
Re: [Nitrado] Re: Formal Complaint Regarding Harassment, Service Failures, and Mismanagement

From Soul Legion <legionkillfeed@outlook.com>
Date Wed 05-Mar-25 4:08 AM
To Nitrado.net Support <support@help.nitrado.net>

Dear Mark H.,

I acknowledge that Nitrado has provided **five days of server runtime as compensation** for the recent downtime. While this is a **step in the right direction**, it does **not excuse the severe failures in communication, abusive moderation, and misinformation regarding my account bans**.

Additionally, this is **not the first time Nitrado has handled downtime compensation inconsistently and unfairly**.

1. Nitrado's History of Selective Compensation – Christmas 2023 Downtime

During **Christmas 2023**, Nitrado services experienced **80 hours and 51 minutes of downtime**.

- **PalWorld servers were given three days of additional runtime as compensation.**
- **DayZ server owners were given nothing, despite experiencing the same downtime.**

This **unequal treatment of customers** raises **serious concerns** about how Nitrado decides which customers “deserve” compensation.

- **Why did PalWorld servers receive compensation, but DayZ servers did not?**
- **Why does Nitrado selectively compensate some customers while ignoring others experiencing identical service failures?**

This pattern suggests that **Nitrado is not consistently compensating affected customers unless forced to**. This **must change**.

2. The Attempt to Rewrite History Regarding My Bans Is Completely Unacceptable

Your response claims that I was permanently banned due to “repeated community guideline violations.” This is a **blatant misrepresentation of events** and an **attempt to avoid accountability for abusive moderation**.

Ban #1 – Helping a Ukrainian Customer Affected by the War

- I was banned **for trying to help a Ukrainian teenager** who was sheltering in a bunker during the war.
- **His bank was blocked from making payments because Nitrado flagged his account as "too close to Russia."**
- I offered to **help cover his server costs** so that he could continue to run his server despite the crisis.
- **Instead of assisting or explaining the situation, I was banned from the Nitrado Discord.**

Ban #2 – A Moderator With Personal Bias Took Retaliatory Action

- A **volunteer moderator with ties to my direct competitor** banned me for **posting a humorous GIF**.
- **The GIF did not violate any community rules**, yet I was banned without warning.
- This was **personal bias in moderation** and an abuse of their position.

Ban #3 – Asking for Actual Support & Being Slandered

- I was banned for **requesting assistance from a real Nitrado employee** instead of a volunteer moderator.
- The moderator **lied about why I was banned, falsely claiming I bypassed a timeout**.
- **Leaving and rejoining Discord does not remove a timeout**, proving that this was a **false statement made to justify their abuse of power**.

Immediate Action Required:

- I demand an **immediate reversal of my unjust ban and a formal apology for the misrepresentation of events**.
- I request that Nitrado conduct a **full review of its volunteer moderation team to prevent future abuses of power**.

3. Nitrado's Ongoing Failure to Communicate About the DDoS Attacks

Your response **continues to ignore** the fact that **your own volunteer moderators publicly confirmed DDoS attacks** while Nitrado remained silent.

- **If Bohemia Interactive was the sole issue, why did your moderators say otherwise?**
- **Why did Nitrado fail to provide a transparent timeline for resolution?**
- **Why did it take days of customer complaints before any updates were given?**

This refusal to **publicly acknowledge the truth** and take accountability for **the lack of transparency** is unacceptable.

Immediate Action Required:

- I demand a **direct response acknowledging the DDoS attacks and why this information was concealed from customers**.
 - I request a **clear commitment from Nitrado to provide better transparency in future service disruptions**.
-

4. Nitrado's Broken Support System Still Has No Action Plan

Your response claims that my feedback has been "forwarded" but **provides no real solutions or timelines.**

- **Why does the ticket system still direct users to Discord, where customers are being banned for requesting support?**
- **What is the exact plan to fix the broken support structure?**
- **When will Nitrado employ real staff for support instead of relying on unaccountable volunteers?**

This cannot be ignored. The **current system is failing customers, and Nitrado must commit to fixing it.**

Immediate Action Required:

→ **I request a full action plan for improving Nitrado's support system, including specific timelines and steps to prevent future failures.**

Final Opportunity for Internal Resolution

If Nitrado does not provide a **clear, direct response** addressing these **final outstanding issues**, I will proceed with **further external escalation**, including:

1. **Filing a consumer protection complaint with the ACCC** regarding false advertising, unfair contract terms, and lack of transparency.
2. **Reporting Nitrado's Discord partnership violations** to Discord Trust & Safety.
3. **Exposing Nitrado's failures through major gaming and tech news outlets.**
4. **Publicly documenting this situation across gaming forums, Reddit, and social media.**
5. **Consulting legal professionals regarding potential class-action eligibility.**

This Is Nitrado's Last Chance to Address These Issues Internally.

