

**Re: About Complaints of [ ref:\_00D616tJk\_5004MgEa2N:ref ]**

ycec\_lzm@yahoo....收件箱

**ICANN Global Support** <globalsupport@icann.org>

25/2 下午5:37

收件人: ycec\_lzm@yahoo.com.hk &lt;ycec\_lzm@yahoo.com.hk&gt;

副本: xiaojun\_17@hotmail.com &lt;xiaojun\_17@hotmail.com&gt; ,

linhengjie@rocketmail.com &lt;linhengjie@rocketmail.com&gt; ,

culture.hj@hotmail.com &lt;culture.hj@hotmail.com&gt; , utemp21@gmail.com &lt;utemp21@gmail.com&gt; ,

ycec\_lzm@qq.com &lt;ycec\_lzm@qq.com&gt;

Dear Sir/Mdm,

Thank you for your email.

I understand you have submitted your complaints ( Transfer Complaint Case no: 01011578, Generic Registrar Complaint Case no: 01013106) to ICANN's Contractual Compliance Team.

If you did not receive a reply after 5 business days from your date of submission, you may email to [compliance@icann.org](mailto:compliance@icann.org) to check the status and follow up directly with our Contractual Compliance Team.

For your web hosting issue. I would like to inform that ICANN does not have a contractual relationship with web hosting providers (e.g. greengeeks.com).

If you have a complaint on web hosting services and cancellation issue with greengeeks.com, you would need to report to the consumer protection agency in your jurisdiction. (e.g. State Administration for Market Regulation : <http://www.samr.gov.cn/>)

You will find the list of consumer agencies that are Members of ICPEN on this page: <https://www.icpen.org/resolve-dispute>

Reference: <https://www.icann.org/resources/pages/hosting-2013-05-03-en>

I hope this information is useful to you.

Please let me know if you have additional questions.

Kind regards,

Shawn Seah

Global Support Analyst II

ICANN Global Support Team

----- Original Message -----

**From:** Heng Jie Lin [ycec\_lzm@yahoo.com.hk]**Sent:** 25/02/2021 14:15**To:** globalsupport@icann.org**Cc:** xiaojun\_17@hotmail.com; linhengjie@rocketmail.com; culture.hj@hotmail.com; utemp21@gmail.com; ycec\_lzm@qq.com**Subject:** Re: About Complaints of [ ref:\_00D616tJk\_5004MgEa2N:ref ]

Very urgent!

Re-send

Ycec.com

Master

2021-2-25 HK pm0216

Heng Jie Lin (&lt;ycec\_lzm@yahoo.com.hk&gt;) 在 2021年2月24日星期三 下午03:32:34 [GMT+8] 寫道:

Dear  
ICANN Complaints Office,

First, because the Network Solution very acute to tort limit my ycec.com to edit change point to new hosting DNS with refuse give me transfer to other domain register company, so by your guide I already to submit the Transfer Complaint Form and give me A New Case Has Been Created - Case 01011578 on Feb., 17, 2021, but up to now already to exceed 5 business days still can not obtain any reply, .....

And because the Network Solution further as a bandit to steal and sell my ycec.com domain this Complaint the same just by your guide and already to submit a Complaint form at your generic-registrar team and to give me A New Case Has Been Created - Case 01013106!

Therefore, office you have duty to superintend your subordinate above the complaint team who must by operation of law to handle my complaint!

In the end, please to see the new attachments, I already to pay \$89.64 USD to rent a hosting of GreenGeeks LLC will use for ycec.com after, but them the same as a bandit kingdom in Network of California, so refuse to keep to the working routine give tenant me the basic data of hosting, as the Temporary FTP Hostname & Temporary Webpage URL with Nameserver ID to point by tenant, but GreenGeeks again to say not..., and only be good at cheat again lie without end to play tricks on tenant me those fact in attachment already can not to deny, it unusual is the [30-Day Money Back Guarantee] is their promise, but still to play tricks on for me must into their [www.GreenGeeks.com/cancel/](http://www.GreenGeeks.com/cancel/) to request, but this system the same to control on their hand etc. as this hoodlum means in world not many to waste too much time for me, the same must to indemnification loss by complaint now!

For above this reason, please tell me I must complaint into your which one team of ICANN?

Very urgent!

Ycec.com

Master

2021-2-24 HK pm0335

ICANN Global Support (&lt;globalsupport@icann.org&gt;) 在 2021年2月23日星期二 下午05:07:30 [GMT+8] 寫道:

Dear Sir/Mdm,

Thank you for your reply.

If you want to report a complaint against your registrar (Network Solutions) for placing your domain on sale without your permission, please submit the Generic Registrar Complaint Form (<https://icannportal.force.com/compliance/s/generic-registrar>) to ICANN's Contractual Compliance Team. They will review your complaint and reply to you usually within 5 business days. Otherwise, you may email to them at [compliance@icann.org](mailto:compliance@icann.org) to check the status.