

Below is evidence to back up Citron's claims:

1. Ubiquiti has ~700,000 registered users vs. claim of 4 million
2. Ubiquiti skipped User-Id #s to help inflate account metrics
3. The majority of these 700,000 accounts are bots
4. 97% percent of accounts never post
5. Only one of top 30 users registered after 2013

## Ubiquiti has ~700,000 registered users vs. claim of 4 million

On the community board, every user is assigned a User-Id that appears in the URL of their profile page. For example, a more recent registrant (June 2017) received the [User-Id 643,002](https://community.ubnt.com/t5/user/viewprofilepage/user-id/643002).

The screenshot shows the profile page for user 'gevaert' on the Ubiquiti Networks Community website. The browser address bar shows the URL: <https://community.ubnt.com/t5/user/viewprofilepage/user-id/643002>. The page header includes 'COMMUNITY' and 'STORE' tabs, and a search bar. The main content area is titled 'About gevaert' and features a profile picture of a red apple with the name 'gevaert' and 'New Visitor' below it. To the right, the 'CONTACT ME' section shows 'Online Status' as offline, 'Date Last Visited' as '06-12-2017 04:11 PM', and 'MY TAGS' as 'No tags yet'. The 'PUBLIC STATISTICS' section is highlighted with a box and contains the following data:

PUBLIC STATISTICS	
Date Registered	06-12-2017 12:49 PM
Date Last Visited	06-12-2017 04:11 PM
Total Messages Posted	0

A User that registered in October 2016 received the [User-Id 450,103](https://community.ubnt.com/t5/user/viewprofilepage/user-id/450103):

The screenshot shows the profile page for user 'Gkarolis' on the Ubiquiti Networks Community website. The browser address bar shows the URL: <https://community.ubnt.com/t5/user/viewprofilepage/user-id/450103>. The page header includes 'COMMUNITY' and 'STORE' tabs, and a search bar. The main content area is titled 'About Gkarolis' and features a profile picture of a green apple with the name 'Gkarolis' and 'New Visitor' below it. To the right, the 'CONTACT ME' section shows 'Online Status' as offline, 'Date Last Visited' as '10-21-2016 07:20 AM', and 'MY TAGS' as 'No tags yet'. The 'PUBLIC STATISTICS' section is highlighted with a box and contains the following data:

PUBLIC STATISTICS	
Date Registered	10-21-2016 07:14 AM
Date Last Visited	10-21-2016 07:20 AM
Total Messages Posted	0

And a User that registered in the very early days (September 2007) received the [User-Id 94](https://community.ubnt.com/t5/user/viewprofilepage/user-id/94):

← → ↻ <https://community.ubnt.com/t5/user/viewprofilepage/user-id/94>

PUBLIC STATISTICS

Date Registered	09-29-2007 10:31 AM
Date Last Visited	3m ago
Total Messages Posted	403
Total Kudos Received	778

MY KUDOED POSTS

These User-Ids are assigned in chronological order of registration date, and every user is assigned one. However, the User-Ids end at about 710,000. This indicates the total number of registered users is closer to 700,000 rather than Ubiquiti's claim of 4,000,000.

Here you can see that [User-Ids above 720,000](#) don't exist yet:

← → ↻ [Secure | https://community.ubnt.com/t5/user/viewprofilepage/user-id/720000](https://community.ubnt.com/t5/user/viewprofilepage/user-id/720000)

COMMUNITY STORE

HOME FORUMS STORIES BLOGS SUPPORT

Ubiquiti Networks Community >

**Person does not exist**

← → ↻ [Secure | https://community.ubnt.com/t5/user/viewprofilepage/user-id/720001](https://community.ubnt.com/t5/user/viewprofilepage/user-id/720001)

COMMUNITY STORE

HOME FORUMS STORIES BLOGS SUPPORT

Ubiquiti Networks Community >

**Person does not exist**

← → ↻ [Secure | https://community.ubnt.com/t5/user/viewprofilepage/user-id/720002](https://community.ubnt.com/t5/user/viewprofilepage/user-id/720002)

