

Monday, February 10, 2025 at 13:26:35 Central European Standard Time

Subject: Re: Internet Service
Date: Saturday 28 December 2024 at 19:01:04 Central European Standard Time
From: Neil <neil@corkeweb.com>
To: igor_katsan <igor_katsan@yahoo.com>

Good afternoon,

Please be advised that we have made the decision to terminate our service with your company at the conclusion of the current billing cycle.

Since becoming customers of your company in 2016, we have generally been satisfied with the service, except for the past year. On several occasions, we have raised concerns regarding the service's functionality or speed, requesting resolution. Regrettably, we have not received satisfactory responses or constructive action from your company.

We appreciate your attention to this matter. Should you require any further information, please do not hesitate to contact us.

Kind regards,

Neil Corke

From: igor_katsan <igor_katsan@yahoo.com>
Date: Tuesday, 26 November 2024 at 16:10
To: Neil <neil@corkeweb.com>
Subject: Re: Internet Speed

Hi. Nothing has been changed from our side.
Maybe someone hacked into your synology and changed DNSs? Please check the settings of your synology router

----- Исходное сообщение -----
От: Neil <neil@corkeweb.com>
Дата: 25.11.2024 18:45 (GMT+01:00)
Кому: igor_katsan <igor_katsan@yahoo.com>
Тема: Re: Internet Speed

Good afternoon Igor,

Have any of the settings for your service recently changed. I haven't been able to use our NAS since the service was down about a week ago, and I am getting messages about the DNS settings which we have not changed.

Kind regards,

Neil

From: igor_katsan <igor_katsan@yahoo.com>

Date: Monday, 9 September 2024 at 16:43

To: Neil <neil@corkeweb.com>

Subject: Re: Internet Speed

The only thing I did today is run speedtests in the antenna of which I sent you the screenshots. I haven't done anything at all after sending you the screenshots

----- Исходное сообщение -----

От: Neil <neil@corkeweb.com>

Дата: 09.09.2024 15:09 (GMT+01:00)

Кому: igor_katsan <igor_katsan@yahoo.com>

Тема: Re: Internet Speed

Hi again Igor,

I am not getting any delays now, and the speed test figure is good, see attached screenshot.

Did you do anything else to this since my previous email?

Kind regards,

Neil

From: igor_katsan <igor_katsan@yahoo.com>

Date: Monday, 9 September 2024 at 13:37

To: Neil <neil@corkeweb.com>

Subject: Internet Speed

Download and upload tests