I expect a **direct response within 24 hours** addressing my **four remaining concerns**:

- **The reversal of my unfair Discord ban and a public acknowledgment of the false claims made about my bans.**
- **A direct acknowledgment of the DDoS attacks and Nitrado's failure to inform customers in a timely manner.**
- **A structured action plan for improving Nitrado's failing customer support system.**
- **A commitment to fair and consistent compensation policies for all customers, not selective handouts based on arbitrary game titles.**

Ignoring these concerns will confirm that **Nitrado has no interest in real customer service, and I will proceed accordingly.**

Awaiting your immediate response.

Regards,
Anthony Brodie
AKA Soul / legion.dev
Nitrado ID: 7508416
Discord ID: 70689693955225650

From: Nitrado.net Support <support@help.nitrado.net>

Sent: Wednesday, February 26, 2025 12:59 AM

To: Soul Legion <legionkillfeed@outlook.com>

Subject: [Nitrado] Re: Formal Complaint Regarding Harassment, Service Failures, and Mismanagement

The following comment has been added to your case:

Hello Anthony Brodie (Soul / legion.dev),

Thank you for your response. We appreciate your feedback and understand your concerns.

As mentioned previously, we have worked closely with Bohemia Interactive to address the service interruptions and have provided compensation to affected customers.

If you have any additional questions about your compensation, please feel free to contact our support team directly in a new request.

Regarding your concerns about moderation actions, we have thoroughly reviewed the situation.

This is the third time your account has been banned from our Discord community due to violations of our community guidelines.

Our moderators strive to maintain a fair and respectful environment, and after careful consideration, we stand by their decision.

As a result, the ban will remain in place, and no further review will be conducted.

At this time, we do not have any further updates to share on this matter. Thank you for your understanding.

Regards
Mark H.

support@help.nitrado.net
www.nitrado.net

Did you know that you can find a lot of helpful articles in our guides page <https://server.nitrado.net/en-US/guides>

Check out our awesome community Channels:

<https://discord.gg/nitrado>

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Managing Directors | Geschäftsführer: Raphael Stange, Felix Oechsler, Michael Waleczek, Steffen Kiedel

On February 16, 2025 at 11:03:07 AM UTC, legionkillfeed@outlook.com wrote:

Dear Mark H.,

Your response is **completely unacceptable** and **fails to address the core issues of this complaint**. While I appreciate a response, it **does not provide transparency, accountability, or real solutions**. Therefore, I am requesting the following **immediate clarifications and corrective actions**.

1. Blaming Bohemia Does Not Excuse Nitrado's Failure to Provide Clear and Timely Updates

- Your **own volunteer moderators publicly confirmed the ongoing DDoS attacks**, yet your response conveniently shifts blame to **Bohemia Interactive** and **completely ignores** these statements.
- If the issue was solely with Bohemia, then **why did your moderators confirm DDoS attacks?**
- **Why was Nitrado unable to provide a clear timeline for resolution?** Other service providers kept their customers informed—Nitrado left customers in the dark for **over a week**.
- I demand a **clear answer on why no official updates were provided** for days **despite moderators having inside information**.

2. Compensation Must Be Clearly Defined & Fairly Issued

- Your response vaguely mentions **"a compensation email sent to affected users."**
- **What does this compensation entail?** Does it include **monetary refunds or only extended time?**
- **Who qualifies?** Many affected users have reported receiving **no compensation whatsoever** despite their servers being unusable.
- If Nitrado refuses to **properly compensate all affected customers**, I will **continue escalation** to consumer protection authorities, gaming news media, and legal avenues.

3. Defending Your Moderators' Abuse of Power Is Unacceptable

- I was **banned for requesting actual support**, yet you claim this was "in line with community guidelines."
- Your moderators **falsely accused me of bypassing timeouts, slandered me, and then silenced me to cover it up**.
- **How does this align with a fair and respectful community?**
- If Nitrado officially stands behind this **abuse of power and mistreatment of paying customers**, then it is clear that **your "support system" is intentionally designed to silence customer complaints rather than resolve them**.

