Communication History

Customer Amal Graafstra	01/07/2011 07:54 PM

Dear Jack,

I want you to know that I wholeheartedly empathize with the plight of tech support personnel. I used to pull support detail on phones and by email. I know users don't typically have a grasp on jack shit, and when they do file a ticket they are usually only kind enough to offer the most vague ramblings like "DNS no workie. HELP!" or "Can't printy!"... That's why, when I contact any support crew, I try to be very clear and articulate every part of the issue, along with steps I've taken.

I also want you to know I'm pissed off now. You have pissed me off. Keep that in mind as you read this, because I will most definitely be insulting you, possibly your family, most likely your co-workers, also your employer, and finally your management systems. Support people quickly become jaded and assume everyone asking for help is a fucking moron. I am not one, so PLEASE STOP SKIMMING my support tickets and actually take the time to read the words I am typing. Then take a minute to contemplate them, and if you do not understand, do not just reply back with irrelevant drivel. Instead, employ the assistance of a fellow support person or perhaps bring in a higher tier to help decipher the mystery before you.

Now beings the rant section of my discourse:

<rant>

Ok. Listen up. I tried to explain things in a very articulate manner over and over and all I keep getting back is fucking jackasses treating me like I'M THE PROBLEM... well the problem is simple; NOBODY IN YOUR TECH SUPPORT DEPARTMENT ACTUALLY READS TROUBLE TICKETS. Why am I sitting here wasting my time schooling the Enom tech support department? Can someone please kick this up the chain so I don't have to keep hand-holding your first tier computer science rejects? I'm about to start logging time and send you dipshits an invoice.

In direct response to your bullshit;

You> Please let me know if there is something specific you are trying to accomplish here

Me> As I have stated since the original ticket entry; I am trying to remove the name server records ns1.morpheusinc.com and ns2.morpheusinc.com from the name server registry.

Me> I cannot do this because your shitbox admin interface is telling me the nameservers are in use.

Me> Naturally I do a search to find out which domains are using these name servers, but the only domain that comes up is mbl.tel.

Me> My assumption is that your admin interface is not intelligent enough to know that these name server entries are irrelevant, so it is blocking me from removing the name server

registration records for ns1.morpheusinc.com and ns2.morpheusinc.com, instead giving me the error "Objects in use". So I enter a support ticket. Worst mistake of 2011 so far. I should have just let it go and moved all my other domains to another registrar who DOES have their shit together.

Me> Let me assure you, for the fifth time, that I completely understand that these name servers are not actually being used to resolve with.

Me> Let me try to explain to you (again); I believe these name servers are simply stuck in your admin system, and not the actual global DNS system. Again, let me reiterate in case you are still not getting it; I don't care what actual live name servers are for mbl.tel or what the whois record says or what is actually happening out in the big wide world of the Internet... all I care about is fixing the ENOM ADMIN DATABASE so these name server associations with the mbl.tel domain are not falsely blocking the removal of ns1.morpheusinc.com and ns2.morpheusinc.com.

Me> I tried to explain this clearly. I even told you this was a "bug" in your admin interface or some mix-up on your end, but obviously you keep thinking of me as some kind of dipshit who doesn't know what he's talking about and ignoring what I'm saying and instead making assumptions about my lack of intelligence and keep regurgitating the same crap about "What matters is what shows up when you do a WHOIS lookup"... WELL NOT IF I DON'T CARE ABOUT THE WHOIS RECORD... ALL I GODDAMN CARE ABOUT IS YOU FIXING YOUR SHIT INTERFACE SO I CAN REMOVE THESE NAME SERVER RECORDS. WHAT ABOUT THIS DON'T YOU GET?

Me> Even a monkey should understand what I'm talking about if it took the time to actually read... even if only just my first ticket and my first response to your completely unhelpful issuance.

</ranting>

I understand that some aspects of this correspondence could be interpreted somewhat harshly, however after several rounds in editing, my flare for the artistic ultimately won the day and I kept make of the more risque parts for dramatic impact. If any of these more shocking elements have offended you, I am truly sorry. I thank you for your time in this matter.

Your's truly,
Sir Amal Patricia Johnson Graafstra III, Esquire, Spiderman, Moonbeam, E.S.P., D.D.S., M.D.

