

FORMAL LEGAL DEMAND - IMMEDIATE CONSULTANT CALLBACK REQUIRED

To: jovanie.jugalbot@service.ionos.co.uk

CC: support@cloud.ionos.com

From: obinexus@tuta.com

Subject: URGENT LEGAL ESCALATION - Account 102805076 - Demand for Jovanie J Immediate Callback

Date: August 15, 2025

FORMAL LEGAL NOTICE - SECOND ESCALATION

Dear Jovanie J - My Personal IONOS Consultant,

This constitutes **FORMAL LEGAL DEMAND** for your immediate personal intervention in the unlawful service termination affecting my business operations.

ACCOUNT DETAILS

- **Customer Number:** 308701660
- **Hosting Contract:** 102805076
- **Domain:** obinexus.org
- **Personal Consultant:** Jovanie J (+44 333 336 3402)
- **Outstanding Amount:** £9.10 (DISPUTED)

LEGAL STATUS UPDATE

Previous Legal Notice: Sent August 14, 2025 - NO RESPONSE

Recorded Call Today: 30-minute call recording documenting IONOS refusal to provide reasonable resolution

Business Impact: Complete operational shutdown for 19 days over £9.10 payment failure

EVIDENCE OF IONOS MISCONDUCT

From Today's Recorded Call (Available for Legal Proceedings):

1. **Account locked since July 27, 2025** - 19 days of business disruption
2. **"Payment method changes not eligible anymore"** - Arbitrary policy preventing resolution
3. **"We have an ongoing issue since yesterday"** - IONOS system problems acknowledged
4. **NO advance warning provided** - No phone call or proper notice before lockout
5. **Escalation to senior management REFUSED** - Violation of customer service obligations
6. **Disproportionate response** - £9.10 payment failure = complete business destruction

SPECIFIC DEMANDS TO JOVANIE J

As my designated Personal IONOS Consultant, I require:

1. **IMMEDIATE CALLBACK within 24 hours** to +447424 191477
2. **Account unlock pending payment resolution** - Business continuity restoration
3. **Senior management escalation** - This exceeds frontline authority
4. **Written explanation** of why £9.10 justifies business destruction
5. **Payment arrangement options** WITHOUT continued service disruption

LEGAL FRAMEWORK VIOLATIONS

Consumer Rights Act 2015:

- Disproportionate penalty for minor contract breach
- Failure to provide reasonable resolution options
- Unreasonable interference with business operations

Unfair Contract Terms:

- Arbitrary "payment method change" restrictions
- Excessive response to de minimis payment issue
- No escalation pathway for dispute resolution

CONSTITUTIONAL BUSINESS IMPACT

My obinexus.org domain hosts critical constitutional legal infrastructure for disabled individuals and constitutional compliance operations. This lockout affects:

- **Email infrastructure** serving constitutional legal services
- **Website operations** for accessibility compliance systems
- **Business continuity** for constitutional legal architecture
- **Legal documentation** for human advocacy compliance

This is NOT a standard hosting dispute - this affects constitutional legal operations serving vulnerable populations.

ESCALATION TIMELINE

If Jovanie J does not callback within 24 hours:

1. **Trading Standards formal complaint** (with recorded call evidence)
2. **Ofcom regulatory filing** (telecommunications service disruption)
3. **Small claims court action** (business losses + consumer protection violations)

4. **Professional negligence complaint** (failure of personal consultant duties)

5. **Public documentation** (LinkedIn/social media professional networks)

RESOLUTION OFFER

Despite IONOS's unreasonable conduct, I remain willing to resolve this professionally:

- **Update payment method** IF services restored first
- **Continue as customer** IF this is handled with business respect
- **Maintain business relationship** IF constitutional operations are prioritized

FINAL POSITION

I WILL NOT PAY £9.10 under duress while services remain locked.

This constitutes business extortion - locking critical services to force payment of a disputed minor amount. The principle matters more than the money.

Jovanie J - You are my designated consultant. Fix this.

LEGAL AUTHORITY

This communication is issued under my authority as:

- **Constitutional Legal Architect** - OBINexus Legal Framework
- **Disabled Business Owner** - Protected under Equality Act 2010
- **UK Consumer** - Protected under Consumer Rights Act 2015
- **Business Customer** - Entitled to proportionate dispute resolution

REQUIRED RESPONSE

Jovanie J must personally call +447424 191477 within 24 hours of receipt.

Any deflection to other departments, AI systems, or frontline support will be documented as continuation of the legal violation and will trigger immediate regulatory complaints.

CONSTITUTIONAL COMPLIANCE STATEMENT

This dispute resolution follows OBINexus Constitutional Legal Framework protocols. All interactions are recorded, documented, and preserved for legal proceedings. This is formal legal correspondence requiring senior management attention.

URGENT RESPONSE REQUIRED - BUSINESS EMERGENCY STATUS

Regards,

Nnamdi Michael Okpala

Constitutional Legal Architect

Founder, OBINexus

Email: obinexus@tuta.com

Phone: +447424 191477

Legal Framework: OBINexus Constitutional Charter

CC:

- IONOS Senior Management
- Trading Standards (notification copy)
- Legal Documentation File
- Constitutional Compliance Record

ATTACHMENT: Call Recording Evidence (Available for Legal Proceedings)

This constitutes formal legal notice under UK consumer protection law. Failure to respond appropriately will result in immediate regulatory and legal action.