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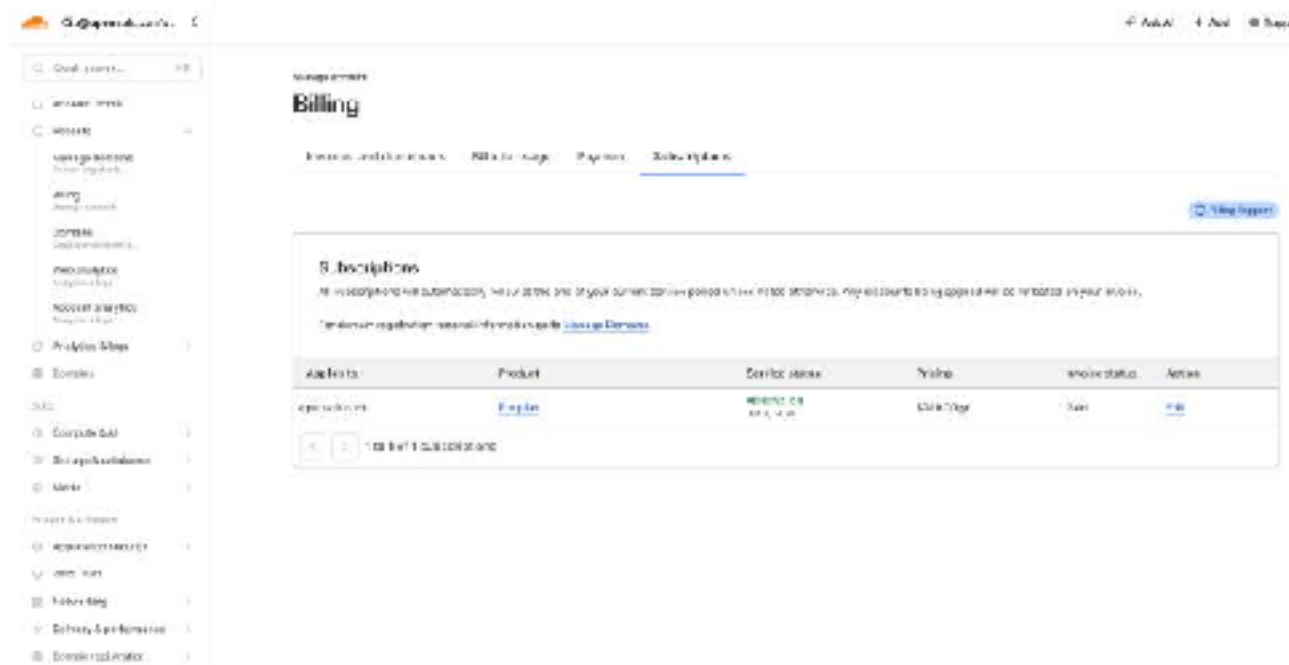


[Redacted] (Customer) </s/feed/0D5Nv0000IX74RoKAJ>

You will have to remove my payment method, and permanently delete my account and make sure all subscriptions are canceled!

[Redacted] (Customer) </s/feed/0D5Nv0000IX6v01KAJ>

No, you did not cancel all active subscriptions in my account!
Can you see how that subscription is still active? I want that permanently removed.



[Redacted] (/s/profile/0D5Nv00007kp1v1AA) (Employee) sent an email. [10h ago /s/feed/0D5Nv0000IX5QV0KA3](/s/feed/0D5Nv0000IX5QV0KA3)

[Redacted]

Hello,
Our engineers have cancelled all active subscriptions on the account.
Best regards,

[Redacted] (Customer) [28, 2026 at 12:18 AM /s/feed/0D5Nv00001Wvms7KAJ](/s/feed/0D5Nv00001Wvms7KAJ)

If anyone here can understand English: please cancel and remove all my active subscriptions.

[Redacted] (Customer) [27, 2026 at 8:37 AM /s/feed/0D5Nv00001WmLYGKA3](/s/feed/0D5Nv00001WmLYGKA3)

What is this (see screenshot) ? Why can't I click Edit (nothing happens) and Why didn't you cancel that subscription?
I thought I requested you to remove all active and inactive subscriptions from my account IN CAPITAL LETTERS. Right? Didn't I?
Also I am still waiting for the contact information for the legal representative of your organization.
Perhaps I could also receive a reply as well? It is not mandatory though. Your actions and/or inactions will be reported to our legal team, along with the entire transcript of this ticket.

Expand Post



[Home \(/s/\)](#)

[Cloudflare System Status \(https://www.cloudflarestatus.com/\)](https://www.cloudflarestatus.com/)

[My Cases \(/s/case/Case/Default\)](/s/case/Case/Default)

[Redacted] (Customer)
27, 2025 at 8:35 AM (/s/feed/0D5NvC0001WmTehKAF)

What is this (see screenshot)? Why can't I click Edit (nothing happens) and why didn't you cancel that subscription?

I thought I requested you to remove all active and inactive subscriptions from my account IN CAPITAL LETTERS. Right? Didn't I?

Also I am still waiting for the contact information for the legal representative of your organization.

Perhaps I could also receive a reply as well? It is not mandatory though. Your actions and/or inactions will be reported to our legal team, along with the entire transcript of this ticket.

Expand Post

[Redacted] (Customer)
27, 2025 at 9:40 AM (/s/feed/0D5NvC0001WmTGYKAS)

You just charged me again on January 27. Why?
This was reported to our legal team.