Response Jack M.	**01/07/2011 06:50 PM**

Hello Amal,

The nameservers for tel domains are set at registration and cannot be changed. The following are the nameservers for mbl.tel, which are what ALL .tel domains use:

Name Server: A0.CTH.DNS.NIC.TEL
Name Server: D0.CTH.DNS.NIC.TEL
Name Server: N0.CTH.DNS.NIC.TEL
Name Server: S0.CTH.DNS.NIC.TEL
Name Server: T0.CTH.DNS.NIC.TEL

When you do a dig on your custom nameservers, you may be seeing this domain. Unfortunately, you cannot use custom nameservers with this TLD.

It appears that someone didn't know this and added the domain to your custom NameServers anyway, this only means that these custom nameservers will respond for this .TEL domain should the option be available in the future. But right now, it's not open to external DNS.

In order to get this removed you would need to remove the domain from the custom NameServers: ns1.morpheusinc.com and ns2.morpheusinc.com.

Please let me know if there is something specific you are trying to accomplish here, because it doesn't matter what is listed when you go to expanded view. What matters is what shows up when you do a WHOIS lookup... and that is showing the five nameservers it is actually using, which I have listed above.

Thank you,
Jack M.
Technical Support

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My Support Hours: 3:00pm - 11:30pm PST, Saturday thru Wednesday
Out of the office Thursday and Friday

Response Jack M.	**01/04/2011 08:44 PM**

Hello Amal,

I am escalating this to our senior technical support team. I will keep you updated in this matter.

Thank you,
Jack M.
Technical Support

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My Support Hours: 3:00pm - 11:30pm PST, Friday thru Tuesday
Out of the office Wednesday and Thursday

Customer Amal Graafstra	**01/04/2011 12:13 AM**

I just registered donatetonight.com this afternoon, well after my attempt at removing ns1.morpheusinc.com and ns2.morpheusinc.com. At the time of the failure, mbl.tel was the only domain with any reference to ns1.morpheusinc.com and ns2.morpheusinc.com. Apparently my default name servers are ns1.morpheusinc.com and ns2.morpheusinc.com because I did not set those up for donatetonight.com, they just were the defaults.

My point here is that prior to registering donatetonight.com, I did an "advanced search" for any domains using ns1.morpheusinc.com or ns2.morpheusinc.com, then mbl.tel was the only domain that came up... and it was at that time I could not remove the ns1.morpheusinc.com or ns2.morpheusinc.com record that submitted a ticket to have the domain name servers changed to enom's default hosted DNS records... even if that's a meaningless entry in some enom

database somewhere that doesn't actually affect the global naming system, I'm betting that change has to be made in order to allow me to remove those name server records.

Response Jack M.	**01/03/2011 11:33 PM**

Hello Amal,

You can't remove the nameservers: ns1.morpheusinc.com or ns2.morpheusinc.com because you have other domains that are using those servers... donatetonight.com for example is using these nameservers so they can't be removed unless you switch all domains that are using them to different nameservers. Even if you removed mbl.tel from your account you would still not be able to remove these nameservers. Not being able to remove them has nothing to do with the domain: mbl.tel. It does have to do with the domain: donatetonight.com and any other domain in your account that is using those nameservers. If you change the nameservers for those domains... then you will be able to remove the nameservers: ns1.morpheusinc.com & ns2.morpheusinc.com.

Thank you,
Jack M.
Technical Support

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My Support Hours: 3:00pm - 11:30pm PST, Friday thru Tuesday
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Customer Amal Graafstra	**01/03/2011 07:11 AM**

The mbl.tel domain is also listed when I do an advanced domain search for ns1.morpheusinc.com or ns2.morpheusinc.com

Customer Amal Graafstra	**01/02/2011 11:54 PM**

If I go into the domain management section, find the domain, and turn on "expanded view", I can see the association. I'm not saying the name servers are actually linked to the .TEL domain in as far as the global domain naming system is concerned... I think it's just contained within the enom management interface.

The problem with that is I can't do things like remove ns1.morpheusinc.com or ns2.morpheusinc.com using the enom domain management interface because the interface is telling me there are "objects associated" with those name servers. That's why I'm submitting this as a "bug" or at the very least an annoying limitation of the domain management system.