I demand the **immediate reinstatement of my Discord access** and a **public acknowledgment** that I was wrongly banned.

4. A Vague Statement About "Improving Support" Is Not an Action Plan

- You state that my feedback has been "forwarded," but **what specific actions are being taken?**
- **Why does the ticket system still direct users to a Discord filled with abusive moderators instead of real Nitrado employees?**
- **What timeline does Nitrado have for fixing the broken support system?**

Your response **dodges accountability** and **provides vague PR language rather than real resolutions**.

Final Request for Immediate Corrections

I am giving **one final opportunity** for Nitrado to **rectify these failures** before proceeding with full escalations.

I require a **response within 24 hours** with:

1. **A direct acknowledgment of the DDoS attacks** and why this information was concealed from customers.
2. **Clear and specific compensation details** for all affected users, including refund eligibility.
3. **An immediate reversal of my unjust Discord ban** and a **public acknowledgment** that the moderation actions taken were inappropriate.
4. **A real, specific timeline and action plan** for fixing your broken support system.

If I do not receive a **meaningful response addressing these concerns directly**, I will **escalate this further** via:

- **A formal consumer protection complaint with the ACCC** (as arbitration clauses are invalid under Australian Consumer Law).
- **A full report to Discord Trust & Safety** regarding your abuse of a **partnered community**.
- **Submission of this entire situation to major gaming news outlets** to ensure **transparency for future customers**.
- **Further legal consultation** regarding **breach of service and false advertising**.

This is **Nitrado's last chance** to handle this situation professionally.

Awaiting your **immediate response**.

Regards,
Anthony Brodie
AKA Soul / legion.dev
Nitrado ID: 7508416
Discord ID: 70689693955225650

From: Nitrado.net Support <support@help.nitrado.net>
Sent: Sunday, February 16, 2025 9:34 PM
To: Soul Legion <legionkillfeed@outlook.com>
Subject: [Nitrado] Re: Formal Complaint Regarding Harassment, Service Failures, and Mismanagement

The following comment has been added to your case:

Dear Anthony Brodie (Soul / legion.dev),

Thank you for reaching out and sharing your concerns. We take all customer feedback seriously, and we sincerely apologize for the frustration and inconvenience you've experienced. Below, we would like to address each of your points:

1. Transparency Regarding Service Interruptions

There were ongoing issues with Bohemia Interactive's infrastructure, causing server registration failures and temporary unavailability. As we were working closely with Bohemia on this matter, we had to wait for their resolution before providing further updates. However, we did share information as it became available and directed customers to Bohemia's official channels for additional details. We understand the importance of clear communication and will continue to improve in this area.

2. A Commitment to Compensating Affected Customers

We recognize the impact these service interruptions had on our customers. To address this, we have already sent out a compensation email to affected users, offering appropriate compensation for the downtime. Ensuring fair treatment of our customers remains a priority for us.

3. Confirmation of Our Moderation Actions

We have reviewed the moderation actions taken on Discord and confirm that they were in line with our community guidelines. Our moderators are responsible for maintaining a fair and respectful environment, and we stand behind their decision in this case. While we understand that moderation actions can sometimes be frustrating, they are taken to ensure a positive space for all users. If you have any further concerns, we encourage you to review our community guidelines or reach out through the appropriate support channels.

4. A Plan to Improve Our Support Systems

We appreciate your feedback regarding our support channels. We are continuously working to enhance our customer support experience, and your concerns have been forwarded to our team. Additionally, we have shared your feedback with our moderators to ensure a better experience for all customers moving forward. We remain committed to refining our processes and improving our response times.

We apologize again for the difficulties you've encountered and appreciate your patience as we work toward a better customer experience. If you have any further concerns, please feel free to reach out to us directly.

Best regards,

Regards

Mark H.

support@help.nitrado.net
www.nitrado.net

Did you know that you can find a lot of helpful articles in our guides page <https://server.nitrado.net/en-US/guides>

Check out our awesome community Channels:

<https://discord.gg/nitrado>

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Managing Directors | Geschäftsführer: Raphael Stange, Felix Oechsler, Michael Waleczek, Steffen Kiedel

On February 13, 2025 at 6:31:48 AM UTC, legionkillfeed@outlook.com wrote:

Dear Nitrado Support Team,

It has now been **six days** since I submitted my formal complaint, and I have yet to receive any response beyond an initial acknowledgment of receipt. This continued lack of communication is completely unacceptable and is indicative of a **company that does not take its customers seriously**.

