN, what is the next step ?

We think in some days RF lost the Accreditation, but at the moment many of we dont know what the current RF site is, the .net have the recent backup and the com have the newer.

Please, many of we want know the reason from ICANN not give the "accord" or recomendation to the registrar about give us our aith codes if registrar is registerfly. Do more EASY and HELPFUL than the welcomed "dont delete expired", and they acomplish to that.

[Reply to this comment](#)

 *Comment by [Daniel](#)*

2007-03-15 15:32:26

Hi, this is Daniel at eNom. Please keep in mind that only SOME of the names at Registerfly are actually under eNom's credential. If you check your whois, you'll see who is the registrar of record. If it shows Registerfly, there's not much you can do until their debacle is solved. If it shows eNom you only need to create a free account at eNomCentral.com and submit a support ticket via email or call eNom support to have your domain "pushed" to your new eNomCentral account. eNom now has access to the ProtectFly underlying whois info...so those domains that were not able to be pushed under the migration program last month can now be pushed.

[Reply to this comment](#)

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

2007-03-15 21:42:27

I write this response for clarification purposes only.

When Daniel states, "Check your whois," I strongly recommend you use a whois tool that is NOT hosted by R'fly (for example, whois.net, dnsstuff.com, etc., but NOT whofly.com). A long-standing problem with R'fly is that they have a whois tool but it does not accurately reflect how the domain is actually registered or even its expiration date. And as I recall, the tool does not state whether eNom or R'fly was the registrar of record, and I think that has contributed to the confusion many customers, including myself, had experienced.

Bottom line: Do not trust R'Fly's whois tool. -SJR

[Reply to this comment](#)

 *Comment by Dave Green*

2007-03-15 15:36:15

I almost fell off my chair when I got an email from Registerfly this morning saying "click-here to approve the transfer of your domain to the new registrar!

After clicking on the link the domain was transferred away within an hour or so. This must be my lucky day.

[Reply to this comment](#)

 *Comment by Larry*

2007-03-15 18:10:19

I got my first domain transfer email a couple hours ago... couldn't believe I actually got 1 (!) of my almost 100 domains free and clear late today! Of course, I initiated transfer on several simultaneously as a test.... and, alas, have still seen only that 1 domain make it thru. Still, it gives me a small flicker of hope... and after the many weeks and months of this nonsense I will hang onto the tiniest step forward as a good thing. (Now, where do you think the other domains are bouncing about?)

[Reply to this comment](#)

 *Comment by Dan F*

2007-03-15 18:22:40

I have gotten through to registerfly customer service number today after only 10 minutes of waiting on the phone.

A very nice lady came on the phone and helped me get some verification codes and also to unlock the domains. There was information missing with my contact etc. so she set it all straight.

I have 8 domains with them and she later sent me an e-mail to tell me that out 8 - 2 were unlocked but that I had to be patient with the other 6.

I now have 4 of the domains now waiting for registerfly approval before they are over to godaddy so I am hoping that I will receive an e-mail back from RF to finalize the transfer.

I asked if the company was having problems and the nice lady told that they had internal problems with employees trying to sabotage the company within as

well as other registrars trying to stick it to them. She told me that she was new as well as many other staff and thanked me for my patience.

I hope that the registrations do go through but I have no way of knowing if RF will actually complete the transfer.

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 *Comment by Pete*

2007-03-15 20:06:58

to Mike Zupke, Paul Levins

is the offer (from March 11) 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

[Reply to this comment](#)

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

2007-03-15 21:52:25

In addition to the foregoing, there has not been an update to the blog since March 13, and it was indicated there would be daily updates. It was further indicated that there would be further contacts with Kevin Medina, et.al., what happened with those? –SJR

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