Response Jack M.	**01/02/2011 10:56 PM**

Hello Amal,

I would like to know where you are finding this information. When I do a WHOIS lookup from eNom I get the information below and the nameservers are decidedly .TEL nameservers. Where are you finding that it is reporting these nameservers for this domain?

mbl.tel domain name record

Registrant:
Morpheus Inc.
Amal Graafstra
336 36th Street, #366
Bellingham, WA 98225 US
+1.0000000000
Fax +1.4255632093
hostmaster@morpheusinc.com

Administrative:
Morpheus Inc.
Amal Graafstra
336 36th Street, #366
Bellingham, WA 98225 US
+1.0000000000
Fax +1.4255632093
hostmaster@morpheusinc.com

Technical:
Morpheus Inc.
Amal Graafstra
336 36th Street, #366
Bellingham, WA 98225 US
+1.0000000000
Fax +1.4255632093
hostmaster@morpheusinc.com

Nameserver:
D0.CTH.DNS.NIC.TEL
N0.CTH.DNS.NIC.TEL
S0.CTH.DNS.NIC.TEL
T0.CTH.DNS.NIC.TEL
A0.CTH.DNS.NIC.TEL

Updated-Date:
Aug 26, 2010 11:58:05 AM

Created-Date:
Aug 25, 2010 03:39:43 PM

Registration-Expiration-Date:
Aug 24, 2011 11:59:59 PM

Status:
ok

Attribtelwhoistype:
Legal

Domain:
MBL.TEL

Thank you,
Jack M.
Technical Support

_____
My Support Hours: 3:00pm - 11:30pm PST, Friday thru Tuesday
Out of the office Wednesday and Thursday

Customer Amal Graafstra   **01/02/2011 09:56 PM**

Ok, I understand about not being able to delete/remove unwanted domains.

As far as the nameserver changes go, I'm reporting this as a bug in the enom domain
management engine really. The fact that .tel domains are always pointed to the .TEL registry is
fine, but the problem is that the enom domain management system reports
ns1.morpheusinc.com and ns2.morpheusinc.com as the name servers for the .TEL domain. I
want to remove those name servers from being associated with the mbl.tel domain entirely. If
they are simply being used as placeholders, then please change them to enom's name servers
rather than ns1.morpheusinc.com and ns2.morpheusinc.com

Thanks,
Amal ;)

Response Jack M.   **01/02/2011 09:46 PM**

Hello Amal,

Thank you for contacting eNom technical support.

Yeah, .TEL domains have limited use and information for them can be found at the .TEL
Registry: http://www.telnic.org/.

There is no way to change the DNS on .TEL domains. I have included our FAQ page link
about .TEL domains for your convenience: http://www.enom.com/tlds/dot-tel.aspx.

All .tel domain owners must go to https://account.telhostingpanel.com to fill in the rest of their
information. Username and password are created during the domain purchase process.

Once a domain is registered with the Registry there is no way for us to delete it, un-register it or
get a refund. I have provided our refund policy in this matter only because it states that we don't
delete domains.

I hope all this information allows you to find a use for this domain. If you really don't want the
domain, please make sure you disable Auto Renew on it, so it will drop when it expires.

ALL SALES ARE FINAL: No Grace Period Provided for Refunds
Answer ID 1293

No, there is no grace period for refunds on new registrations or renewals, and we do not delete unwanted domain names.

While in your cart, you can click "save for later" or "remove" items at any time. Click "Checkout Now" to continue.

Once you click "Submit Order," this is your indication that you have authorized the charge and agree to purchase the items in your shopping cart.

We do not offer refunds on domains after the registration or renewal is complete. All sales are final (as stated on the shopping cart and per our registration agreement).

This includes fraudulent registrations, misspellings, or simply changing one's mind. Please verify spelling and number of years on new registrations and renewals once in the cart and again on the next page prior to purchase. This can help avoid unwanted domain registrations.

In addition, eNom has removed the Delete Command from its API. This command was removed on March 31st, 2009.

Best Regards,
Jack M.
Technical Support

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My Support Hours: 3:00pm - 11:30pm PST, Friday thru Tuesday
Out of the office Wednesday and Thursday

Auto-Response	**01/02/2011 08:22 PM**

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Customer Amal Graafstra	**01/02/2011 08:22 PM**

Hi guys,

This domain says the name servers are "Currently set to .Tel Servers", but the interface shows them set to ns1.morpheusinc.com and ns2.morpheusinc.com. Can these name servers be removed from this domain entirely so I can remove the ns1.morpheusinc.com and ns2.morpheusinc.com name server registration records?

Also, the mbl.tel domain is pretty much useless for what we were planning to use it for... can domains be "deleted" or somehow relinquished? No refund would be expected, I just don't see any point to keeping it... it's only causing problems at this point.