

Official Statement from Registerfly

Written by John Naruszewicz | Glenn Stansbury

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We at Registerfly.Com would like to offer our sincere apologies to all that have been affected by the actions of our former CEO / President, Kevin Medina. We cannot change the past but will make every effort to change the future of RegisterFly.com. As a result of Mr. Medina's actions many of you have lost your domains, experienced problems with your Hosting, Renewals and Registrations. For this reason Mr. Medina's our "Board of Directors" had no recourse but to take action against Mr. Medina and fire him.

Law suits against Mr. Medina have also been filed in Federal Court for his actions as well as criminal charges. Copies of Mr. Medina's Termination Letter, Board of Directors Resolution and Court Filings can be seen on Registerflies.com. We will continue to provide all court documents and post updates on Registerflies.com as well. Currently we can not provide any information on the criminal charges as it is an on going investigation yet we will provide that data once we are told we are allowed to by law enforcement.

Our intention is to keep all concerned updated with the true facts that surround this matter. It appears that the only way is for Kevin Medina to be arrested and eventually see jail time. While we know that this will not cure the damage that has been done, Glenn and I, John Naruszewicz, are seeking all that we can on behalf of our treasured and valued customers.

Our priority number one is our customers we have and even the customers that we have lost. For the customers who have not been affected by all of this we assure you that you will have your domain name with a safe and strong company. Another major focus is to build a customer support group that will give you the customer support you deserve and unlike anything currently seen in the industry. Unfortunately this will take some time to do and we ask for your patience and understanding while we build a new support group.

Many of you may or may not know that Mr. Medina fired all employees shortly before Christmas with the exception of 8 that remain in our New Jersey office. John Naruszewicz was able to save these important jobs by personally paying the staff with his own funds. Mr. Medina agreed to a contract with myself that he was to open an office in Miami. Since Mr. Medina was never good with customer support I felt it best that he have no interaction with customers and only ran the back office. Mr. Medina violated this contract by hiring 7 people for Third Level Support. These people had little to no knowledge of the domain name industry let alone even knew what DNS was. The horrific level of support that was offered from January onward is proof of this.

Many have asked why our customer service reps could not perform the necessary tasks that you as the customer needed done. The reason behind that was "Control". The NJ Customer Service Reps. did not have the functionality to do what they needed to be done.

Mr. Medina, as many do not know, wrote the entire Registerfly.com website and had full and total control of its data. After his termination, Mr. Medina deleted email accounts, access to support tools, and access for our risk/billing department to issue refunds.

Going forward all CSR's will have the ability to do any task that is asked of them, there will be no more transferring from one department to another. We will be using the "one and done" philosophy from here in out. The other priority is training. We will make sure that when you reach a Customer Service Rep. you will have reached a person that can perform the necessary task to correct your problem.

Contrary to the old attitude or business practices of the prior President/CEO we care about you, our customers. We will make every effort to insure that the practices of the past and the problems of the past are just that; the past. There will be no room for this in the future and 100% effort and execution will become the normal.

We are assembling what we want to call the dream team and it will be through this team that we will provide the direction for all RegisterFly.com employees to follow.

As the new President/CEO, I, John Naruszewicz, have personally pledged all of my personal assets to make all of this happen. I've mortgaged my home, leveraged all assets, and am in the stages of securing large letters of credit to bring this company forward properly. I've devoted these funds to RegisterFly.com so that we will be able to provide the products and service you need and deserve.

I've been very fortunate to have invested wisely and worked very hard for what I have. Now I am giving everything that I know of as I truly am concerned about our customers and an honest and ethically run company. While my investment may not solve the problems of the past it will ensure the future business of all of our customers. I came from nothing and do not have a privileged past. I understand better than most what it is like to make that extra \$80 a month off of a domain name. There were times when I didn't have money for food or heat for my home. That extra money was my lifblood and I would have been harmed if I lost it. I understand! Mr. Medina is a selfish, cold hearted, self loving, criminal. He will only understand what he has done when he is finally in prison.

Our goal is not to be the biggest but to be known as a company with great products, great pricing, but most of all the best, and most ethical, customer support and service that can be provided. You our customers have suffered the most and for those who are still with us we thank you! To those who have left we offer our sincerest apologies. This will not change the past but we are working on regaining your trust and we're currently seeking a solution for the problems caused. We hope that perhaps, in the future, when you see what we have to offer you will give us a try again and also stick with us as we're though our worst part. We do not wish to dwell in the past but to learn from the past and assure you that this will never happen again.

I will never forget a comment that I've recently read on Registerflies.com. It read something like: "I don't care about any internal problems with Registerfly.com. I only care that I have a safe place to keep my domain names". Who ever said those words is a very wise person and I guarantee them and all customers that you do and will have a very safe place to keep your domains.

The next few weeks are crucial and we see Registerfly.com bouncing back to a level that it was at before and even exceeding expectations of prior days. Please join us in our efforts as, without our customers, what business do we really have?