
[Nitrado] Re: Cease and Desist – Nitrado staff deterring Legion Killfeed customers and promoting competing service

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

Date Sun 07-Dec-25 2:00 PM

To Soul Legion <legionkillfeed@outlook.com>

The following comment has been added to your case:

Your ticket is now being escalated to our team of specialized support agents, who will review your request shortly. Please note that our average response time is approximately 24 hours, though this may vary depending on current demand. We appreciate your patience.

If you have any additional details to share in the meantime, feel free to add them here, this information can help our support team assist you more quickly.

Regards

Fin AI Agent

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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On December 7, 2025 at 3:00:15 AM UTC, legionkillfeed@outlook.com wrote:

To Nitrado Legal and Management,

I am Anthony "Soul" Brodie, owner and developer of **Legion Killfeed**, an Australian DayZ killfeed and automation service used by Nitrado customers.

This is a **formal cease and desist notice**, not a routine support query. Nitrado staff have interfered with my business relationships and engaged in conduct capable of breaching the **Australian Consumer Law (ACL)** in Schedule 2 of the *Competition and Consumer Act 2010 (Cth).

1. Evidence – your staff's words, live-copied into my Discord

My customer **Leon** was speaking with Nitrado support about an API issue. While that conversation was in progress, he was live copy-pasting the Nitrado chat into my Discord so I could see exactly what was being said on your side.

The screenshot I hold is of **Leon posting your staff's messages verbatim into my Discord**. The wording below is therefore Nitrado's own text, relayed in real time from your support system:

"Hello, Thank you for your support request.
Where does this message come from?
Because I can see that a Long Life Token has been created.
And which bot are we talking about exactly?"

After Leon identified the bot as **Legion Killfeed**, your employee **Dennis S.** responded:

"Hmm, unfortunately you'll have to contact the bot developer, as we can't help you with that from our end. In general, we recommend the <https://killfeed.dev> bot, as everything is automated there and runs via Nitrado login."

Leon was using a translator, and the *customer* messages may have been pasted from wording I suggested, but the **support messages quoted above are your staff's own words**.

Immediately after this exchange, Leon left my Discord and stopped using my service. In other words, a Nitrado employee told a paying Nitrado customer that you "can't help" with Legion Killfeed and then **recommended the competing service at <https://killfeed.dev>** instead, and I lost that customer as a direct result.

2. Prior whitelisting and no notice of change

Previously, your representative "**Aspirin+C**" contacted one of my users and requested:

- the IP used by Legion Killfeed, and
- detailed API call counts over specific time windows,

and then confirmed:

"yes this helps :) forwarded it internally"

That discussion was explicitly about giving Legion Killfeed more leeway / whitelist treatment for API usage. I have never been notified that any such treatment was revoked, altered, or made conditional on anything.

Absent any notice from Nitrado, I am entitled to assume that the whitelisting and cooperation you initiated remain in place.

3. Legal position under Australian law

In this context, the conduct described above raises serious issues under Australian law:

- **Section 18 ACL – misleading or deceptive conduct.**
Your staff told a customer that Nitrado "can't help" with Legion Killfeed and then recommended a competing product, despite the fact that the underlying problem was a Nitrado API response (Service does not belong to you!) and you had previously worked with me on API usage. That is capable of misleading the customer about the source of the problem and about the status of my service.
- **Sections 29 and 34 ACL – false or misleading representations.**
By refusing assistance once Legion Killfeed is named, while presenting <https://killfeed.dev/> as the option you "generally recommend" because it "runs via Nitrado login", your staff are making comparative representations about approval, support and suitability of two competing services. Those representations are capable of being false or misleading, particularly in light of prior whitelisting of Legion Killfeed.
- **Competition and Consumer Act 2010 (Cth) – anti-competitive conduct / misuse of market power.**
Nitrado controls the infrastructure and the API my service relies upon. Using that position, via support channels, to discourage customers from using Legion Killfeed and to funnel them toward **one specific competitor** (<https://killfeed.dev/>) is conduct that can amount to interference with my business and anti-competitive behaviour.

You now have actual knowledge that this behaviour has already caused loss of at least one customer. Any recurrence after this notice will be treated as deliberate.

4. Cease and desist

You are hereby directed to:

1. **Immediately cease and desist** from deterring Nitrado customers from using **Legion Killfeed**, including by:
 - stating or implying that Nitrado "can't help" with issues when the underlying error is a Nitrado API response;
 - suggesting that Legion Killfeed is unofficial, unsupported, unsafe, or otherwise not to be used; and
 - recommending <https://killfeed.dev/> or any other specific competing service as the "general" or preferred option to customers who are already using Legion Killfeed.
2. Instruct all support staff that Nitrado must remain **neutral** between third-party killfeed services and must not use support interactions to promote one competitor while undermining another provider.
3. Confirm whether Legion Killfeed's IP **51.89.219.105** remains whitelisted / granted elevated rate limits as previously discussed with "Aspirin+C".
 - If you say it does not, provide the **date, reason, and any internal decision or policy** that revoked or altered that status.
4. Issue a corrective communication to at least the affected customer(s), including Leon, clarifying that:
 - Legion Killfeed is a legitimate third-party integration;
 - Nitrado does **not** require or recommend that customers abandon Legion Killfeed in favour of <https://killfeed.dev/>; and
 - Nitrado will properly investigate Nitrado-side API issues instead of dismissing them once Legion Killfeed is named.

5. Reservation of rights

I reserve all rights to:

- lodge formal complaints with the **ACCC** and relevant state agencies in Australia; and
- pursue civil claims for misleading and deceptive conduct, injurious falsehood, and interference with contractual and business relations, including damages relating to customers lost after being steered away from Legion Killfeed by Nitrado staff.

Again: this is a **cease and desist notice**, not a support ticket. Treat it accordingly.

Regards,

Anthony "Soul" Brodie

Owner and Developer – Legion Killfeed