

Kevin Finch Photography

From: 500px <help@500px.com>
Sent: January 20, 2018 4:08 PM
To: Kevin Finch
Subject: Request #115927: How was our service?

##- Please type your reply above this line -##

Hello Kevin Finch,

We'd love to hear what you think of our customer service. Please take a moment to answer one simple question by clicking either link below:

How would you rate the support you received?

[Good, I'm satisfied](#)

[Bad, I'm unsatisfied](#)

Here's a reminder of what your ticket was about:



Robbie Sinclair (500px)

Jan 19, 14:46 EST

Hi Kevin,

For specific direction on how to enter this in your domain provider's settings, please contact their help desk.

Take care,

Robbie
Customer Excellence
500px



Kevin Finch

Jan 19, 14:34 EST

No, I don't think there's any misunderstanding.

At <https://support.500px.com/hc/en-us/articles/204700647-How-do-I-use-a-custom-domain-for-my-500px-Portfolio> you provide instructions on how to set up a custom domain for my 500px Portfolio. You make that information available without having access to my domain provider. It would seem logical that you would know how to reverse the process.

I am in touch with my domain provider, who have provided excellent support in the past.

Working on my advertising invoice now...

All the best.



Robbie Sinclair (500px)

Jan 19, 14:21 EST

Kevin,

I think you're misunderstanding here.

We cannot provide information as to how to unlink your domain. There are a number of variables to consider when doing this, and we do not have access to your domain provider. Contact their Support centre and they will gladly assist you.

All the best,

Robbie
Customer Excellence
500px



Kevin Finch

Jan 19, 12:50 EST

Robbie, thanks for your underwhelming response.

The instructions on how to link my custom domain name to my privately hosted website came from 500px; it doesn't seem like too much of a stretch that you should be able to tell me how to undo that set-up. As it stands now, I am paying a service provider to host a website that only points to 500px. I can't edit the content of that site because the instructions that 500px provided have locked my website.

Maybe if I start invoicing 500px for advertising their service. I'm thinking \$100/day, seven days a week, every day of the year...

Ponder that while I ponder whether my next e-mail goes to major market reporters on the consumer affairs beat, the Better Business Bureau and/or the CRTC.

Best,

Kevin



Robbie Sinclair (500px)

Jan 19, 10:44 EST

Hi Kevin,

Thanks for contacting us! At this time, we cannot provide domain support for unlinking your custom domain. I would suggest contacting your domain provider to have them help you with this.

Best,

Robbie
Customer Excellence
500px



Kevin Finch

Jan 19, 10:19 EST

Hi, I was an Awesome client who had a portfolio under my own domain name – www.kevinfinch.ca – that was driven by my 500px content. When I set it up, I had to contact Canadian Web Hosting to set up an Aname or something like that. It was long ago and my memory is fuzzy.

Since my membership has expired, my domain is now a 500px advertisement. I intend to run my portfolio out of a WordPress website (I'm not upgrading my account) so I need to know what changes my Canadian Webhosting has to make to break the link to my former 500px portfolio.

kevin@kevinfinch.ca

Thanks.

Attachment(s)

[500px_portfolio.png](#)

This email is a service from 500px. Delivered by [Zendesk](#)