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Subject: I'm not sure what to do, need advise please...  
Posted by [WNxCABAL](#) on Fri, 24 Dec 2004 00:37:02 GMT  
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Hi,  
On October the 17th I purchased a domain & webspace from a provider called UH-Hosting. It was a fair transaction and within hours the account was activated and all FTP info was sent to my email.

At this point I was thinking I might have found a good host to be with for about £40 a month.

Then it turns December, All of a sudden, B00M, the site is offline.  
Okay fair enough it has gone offline for a couple of times before, but that has only been in the duration of about 10 mins.  
This time it is still offline as we speak.

I left a ticket in the Support que on the UH-Hosting website asking what has happened?  
A couple of days passes, I decide to follow it up due to no reply...  
A Week Passes. I decided to follow it up, once again!  
So after thinking, this ain't going no where. I thought I'd try out the forum to which they use.  
I asked what is going on???  
Many people replied to say it was the DNS or something, something in which I don't have control over. But, the support guy, called James did not reply.  
In this post I was describing how much of a bad support service this was.  
To which he decides to pull his finger out and replies "Post a ticket"  
I was like WTF???  
Already have mate!  
"Send me the ID in an email"  
Okay done that.  
Till this day, no reply to this ticket and email has been attempted.

After a while (about another week) I decide to check out the forum to see whether there has been any replies to my post.  
What do I find?  
My Post was deleted!!! To save the damn reputation!

So at this point I was fuming with anger.  
To which I then made a new post.  
And I quote:  
Quote:Thats it, I have had enough of UH-Hosting!  
I registered my site on the 18th of October, was working fine until the beginning of December. The website & webspace has all been cut.

I left a Ticket as soon as I heard, after a couple of days I followed it up, still nothing.  
I decided to ask here, and he (James-UH) wouldn't reply to my question.  
Then he says, what is ID of the Ticket in the Que.  
Emailed him back to tell him.  
Till this day, jack all has been done!  
I come onto this forum after a while. And what do I find? My post has been deleted! What is this?

Get people to buy webspace, Steal peoples money, get them to find out what the hell is going on and then delete their messages?

The is Fraud, and if I haven't got a refund of £40, I will be seeking Legal Advise.

I would recommend that future people that are interested in UH-Hosting to reconsider. They are happy to take your money, but when it comes to support, you are officially screwed, they only respond to questions they seem fit to do so.

To be honest, Chimps can do better support jobs than this service.

As I say, this IS fraud, and if I am not fully refunded, I will seek Legal Advise, and trust me, I know the right people!

AND!!

If this post is delete like my other one, I will post again with this exact same message as I will be saving this to a txt file.

A Very Disatisfied Customer.

Andy.

What did I find later on today?

This post was also deleted!

I wonder why.... To save their "good" name!

So it looks like they have Taken the money, but haven't run.

Can anyone give advise as to what procedures I should now to see legal action against him/UH? £40 is alot of money, and I would like to have this back.

Many thanks for your help in advance.

Andy.

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