Website Ghost Roundup

The Ghosts in the Service Support Ticket System of Cloudflare DNS have been trapped. Life for the EEX website is back to normal after the 4 weeks - 18th November to 12th December 2024.

As part of the initial search to our mangled the renewal payment, I found a clue from their Status Page. It mentioned the 'Incident has been resolved' on 17th October from it's discovery on 08th October.
https://www.cloudflarestatus.com/incidents/1z9l2fpdbdsb

The last screen capture was of the 'escalated email response' to an ElecEng friend, Dawud Rahmati. He was wrestling their service support ticket system for me all the way through the story. Within 24 hours of receiving it on 11th December, the site was charging along again.

Thank you for bearing with me on this brown-out saga.

Rob Smith
Friday, 4:40 pm
13th Dec 2024

Cloudflare Incident History
https://www.cloudflarestatus.com/history?page=1

Cloudflare Product page
https://www.cloudflare.com/en-au/application-services/products/dns/

Cloudflare System Status

Billing Subscription Update and Invoice Issues

Investigating - We are currently observing and working to resolve the following Billing issues:

Failed Plan Modifications:
There are intermittent issues with subscription upgrades, downgrades, and cancellations. This may result in billing charges being applied without the subscription level being updated. In these cases you may contact Cloudflare Support.

Unpaid Invoices Preventing Plan Modifications:
If you encounter an error message when attempting to modify your plan, the most common cause is an unpaid invoice. In these cases, check if you have an unpaid invoice before contacting Support.

Missing Invoices:
Some unpaid invoices are not visible. These unpaid invoices will still prevent account modifications. In these cases you may contact Cloudflare Support.

Missing Pay Now Buttons:
For each unpaid invoice there should be a corresponding "Pay Now" button. If that button is not there you can click on the payment link directly within the invoice.

Expired Payment Links:
After 120 days the payment links will expire, so if you have no "Pay Now" button and the link within the invoice is expired, you will need to contact to Support

Duplicate Payments:
You may notice multiple invoices and charges on your bank and PayPal statements that appear to be duplicates. In most cases these are valid, unique charges for previously unpaid months where we were unable to collect your payments. You should not contact support about these cases.

Due to ongoing billing issues, we are experiencing high demand—please avoid opening duplicate tickets and wait for our response.
Oct 17, 2024 - 20:26 UTC

Escalated Service Support Ticket received on 11th December 2024.

Hello there,

Thank you for your response. Hope you are having a great day!

My sincere apologies for the inconvenience here.

We are still looking into this internally. We will get back to you as soon as possible.

Best Regards,

Christine
Senior Billing Support Specialist