Your **failure to respond, ongoing deception surrounding the DDoS attacks, service failures, and mistreatment of paying customers** now requires **immediate corrective action** before this matter is escalated externally.

Immediate Actions Required:

1. A Full, Transparent Acknowledgment of the DDoS Attacks

- Your own **community moderators have confirmed** the cause of these outages and stated that Nitrado has been **intentionally withholding this information from customers**.
- Paying customers who **purchased a service that is currently non-functional** have received **no official updates or timeline for resolution**.
- **Why has Nitrado failed to disclose this information to paying customers?**

2. Compensation for Downtime

- Nitrado **advertises DDoS protection**, yet your servers were **completely unusable for over a week**.
- If the DDoS protection you offer **does not function**, then your advertising constitutes **false representation** of service capabilities.
- **Monetary compensation or extended service time** must be provided to all affected customers.

3. An Explanation of Why Your Support Systems Are Failing

- The **ticketing system does not work** and redirects users to your **Discord community**, where support is **not officially provided**.
- Your **email support system returns error messages**, making it **impossible for customers to receive assistance**.
- **Discord moderators are banning and silencing paying customers** who ask for help.
- **Nitrado has effectively left its customers without any valid method of support**.

4. A Public and Direct Apology for My Unjust Ban

- I was **banned from your Discord** for simply requesting help from an actual employee after your **support systems failed**.
- A **volunteer moderator abused their position to silence me, slandered me, and misrepresented the situation to the community**.
- If Nitrado directs customers to Discord for support, that space **must** be professionally moderated by **actual representatives of Nitrado**—not **unaccountable volunteers who abuse their power**.
- **Nitrado must issue a direct, public apology** for this wrongful ban and commit to ensuring **no other paying customer** is mistreated in this way.

Final Notice Before External Escalation

If Nitrado does not provide a **full response within 24 hours**, I will proceed with the following escalations:

1. Formal Complaint to the Australian Competition and Consumer Commission (ACCC)

- Your **arbitration clause is invalid in Australia** under **Schedule 2 of the Competition and Consumer Act 2010 (Cth) (Australian Consumer Law - ACL)**.
- The **ACCC does not recognize forced arbitration clauses as binding** in consumer contracts, meaning any attempt to **dismiss claims based on arbitration agreements is legally unenforceable**.
- **Key Violations Under the ACL**:
 - **Misleading or deceptive conduct** (Section 18) – Nitrado **advertises DDoS protection that is demonstrably ineffective or non-existent**.
 - **Failure to deliver services as advertised** (Section 29) – Customers have paid for functioning servers with DDoS protection, **yet Nitrado has failed to deliver**.
 - **Unfair contract terms** (Sections 23-25) – Any arbitration clause or contract term that **limits consumer rights is void under Australian law**.
- If the ACCC investigates and determines that **customers have been misled or provided a service that does not function as advertised**, Nitrado could face:
 - **Regulatory penalties**
 - **Legal enforcement to provide refunds to affected customers**
 - **Public notices regarding Nitrado's failure to meet consumer law obligations**

2. Reporting to Discord for Violation of Partnered Service Terms

- **Nitrado is a Discord Partnered Service**, yet your **community platform is being abused to mislead and mistreat customers**.
- **Volunteer moderators are harassing and banning paying customers** instead of providing assistance.
- Your **support systems redirect customers to Discord, falsely implying that it is an official support channel** while allowing **non-employees to control customer interactions**.
- I will **formally report this abuse to Discord Trust & Safety**, which could result in:
 - **Nitrado losing its Discord Partner status**
 - **Removal of Nitrado's access to official Discord perks**
 - **Restrictions placed on Nitrado's use of Discord as a customer support channel**

3. Global Class-Action Lawsuit for False Advertising and Service Failures

- If Nitrado continues to **advertise DDoS protection while failing to provide it**, this may constitute **false advertising, breach of contract, and deceptive trade practices**.
- **Any customer who has paid for Nitrado's services and been affected by these failures** could be eligible to **join a class-action lawsuit**.
- If such a lawsuit gains traction, **Nitrado could be forced to**:
 - **Pay damages to affected customers**
 - **Issue refunds for non-functioning services**
 - **Face long-term reputational harm and financial penalties**

4. Escalation to Major Gaming & Tech Media Outlets

- If Nitrado **continues to refuse to acknowledge or address these issues**, I will bring this to the attention of major **gaming and technology news outlets**.
- Publications such as **Kotaku, PC Gamer, IGN, TechRadar, and GamesRadar** regularly cover cases of **customer mistreatment by gaming service providers**.
- Negative press coverage could **severely damage Nitrado's reputation and lead to widespread customer distrust**.

