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

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

Date Fri 07-Mar-25 2:10 AM

To Soul Legion <legionkillfeed@outlook.com>

The following comment has been added to your case:

Dear Mark H.,

Your refusal to acknowledge the **overwhelming evidence** provided, combined with your decision to shut down further discussion, is a **clear and willful admission** that Nitrado is **fully aware it is violating consumer protection laws** and intentionally engaging in deceptive practices.

This response **proves intent**—Nitrado is not simply ignoring issues but is **actively choosing to disregard legal obligations while continuing to mistreat paying customers**.

Since Nitrado has made it clear that it will not act in good faith, I am **now moving forward with full legal and public escalations**.

1. Formal Consumer Rights Complaint with the ACCC

A **formal complaint is being filed with the Australian Competition & Consumer Commission (ACCC)** regarding:

- **False advertising of services** (DDoS protection that failed, paid services not delivered).
- **Unfair contract terms & selective compensation** (some customers reimbursed while others, including myself, were refused).
- **Failure to provide services as described** (800+ day unresolved support requests, forced use of unaccountable Discord moderators instead of official staff).
- **Threatening a paying customer with account-wide bans for citing ACCC consumer protection laws**.

This **escalation is now irreversible**. I will also be **coordinating with other affected customers** to **compile additional cases** and **expand the investigation**.

2. Reporting Nitrado's Discord Partnership Violations

Nitrado's **Discord moderation abuses** will be **formally reported to Discord Trust & Safety** for violations of their **Partner & Verified Server Guidelines**, including:

- **Volunteer moderators fabricating false accusations** to justify bans.
- **Deliberately directing customers to a Discord for support, then banning them to prevent access**.
- **Slandering a paying customer with demonstrably false statements**.
- **Unethical moderation practices, influenced by personal relationships with competitors**.

I will submit **direct evidence of these violations**, along with supporting testimonies from other affected users.

3. Public Disclosure to Gaming & Technology Media Outlets

I am submitting **full documentation of Nitrado's failures** to **multiple gaming, tech, and consumer rights media outlets**, including but not limited to:

- **Kotaku**
- **PC Gamer**
- **IGN**
- **TechRadar**
- **GamesRadar**
- **Eurogamer**
- **Consumer advocacy websites**

This includes:

- **Screenshots proving Nitrado selectively compensates some users while refusing others**.
- **Direct proof that Nitrado ignored and failed to resolve major service issues for over 800 days**.
- **Videos showing Nitrado misleading customers, blaming connection issues falsely, and attempting to push third-party software to fix an Xbox issue**.
- **Evidence of Nitrado moderators slandering paying customers and misrepresenting bans**.

This ensures **widespread visibility of Nitrado's unethical behavior**.

4. Coordinated Public Awareness Campaign

Since Nitrado relies on **uninformed new customers**, I will be launching a **large-scale awareness campaign** across:

- **Reddit gaming communities (r/dayz, r/ark, r/gaming, r/pcgaming).**
- **Discord servers related to Nitrado-hosted games.**
- **Twitter/X, including directly tagging Nitrado and relevant influencers.**
- **Gaming forums where Nitrado is frequently discussed.**

This campaign will **document and expose Nitrado's actions** to **warn future customers** and prevent others from being misled.

Additionally, I will **be reaching out to others who have had similar issues** and **compiling a public list of customer complaints** for further legal escalation.

5. Consulting Legal Professionals for Consumer Action & Class-Action Feasibility

Given that Nitrado has:

- **Knowingly misrepresented services**
- **Intentionally ignored critical customer service failures**
- **Threatened legal action against a paying customer for quoting ACCC law**
- **Demonstrated a pattern of selective compensation & retaliation through bans**

I am seeking **legal consultation regarding consumer action** and whether this qualifies for **a class-action lawsuit**.

If legal professionals determine **grounds for deceptive trade practices or breach of consumer rights**, affected customers will be **invited to participate**.

