

From: [Cloudflare](#)
To: [IG Taskforce](#)
Subject: [Cloudflare Support] 2032094 - Correspondence from the Australian Communications and Media Authority [SEC=OFFICIAL]
Date: Thursday, 26 November 2020 6:03:52 PM

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

Thank you for contacting Cloudflare Support. Your issue has been marked as Resolved in our system. If you require further assistance, simply reply to this email to re-open your ticket. If you have a new issue later on, please open a new ticket with us so that we don't confuse two separate issues. Thanks.

Also, if you receive a customer satisfaction survey request, please take a moment to rate your overall experience and provide any suggestions you have. We value your feedback greatly.

Thanks for being part of Cloudflare!

- Cloudflare Support

Join the [Cloudflare Community](<https://community.cloudflare.com/>)

support.cloudflare.com/hc/requests/2032094

Cloudflare Support Team (Bot) (Cloudflare)

Nov 25, 2020, 11:03 PM PST

Hi there,

Thanks for writing to Cloudflare Support.

While we would like to assist you with your inquiry, for the security and privacy of our users we can only work with the account holder directly, but your email address is not listed as the owner of any Cloudflare account.

If you are a Cloudflare account holder, please submit a new support request from the email address you used to register your Cloudflare account. Note that you can also open a ticket directly through the Cloudflare dashboard following these steps:

1. [Log in to your Cloudflare account](#) and click on 'Support' in the top right corner, which will take you to our Help Center.
2. Click on your name in the top right corner, and in the drop down menu select 'My Requests'.
3. Scroll to the bottom of the 'My Requests' page and click 'Submit new request' to submit your ticket.

If you have lost access to the original email address used to sign up please review the following article.

[I lost the email address associated with my Cloudflare account, what do I do?](#)

Our goal is to ensure the security and privacy of all our customers, including

yourself. We apologize for any inconvenience and we appreciate your understanding.

This is an automated response which we hope has answered your question. If you need further assistance, simply reply to this email to reach a Cloudflare Technical Support Engineer.

You can run tests for common issues on our [Diagnostic Center](#).

Search the [Cloudflare Community](#) for advice and insight.

IG Taskforce

Nov 25, 2020, 11:03 PM PST

Dear Sir/Madam

Please see attached a letter addressed to Mr Draffin, Director of Cloudflare Australia Pty Ltd, in Sydney, Australia, from the Australian Communications and Media Authority (ACMA). We would appreciate it if you could please forward this letter onto Mr Draffin.

Yours sincerely

Interactive Gambling Team

Australian Communications and Media Authority

E igtaskforce@acma.gov.au

[www.](http://www.acma.gov.au/) (<http://www.acma.gov.au/>) acma (<http://www.acma.gov.au/>) .gov.au
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Attachment(s)

[image006.gif](#)

[Letter to Cloudflare Australia Pty Ltd.pdf](#)

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