5. Public Documentation of This Experience Across All Platforms

- If Nitrado refuses to **take responsibility**, I will **publicly document every aspect of this situation** on major platforms such as:
 - **Reddit**
 - **Twitter/X**
 - **Gaming forums**
 - **Dedicated DayZ and ARK community channels**
 - **Emailing the 2,778 paying customers who signed the No More Nitrado petition in 2021.**
- **Future customers deserve to know the risks before purchasing Nitrado services.**

This Is Your Final Opportunity to Respond

At this point, Nitrado has a choice:

1. Respond within 24 hours with a full resolution, including:

- **Transparency about the DDoS attacks**
- **A commitment to compensating affected customers**
- **An apology for my wrongful ban**
- **A plan to fix your broken support systems**

2. Continue to ignore this issue, in which case I will immediately begin executing every escalation outlined above.

This is **not a negotiation**—it is a **final warning**. If you **value your customers and your reputation**, I strongly suggest you act **immediately**.

Awaiting your **immediate response**.

Regards,
Anthony Brodie
AKA Soul / legion.dev
Nitrado ID: 7508416
Discord ID: 70689693955225650

From: Nitrado.net Support <support@help.nitrado.net>
Sent: Saturday, February 8, 2025 6:39 PM
To: Soul Legion <legionkillfeed@outlook.com>
Subject: [Nitrado] Re: Formal Complaint Regarding Harassment, Service Failures, and Mismanagement

The following comment has been added to your case:

Dear Nitrado Support Team,

It has now been nearly 24 hours since I submitted my formal complaint, and I have yet to receive any meaningful response from your staff beyond a simple acknowledgment of receipt. The lack of communication regarding this serious matter is deeply disappointing and further undermines confidence in Nitrado's customer service and operational reliability.

I would also like to bring to your attention another concerning issue that has surfaced in your official Discord community. Volunteer moderators in your Discord server have openly confirmed that the ongoing issues are due to **DDoS attacks**. They further implied that Nitrado has intentionally chosen to withhold this information from its paying customers.

This raises significant concerns, as Nitrado advertises **DDoS protection** as part of its server offerings. If this protection is ineffective or non-existent, as these statements suggest, it could mean that all customers who have made payments to Nitrado for this service have been misled. This failure to deliver an advertised and essential feature not only constitutes a breach of contract but also exposes Nitrado to the risk of being named in a global **class-action lawsuit**.

Urgent Questions and Requested Resolutions:

1. **Transparency:** Why has there been no official communication from Nitrado regarding the nature of these outages and the status of the DDoS attacks? What steps will you take to ensure timely and transparent communication with customers in the future?
2. **DDoS Protection Failure:** How do you explain the apparent failure of your advertised DDoS protection? Please clarify what protections are actually in place and how you intend to address this failure.
3. **Compensation:** Will Nitrado compensate affected customers for the downtime caused by these attacks? This should include reimbursement for the runtime we paid for but were unable to use, as well as additional measures to rebuild trust in your services.
4. **Support Failures:** Why have the official ticketing and email systems failed to provide proper support to customers during this crisis? What steps will be taken to fix these systems and prevent future failures?
5. **Volunteer Moderation Issues:** How does Nitrado plan to address the unprofessional behavior of your Discord volunteer moderators, who not only confirmed the DDoS attacks but also implied an intentional effort to conceal this from customers? Will you implement better oversight and accountability for those representing your company in customer-facing platforms?

This is a matter of significant importance, and I urge Nitrado to take immediate and transparent action. Continuing to avoid customer inquiries while relying on volunteers to manage official communication only exacerbates the frustration of your paying customers.

On February 7, 2025 at 8:21:34 AM UTC, legionkillfeed@outlook.com wrote:

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)