From This Point Forward:

- ◆ **All further communication will be external.** I will no longer waste time engaging with a company that has proven it does not act in good faith.
- ◆ **Legal complaints will be filed and pursued.**
- ◆ **All collected evidence will be made public.**
- ◆ **Widespread awareness efforts will ensure future customers are informed before choosing Nitrado.**

It is also important to note that I **already have direct contact information for over 2,500 current and former server owners**, many of whom have **expressed similar frustrations** regarding Nitrado's handling of customer issues. If even a fraction of them join in these escalations, the resulting legal and public scrutiny will be impossible for Nitrado to ignore.

Nitrado has made it clear that it will not engage in legitimate resolution. **Now, Nitrado will be held accountable through legal, regulatory, and public channels.**

Expect **public exposure and legal action** from this point forward.

Regards,

Anthony Brodie

AKA Soul

Discord ID: 70689693955225650

On March 6, 2025 at 2:57:25 PM UTC, support@help.nitrado.net wrote:

The following comment has been added to your case:

Hello Anthony Brodie AKA Soul / legion.dev,

We understand that you have a different perspective, and we're sorry to hear that.

However, our position remains unchanged, and we will not engage in further discussions on this matter.

If you have any further questions, please do not hesitate to contact me. Otherwise, have a nice day and 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>

Registered Office | Sitz der Gesellschaft: Karlsruhe
Register Court | Registergericht: AG Mannheim, HRB 713868
Managing Directors | Geschäftsführer: Raphael Stange, Felix Oechsler, Michael Waleczek, Steffen Kiedel

On March 4, 2025 at 6:46:08 PM UTC, legionkillfeed@outlook.com wrote:

Dear Mark H.,

Attached is 28 screenshots and 2 videos, this is just scraping the surface, keep in mind, I have been a Nitrado Customer since 2019/2020 and I have every single email, copious amounts of screenshots and video evidence.

This email serves as a **formal follow-up** to my previous correspondence regarding Nitrado's refusal to properly address key issues surrounding **inconsistent compensation policies, abusive moderation, lack of service transparency, and a fundamentally broken support system**.

Since my last email, I have compiled and reviewed **substantial additional evidence** that directly contradicts Nitrado's responses and further proves the extent of the misconduct I have endured as a customer.

1. Direct Evidence of Policy Inconsistencies & Selective Compensation

- I have documented **Nitrado's own support emails confirming selective compensation practices**—where some customers received **full compensation for downtime**, while I was refused the same courtesy for **identical service failures**.
- Nitrado's response regarding Christmas 2023 downtime **proves they compensated PalWorld servers but not DayZ servers**, despite both experiencing over **80 hours of downtime**.
- Additional evidence shows **Nitrado compensating some users multiple times for issues while entirely ignoring others**, reinforcing a clear pattern of **preferential treatment**.

Immediate Action Required:

- ✓ **Provide a direct response explaining why Nitrado selectively compensates some users while refusing compensation for identical service failures experienced by others.**

2. Documented History of Support Ignoring Issues for Over 800 Days

- My **previous Nitrado account had server logs stuck in the system for 841 days**, rendering essential services **unusable** and preventing proper server management.
- This issue was **acknowledged multiple times** by Nitrado support, yet despite clear documentation, it was **never fixed**.
- As a result, I was **forced to close my account and open a new one** because **Nitrado refused to resolve the problem** despite my repeated support requests.
- Screenshots show Nitrado's **direct refusal to escalate the issue**, leaving me with a service I **paid for but could not use**.