COMMUNITY STORE

HOME FORUMS STORIES BLOGS SUPPORT

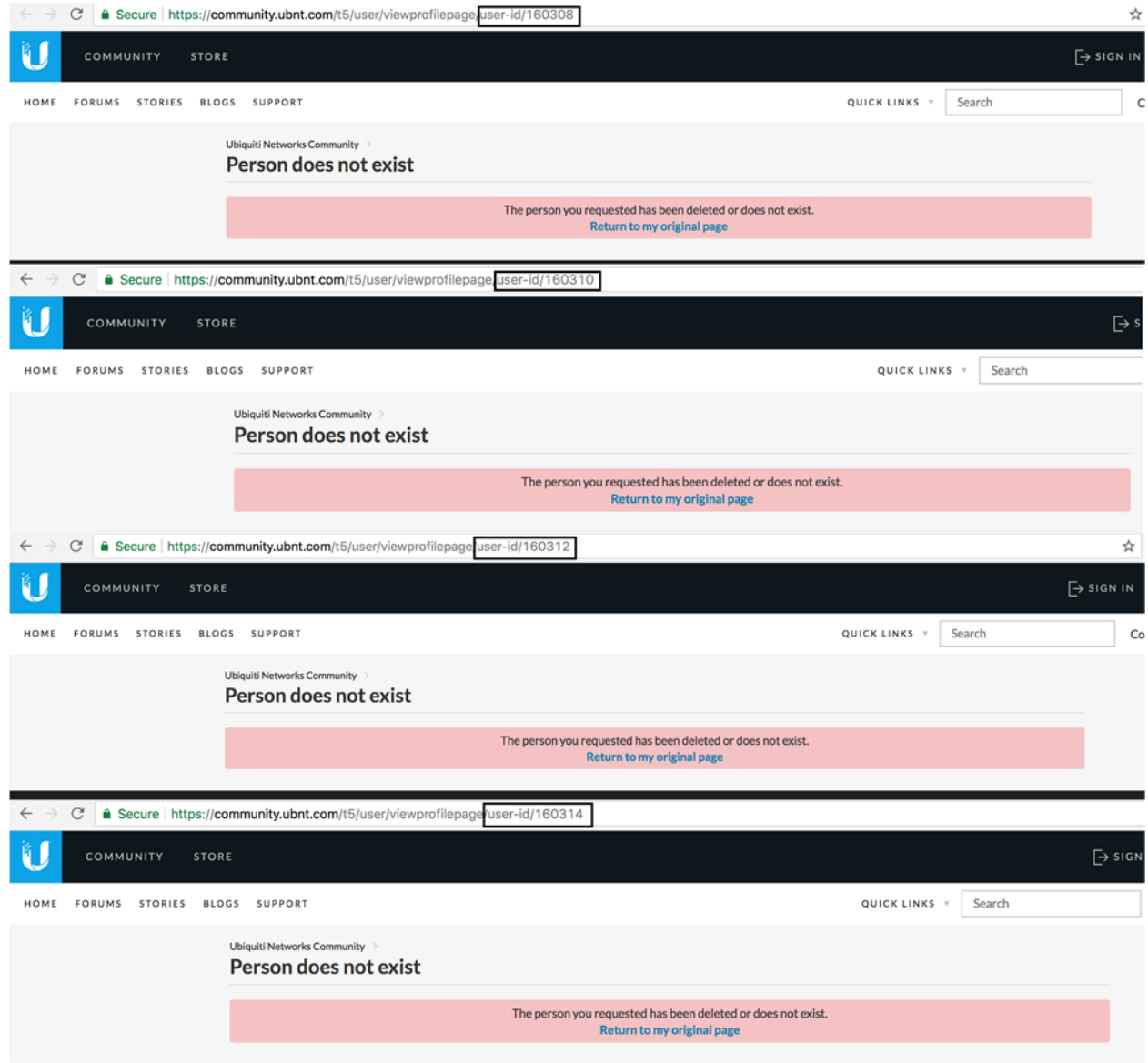
Ubiquiti Networks Community >

**Person does not exist**

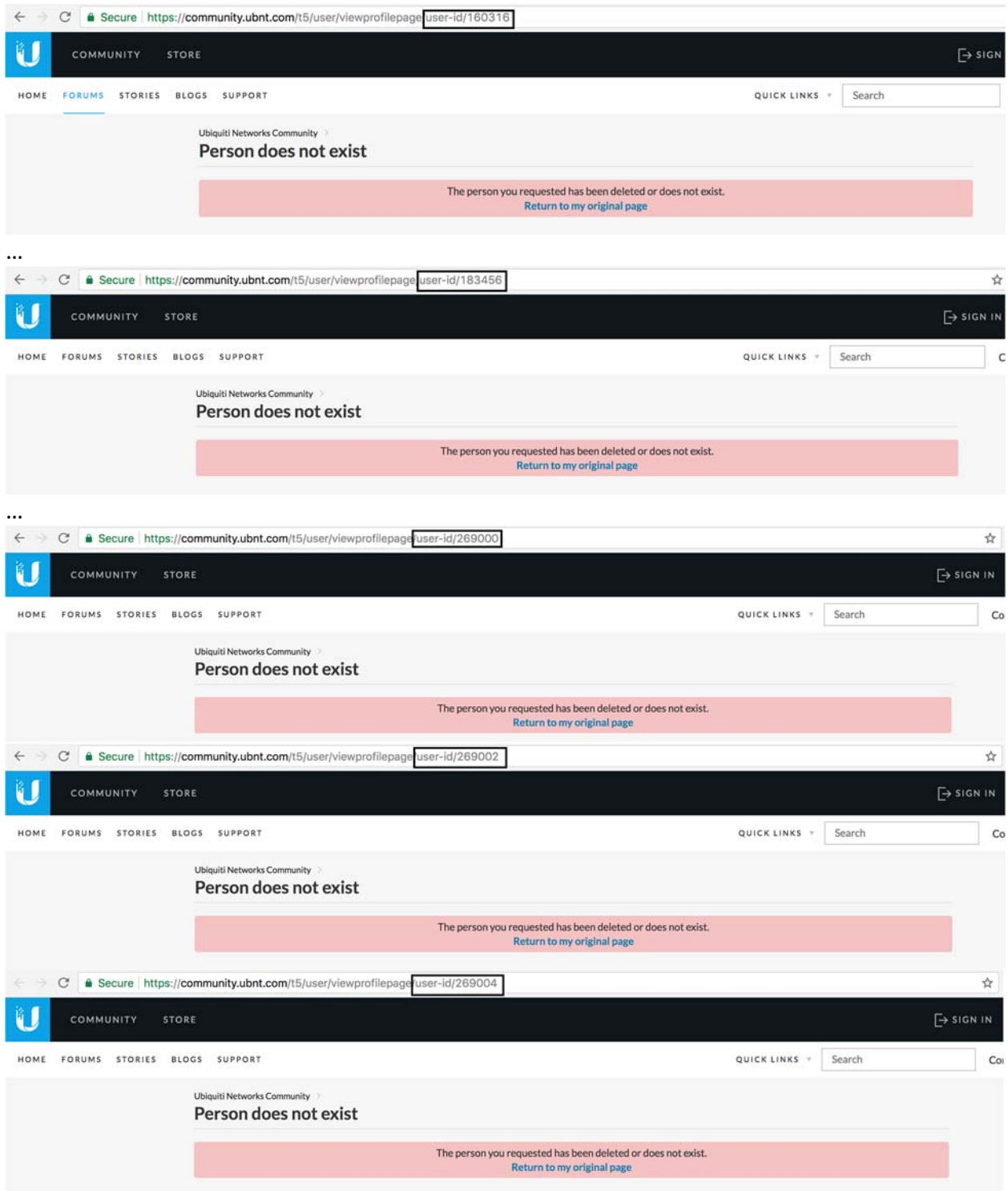
This is pretty simple evidence that the number of registered users in the Ubiquiti forum is well below 4 million and closer to 700,000.<sup>1</sup>

## Ubiquiti skipped User-Id #s to help inflate account metrics

Ubiquiti skipped even number User-Id #s for about 18 months. Starting with [user-ID 160308](#) (March 10<sup>th</sup> 2013) ending with [User-ID 269004](#) (November 21<sup>st</sup> 2014):



<sup>1</sup> Ubiquiti also has forums for other countries/languages, but these are very small



