

An Open Letter To Andrew Boon 17th October 2018

I just don't know what to do for the best. I've barely slept the past few weeks, the worry and stress caused by Zarconia closing and subsequently being 'saved' by Boonex has started to take its toll on my health.

For weeks we have been left dangling, emails unanswered and sites being lost. I've been led up dead end roads, been forced to pay out money for nothing and yet Andrew Boon stays silent. ***How does that make you feel Andrew? Knowing your actions or lack thereof are affecting the health of your customers? Are you sleeping soundly at night?***

On the 7th September Andrew posted on the forum inviting those of us affected by the sudden closure of Zarconia, to contact Boonex support to discuss options. At best this can be viewed as an afterthought in customer service. I'm still waiting. My Dolphin site is my bread and butter, it puts a roof over my head and food in my stomach. Not that I have much appetite at the moment. I find myself constantly flicking back and forth checking my site is still there. There have been many forms of torture throughout history, some would argue that we've seen it all now. But no. Andrew Boon has created his own torture. To be Booned is a psychological torture most heinous indeed.

I admit that I'm new to this game, I was lured in by a seductive sales pitch promising the world. In reality all I've ended up with is a small suburb on the wrong side of town. I should have cut my losses last year when after having direct contact with the Captain (one can only assume this self bestowed moniker comes from little man syndrome), I could tell then that I was not dealing with a professional. He displays zero empathy, zero customer service and treats his customers with a level of contempt one rarely sees. This man is not fit to be running a company. ***Andrew Boon, do you even have the slightest clue that your actions affect your customers?*** Business 101, if you have no customers you have no business. While I may be new to being a webmaster, I have worked in the IT industry for over 25 years, project managing, account managing, and installing as both a supplier and an end user. In all this time I have never come across such an appalling man or company. By the time I had worked out just how bad Boonex is I was too far down the road though. To make a jump would have been suicide for my site. Now instead of suicide my site faces the ever real threat of murder.

This has been a major learning experience, one that I'm in no hurry to repeat. Having given Andrew every opportunity to rectify this situation what course of action is left? Legal? Sadly my budget does not run to lawyers as much as I'd love a day in court. So I feel it my duty to warn others of the perils in dealing with Andrew Boon's companies. Not just here in the forum but to a much wider audience. I have stronger interest from IT magazines and larger blogs specialising in Open Source and community websites around the world as well as BBC Click and the a Sunday Times here in the UK. If there is no engagement from Andrew Boon I will commence giving interviews from 9:00am BST Friday 19th October. I find it sad that it has come to this but feel it is my duty to warn others.

Steve Erskine