Immediate Action Required:

- ✓ **Acknowledge Nitrado's failure to resolve this long-standing issue and provide an explanation for why it was never fixed despite repeated reports.**

3. Proof of Abusive Moderation & Slander by Nitrado's Volunteer Team

- I was **banned from the Nitrado Discord for asking for support from a legitimate, paid employee** instead of relying on unaccountable volunteer moderators.
- **One Nitrado moderator fabricated false claims about my ban, misrepresenting my actions to justify their decision.**
- **Another moderator, in a separate incident, had direct ties to a competitor and used their position to unjustly ban me**, an undeniable abuse of power.
- I have documented proof that I was explicitly threatened with a full Nitrado ban for merely quoting Australian Consumer Law (ACCC) protections. This is an outrageous and unethical response from a company that falsely claims to uphold customer rights.

Immediate Action Required:

- ✓ **A formal review of the moderator involved, with an official response addressing why slander and personal bias are tolerated within Nitrado's moderation team.**
- ✓ **An immediate reversal of my unjust Discord ban and a public acknowledgment that Nitrado provided false reasons for my previous bans.**

4. Direct Contradictions in Nitrado's Handling of the DDoS Attacks

- **Public statements from Nitrado's own volunteers confirmed DDoS attacks were affecting servers.**
- **Customers were never properly informed of the situation, with Nitrado misleadingly attributing the failures to Bohemia Interactive** instead of acknowledging the attacks.
- **Why did Nitrado's own volunteers confirm the DDoS attacks while official communications refused to acknowledge them?**
- This **lack of transparency resulted in miscommunication and misinformation**, directly affecting customers who needed accurate updates.

Immediate Action Required:

- ✓ **Provide a clear and official acknowledgment of the DDoS attacks and why this information was concealed from customers.**

5. Extensive Proof That Nitrado's Support System Is Failing Customers

- Screenshots and videos show **multiple instances where Nitrado's support ticket system outright failed**, preventing users from even submitting tickets.
- The system **repeatedly redirects users to Discord**, where **users are banned for requesting help**, effectively making support inaccessible.
- **Nitrado attempted to have me install third-party software on my PC to fix an Xbox server issue**, an entirely unacceptable and unprofessional support approach.

- I recorded a speed test that proved my connection was fully functional when I was falsely told otherwise, further demonstrating Nitrado's failure to properly diagnose issues.
- The Terms of Service update was deliberately inaccessible, preventing customers from properly reviewing policy changes.

Immediate Action Required:

- ✓ A full action plan for overhauling Nitrado's customer support system, including steps to hire accountable staff instead of relying on unmoderated volunteers.

Final Opportunity for Internal Resolution

This is **Nitrado's last opportunity to resolve these issues internally** before I escalate my claims further. If no satisfactory response is provided within **24 hours**, I will proceed with external actions, including:

- **Filing a formal complaint with the ACCC** regarding false advertising, failure to provide services as described, and unethical contract terms.
- **Reporting Nitrado's Discord moderation practices** to Discord Trust & Safety for violation of partnership policies.
- **Providing my documented evidence to major gaming and technology news outlets** to ensure wider visibility of Nitrado's failures.
- **Publicly exposing Nitrado's service failures** across gaming communities, social media, and consumer advocacy platforms.
- **Consulting legal professionals regarding potential class-action eligibility** due to the clear pattern of unfair treatment and refusal to provide paid services.

This is **not the first time** I have given Nitrado an opportunity to address these concerns, but it **will be the last** before I escalate this to a wider audience.

I expect a **clear, detailed, and direct response** addressing **each** of the following:

1. **The reversal of my unfair Discord ban** and a formal response to the false claims made about my previous bans.
2. **A direct acknowledgment of the DDoS attacks** and a commitment to future transparency regarding service disruptions.
3. **A structured action plan to fix Nitrado's fundamentally broken support system**, with clear steps and timelines.
4. **A fair and consistent compensation policy** that does not arbitrarily exclude affected customers based on game title or other biases.

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, March 5, 2025 4:08 AM
To: Soul Legion <legionkillfeed@outlook.com>
Subject: [Request received]

Your request (795927) has been received and is being reviewed by our support staff.
To add additional comments, reply to this email.