**The majority of these 700,000 accounts are bots**

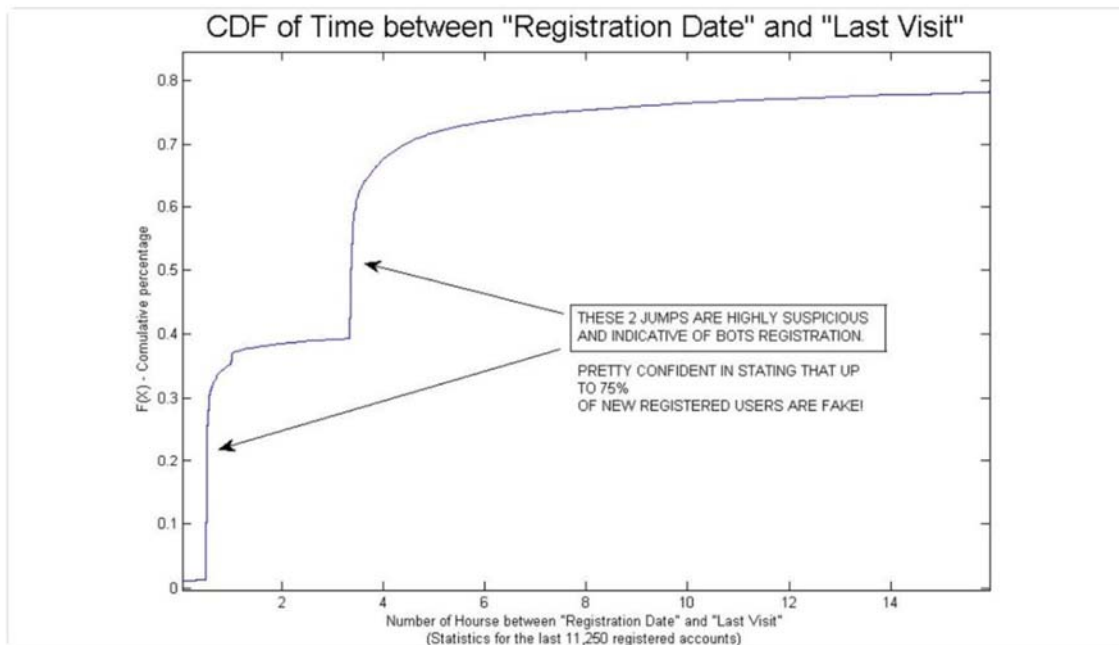
The bot registration is evidenced below by financial [blogger Unemon](#):



unemon  
@unemon1

Following

**\$UBNT** ... this chart allows u to see the huge presence of what seems to be fake users in the UBNT community



7:47 AM - 28 Aug 2017

### 97% percent of accounts never post

In an analysis of 11,250 recently registered accounts 10,910 out of 11,250 (96.97%) never posted a single message on the forum. This is remarkable given that all the forum material is available without registering an account and the only apparent benefit to registering is the ability to post.

### Only one of top 30 users registered after 2013

We looked at the [all-time "kudo leaderboard"](#) of authors and found that 30 "super-users" accounted for ~20% of all posts. Importantly, only one of these product evangelists was registered after 2013:

User	# of posts	Year Registered
<a href="#">LLigetfa</a>	27,948	2012
<a href="#">Dave-D</a>	38,672	2009

<a href="#">eejimm</a>	11,272	2008
<a href="#">eseph</a>	21,688	2011
<a href="#">WHT</a>	30,000	2008
<a href="#">ClaudeSS</a>	13,483	2013
<a href="#">dpurgert</a>	18,285	2013
<a href="#">Fireblade</a>	12,273	2013
<a href="#">mhoppes</a>	16,223	2010
<a href="#">flipper</a>	14,447	2010
<a href="#">rockhead</a>	4,774	2008
<a href="#">Alan87i</a>	13,593	2008
<a href="#">UBNT-ancheng</a>	13,551	2011
<a href="#">Bean Planter</a>	5,811	2011
<a href="#">WisTech</a>	9,895	2009
<a href="#">EricE</a>	6,152	2012
<a href="#">wtm</a>	7,701	2011
<a href="#">UBNT-stig</a>	10,504	2011
<a href="#">amishgenius</a>	5,312	2008
<a href="#">Sirhc</a>	5,992	2009
<a href="#">urmom</a>	4,607	2010
<a href="#">ptt</a>	4,468	2008
<a href="#">jacktooandroid</a>	<b>753</b>	<b>2015</b>
<a href="#">R4V3R</a>	5,626	2013
<a href="#">NVX</a>	4,808	2011
<a href="#">rebelwireless</a>	5,200	2010
<a href="#">Magician</a>	3,499	2010
<a href="#">JimBouse</a>	4,897	2009
<a href="#">redfive</a>	4,713	2012
<a href="#">Uberseehandel</a>	4,468	2013
<b>Total</b>	330,615	Only 1 registered after 2013

Who posts ~20,000 times just for the fun of it? Why do so many use pseudonyms and don't advertise their services? If Ubiquiti's community is so "phenomenal, energetic, [and] active" why are there so few new active posters?