Please PERMANENTLY cancel and remove ALL ACTIVE AND INACTIVE SUBSCRIPTIONS FROM MY CLOUDFLARE ACCOUNT EFFECTIVE IMMEDIATELY!

Also please share the legal mailing address for your organization. And a contact name for a legal representative of your organization.

Thank you.

Expand

[Redacted] sent an email.
December 31, 2025 at 10:18 AM (/s/feed/0D5NvC0001UjKdVKAH)

To reply

Well how convenient it is to grab ten bucks from 50k users just because of system 🤔🤔🤔🤔
Now that's how real dough is being made. You don't need hard work for that 🤔🤔🤔🤔



[Redacted] (/s/profile/0D5NvC00007kp1v1AA) (Employee) sent an email.
December 31, 2025 at 10:15 AM (/s/feed/0D5NvC0001UjKdVKAH)

[Redacted]

Hello,

Thanks for your patience while your ticket was routed to me. I'm sorry you're experiencing this issue—I know how frustrating that can be.

Due to a high volume of requests, response times may be longer than usual, but I'm actively looking into this for you.

Based on what I'm seeing, this appears to be a system-side issue, so I've escalated it to our engineering team for investigation. I'll be your point of contact and will follow up as soon as I have an update.

Note: It may be a week or so because of the holidays.

Best regards,

[Redacted]
[Redacted] sent an email.

December 27, 2025 at 2:33 AM (/s/feed/0D5Nv0C0001UQuwTKAT)

To: notifications Home (/s/) Cloudflare System Status (https://www.cloudflarestatus.com/) My Cases (/s/case/Case/Default)

PLUS! You have charged me the \$10 for that CANCELED service, and I see NO INVOICE for Dec 27 on that. WHAT kind of business are you people running over there? 😡

Expand Email

Redacted email content with a dropdown arrow on the right.

To: notifications

I have cancelled all my subscriptions on the 25-th of December 2025 yet I was still charged for Advanced Certificate Manager TODAY, Dec 27 2025. Also, since all my subscriptions are cancelled, I want to have all my payment methods PERMANENTLY DELTED FROM YOUR SYSTEMS!

We are filing a complaint with the EU / Romania's ANPC service , and with our legal team, for abusive charge, and abusive renewal of unwanted service, as all my domains and everything was already canceled 2 days ago.

I would expect a full refund for the \$10 and a very detailed explanation of why did you abusively charge a canceled service.

Should we not receive a satisfactory answer within 24 hours, we will proceed at taking legal action against this abuse.

Expand Email

Redacted email content with a dropdown arrow on the right.

To: notifications

I have cancelled all my subscriptions on the 25-th of December 2025 yet I was still charged for Advanced Certificate Manager TODAY, Dec 27 2025. Also, since all my subscriptions are cancelled, I want to have all my payment methods PERMANENTLY DELTED FROM YOUR SYSTEMS!

We are filing a complaint with the EU / Romania's ANPC service , and with our legal team, for abusive charge, and abusive renewal of unwanted service, as all my domains and everything was already canceled 2 days ago.

I would expect a full refund for the \$10 and a very detailed explanation of why did you abusively charge a canceled service.

Should we not receive a satisfactory answer within 24 hours, we will proceed at taking legal action against this abuse.

Expand Email

smime.p7s

Support Automation profile header with a dropdown arrow on the right.

Hi there,
Based on your ticket, we detected that you may be asking about canceling your Cloudflare subscription.
To cancel your subscription, please see steps below:
1. Log in to the Cloudflare dashboard.
2. Click the appropriate Cloudflare account.
3. In the top-right corner, select Billing from your account profile.
4. In the left-hand sidebar, click Subscriptions.
5. In the Subscriptions table, click Edit on the subscription requiring removal.

Expand Post

Support Automation profile header with a dropdown arrow on the right.

Input field containing the case ID: 01903308

[View more details](#)

[Home \(/s/\)](#)

[Cloudflare System Status \(https://www.cloudflarestatus.com/\)](https://www.cloudflarestatus.com/)

[My Cases \(/s/case/Case/Default\)](/s/case/Case/Default)

Case Participants (0)

+ Add

[Resolve Case](#)

[Change Priority](#)

Case Information

Case Number	01903308
Created	1/31/2026, 12:41 PM GMT+2
Last Modified	1/31/2026, 12:41 PM GMT+2
Status	Open
Priority	Urgent
Domain(s)	
Subject	I have cancelled all my subscriptions on the 25-th of December 2025 yet I was still charged for Advanced Certificate Manager TODAY, Dec 27 2025.
Description	<p>I have cancelled all my subscriptions on the 25-th of December 2025 yet I was still charged for Advanced Certificate Manager TODAY, Dec 27 2025. Also, since all my subscriptions are cancelled, I want to have all my payment methods PERMANENTLY DELETED FROM YOUR SYSTEMS!</p> <p>We are filing a complaint with the EU / Romania's ANPC service, and with our legal team, for abusive charge, and abusive renewal of unwanted service, as all my domains and everything was already canceled 2 days ago.</p> <p>I would expect a full refund for the \$10 and a very detailed explanation of why did you abusively charge a canceled service.</p> <p>Should we not receive a satisfactory answer within 24 hours, we will proceed at taking legal action against this abuse.</p>

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