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**Formal Complaint Regarding Harassment, Service Failures, and Mismanagement**

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**From** Soul Legion <legionkillfeed@outlook.com>

**Date** Fri 07-Feb-25 7:19 PM

**To** support@nitrado.net <support@nitrado.net>

**Cc** info@jugendschutzbeauftragte.net <info@jugendschutzbeauftragte.net>; info@nitrado.net <info@nitrado.net>; partnership@nitrado.net <partnership@nitrado.net>

**Bcc** livenowcomments@fox.com <livenowcomments@fox.com>; help@cnn.com <help@cnn.com>; info@ap.org <info@ap.org>; newsonline@bbc.co.uk <newsonline@bbc.co.uk>; worldservice.english@bbc.co.uk <worldservice.english@bbc.co.uk>; Irena.Briganti@fox.com <Irena.Briganti@fox.com>; Porter.Berry@fox.com <Porter.Berry@fox.com>; reader@theguardian.com <reader@theguardian.com>; mecommentary@npr.org <mecommentary@npr.org>; abc.news@abc.com <abc.news@abc.com>

 11 attachments (18 MB)

SDEV- 07 02 2025 1902 (57s) 001.mp4; 000-Nitrado 05 02 2025.png; 01-Nitrado 05 02 2025.png; 08-Nitrado 05 02 2025.png; 07-Nitrado 05 02 2025.png; 06-Nitrado 05 02 2025.png; 05-Nitrado 05 02 2025.png; 04-Nitrado 05 02 2025.png; 03-Nitrado 05 02 2025.png; 02-Nitrado 05 02 2025.png; 00-Nitrado 05 02 2025.png;

Dear Nitrado Team,

I am writing to formally address serious concerns regarding my experience as a paying customer. The incidents I have faced reflect poorly on Nitrado's customer service and operational reliability, as well as the conduct of your representatives within the community Discord.

**Harassment and Slander by Volunteer Moderator (Midway):**

After I repeatedly requested assistance from a legitimate Nitrado employee, Midway harassed me and falsely claimed that I was "timed out" and "left and rejoined" the Discord server to bypass this. It is important to note that leaving and rejoining a Discord server does not remove a timeout, and mod-log records will confirm this.

This slanderous behavior, conducted while representing Nitrado, has caused reputational damage and demonstrates an unacceptable abuse of their position.

**Failure of Support Methods:**

Both the ticketing system and email support methods have failed. Attempts to create a ticket were met with errors, and email replies returned error messages.

The Discord community is promoted as an official support platform, as your ticket system directs users to it. However, the behavior of your volunteer moderators in this space has made it impossible to get genuine help. They argue with customers and ban anyone seeking legitimate answers, as happened in my case.

**Unreliable Services and False Advertising:**

Nitrado advertises its servers as having DDoS protection, yet the ongoing attacks have rendered services unusable for over seven (7) days. Despite this prolonged disruption, there has been no meaningful update or timeline for when services will return to normal.

As a customer, I have paid for server runtime that I cannot use, resulting in financial loss and disruption to my community.

**Neglect by On-Duty Employees:**

At the time of the Discord incident, over 20 identified Nitrado employees were online. None intervened to address the harassment or the service issues, leaving customers at the mercy of unprofessional volunteer moderators.

**Why the ACCC Will Take This Complaint Seriously:**

I intend to file a formal complaint with the Australian Competition and Consumer Commission (ACCC) for the following reasons:

**Slander and Harassment:**

The volunteer moderator's false statements about me are damaging and unprofessional. Nitrado's failure to moderate or address this behavior leaves the company liable.

**Support Failures:**

Nitrado's ticketing and email systems failed, and the Discord community, advertised as a support channel, has devolved into a hostile environment where customers are harassed, silenced, or banned for raising valid concerns.

**Loss of Paid Services:**

Nitrado advertises servers with DDoS protection, yet I have been unable to use the service for over seven days due to ongoing attacks. This constitutes a significant breach of contract, as the service I paid for is not being delivered.

**False Advertising of Support:**

By directing customers to Discord for assistance, Nitrado implies it is an official support platform. However, this environment is inadequately managed, and customers are left without proper recourse when the advertised support methods fail.

I am requesting the following:

A formal investigation into Midway's behavior, with mod-log verification of their false claims and slander.

A written apology for the harassment, unjust ban, and failure to provide proper support.

A resolution for the ongoing service disruptions, including compensation for the paid runtime lost due to Nitrado's inability to deliver a functioning service.

A clear explanation of how Nitrado will prevent such incidents in the future, including improvements to support methods and moderation standards in your Discord community.

Attached is screenshots with the rudeness I was treated with and it also highlights that several others were experiencing similar treatment. I have also recorded a video of me attempting to open a support ticket that failed every time.

This situation is unacceptable and reflects a serious failure of your customer support and service delivery standards. I expect a response to this email within seven (7) business days, confirming receipt and outlining the actions Nitrado intends to take to resolve this matter.

Failure to address every concern raised in this will result in an immediate report to The ACCC with evidence that Nitrado has been choosing which servers go online and which don't, this was discovered by doing a gameservers API call (must\_be\_started parameter is off for ALL servers restart looping and it cannot be changed by anyone but a Nitrado employee. I have video proof of this, including attempts to raise this concern with Nitrado staff.)

Regards, Anthony Brodie AKA Soul AKA legion.dev (Nitrado USER-ID: 7508416 | DISCORD-ID: 70689693955225650)