

My First Web Site

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After talking about it for almost a year, I finally decided to get my own Web site. Everyone's doing it, so I figured I'd follow the pack. After talking about it for almost a year, I finally decided to get my own Web site. Everyone's doing it, so I figured I'd follow the pack. I spent several hours on a Sunday researching hosting companies for price, reliability – all the usual metrics you look at before buying anything online. I picked HostingPlex because they had great value and they were Canadian. I thought I'd send some of my cash back across the border, even if it was minimal.

I place the order online only to receive a refund notice a few hours later. I figure I screwed something up and place the same order again. This time, I get the a professional response from Kevin Moonlight (a co-founder it turns out) that simply states, “No Dice Buddy”. Confused, I respond with “Nice professional email.” And this is the response:

“We have received substantial fraud orders matching almost exactly your order.”

Followed by:

“It is not a simple matter of matching your creditcard, it is the domain name you are requesting, your name, your source email address, your ip address block, substantial pieces of information. You should see a refund statement soon.”

Let me see…the domain I requested was my name. My credit card information matched the name of the account and the address I provided. Even the phone number was real, not that anybody ever called to verify. I still don't understand how this qualifies as fraud.

But more importantly, I take great exception at being called a crook. I've been called many things in my career, but never a crook. I was pissed and started writing a column for work, but decided the free publicity wasn't worth it. So I place it here, on my blog that won't get the traffic. So, I give HostingPlex my award for the perhaps the worst customer experience ever. Avoid them and their parent company Inverdigm at all costs!