

Thank you for reaching out and for giving us the opportunity to clarify our role and the services we provide. We appreciate the diligence with which you are investigating this matter, and we are happy to provide detailed information regarding our work and its scope.

We would like to emphasize that our organization is not a publisher, nor do we operate any journals, cloned or otherwise. Our primary role is to provide Digital Object Identifiers (DOIs) as a form of online identification for assignments, research papers, and various other digital content at the request of our customers. These identifiers are crucial in ensuring content traceability and facilitating reference management in academic and professional contexts.

Our Approach and Commitment

1. Transparency:

- We operate solely as an online identifier service provider.
- The DOIs we issue are tied to metadata provided by our clients and are intended to help authors, researchers, and organizations catalog and access their work more effectively.
- Our responsibility begins and ends with providing identifiers for submitted content, and we do not evaluate, verify, or publish the content ourselves.

2. No Association with Cloned or Original Journals:

- We are not affiliated with any journals—be they reputable, original, or otherwise.
- The identifiers we provide do not represent any claim of association with Elsevier, Springer Nature, or other publishers. We do not duplicate or mimic journals in any way.
- Our clients are responsible for the content they submit and its intended use.

3. Purpose of Our Service:

- Our service is focused on helping authors and researchers ensure that their work is identifiable and accessible through the issuance of DOIs.
- We are committed to maintaining ethical standards in our processes and strongly discourage misuse of our services.

Addressing the Observations in Your Inquiry. The concerns you raised seem to stem from a misunderstanding of our role. Specifically:

• Journal Names and Website Designs:

- We do not create, host, or manage the webpages associated with the identifiers. These are provided to us by our clients, who assume full responsibility for their content and appearance.

- While we acknowledge that some submissions may contain journal names or designs that resemble those of established publishers, it is important to note that our role does not extend to

Verifying the authenticity of submitted content

- Cloned Websites and Recycled Content:
- We do not create, review, or manage the content associated with the identifiers we issue.
- If any misuse of our services has occurred, we are committed to investigating and addressing the matter in accordance with our policies.

Ensuring Ethical Use of Our Services:

While we provide identifiers as a service, we are deeply committed to ethical practices and transparency. We do not condone any activities that mislead researchers, publishers, or the academic community. If you have specific cases or evidence that indicate misuse of our services, we would appreciate your sharing it with us so that we can take appropriate action.

We trust this explanation clarifies our position and the nature of our work.

Moreover, thank you for informing us regarding the miss use of our services, we will ensure in future prior verification is done before issuing DOI's to any journals articles. If you have additional questions or need further clarification, please feel free to contact us. We value the integrity of the academic publishing community and welcome constructive dialogue to ensure our services are used responsibly.

Thank you for your understanding.

Best regards,

Administrator - SpringerGlobalLtd.com

Dear Ellie,

Thank you for your detailed follow-up and for bringing these matters to our attention. We deeply appreciate the efforts you and your team have made to ensure transparency and uphold the high standards of research and academia.

As a relatively new entity in this domain, this situation has been a significant learning experience for us. Through your findings and our subsequent investigations, we have recognized that there were indeed issues that require our immediate attention and corrective action.

We are committed to addressing this matter thoroughly and transparently. To that end, we would like to collaborate with you and benefit from your insights into the best plan of action to rectify this technical error. We want to ensure that our services align with ethical standards and contribute positively to the academic community.

To demonstrate our sincerity and commitment:

We are prepared to take any steps necessary to resolve this matter, including the review and possible retraction or correction of any problematic DOIs.

We welcome guidance from your team on further steps we should take to prevent such occurrences in the future.

We are eager to work with relevant stakeholders to identify and rectify any lapses on our part to avoid similar issues moving forward.

Once again, we thank you for your vigilance and constructive approach. We remain available for any discussions or clarifications and look forward to your recommendations on the next steps to ensure this issue is comprehensively resolved.

Best regards,
Administrator - Springerglobaltd.com