

Requested Message Transcript

1 mesaj

NetworkSolutions.com Transcripts <no-reply@transcripts.networksolutions.com>
Yanıtlama Adresi: no-reply@transcripts.networksolutions.com
Alici: Customer <selimerman@gmail.com>

22 Haziran 2025 21:30



Dear Customer,

Thank you for contacting networksolutions.com. We are committed to creating the best experience for you.

Find the requested transcript below. (All timestamps are in Coordinated Universal Time (UTC). Due to the limitations on the size of emails, any images shared during the chat are excluded from the transcript provided.)

Your case id is: I-21286564

[06/22/2025 17:48:31] **Virtual Assistant:** Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[06/22/2025 17:48:35] **Virtual Assistant:** Do you require support with existing products or are you looking to renew/purchase services?

[06/22/2025 17:49:59] **Customer:** Hello, I placed an order for backorder. But I did not understand its status. What is the result? If it failed, how is it possible? Aren't you part of a large backorder group?

[06/22/2025 17:49:59] **Virtual Assistant:** Sorry. To best assist you, please select one of the options below.

[06/22/2025 17:50:03] **Customer:** Purchase New Services

[06/22/2025 17:50:04] **Virtual Assistant:** What products or services are you interested in?

[06/22/2025 17:50:14] **Customer:** Domains or Domain Privacy

[06/22/2025 17:50:16] **Virtual Assistant:** May I please have your first and last name to provide to your agent?

[06/22/2025 17:50:27] **Customer:** Selim Erman Duranay

[06/22/2025 17:50:28] **Virtual Assistant:** Would you like a copy of this chat transcript once your conversation with an agent is complete?

[06/22/2025 17:50:42] **Customer:** Yes

[06/22/2025 17:50:43] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[06/22/2025 17:50:46] **Customer:** Yes

[06/22/2025 17:50:47] **Virtual Assistant:** Let me get you to someone who can help. Please note, once your agent has completed assisting you, we'd also like to invite you to take a brief survey on your experience today.

[06/22/2025 17:51:09] **Agent:** Hi, Selim I'm Karthik and I'm looking forward to assisting you today.

[06/22/2025 17:51:10] **Agent:** To stay connected throughout our conversation, please enable sound on your device.

[06/22/2025 17:51:48] **Customer:** Thank you

[06/22/2025 17:51:49] **Agent:** I'll definitely check with the domain name backorder for you.

[06/22/2025 17:51:57] **Agent:** Could you please confirm the domain name?

[06/22/2025 17:52:07] **Customer:** kizilayavm.com

[06/22/2025 17:52:28] **Agent:** Thank you.

[06/22/2025 17:52:30] **Agent:** If you don't mind, I'm going to put you on hold for 1-2 minutes while I check this for you.

[06/22/2025 17:52:40] **Customer:** Ok, I'm waiting

[06/22/2025 17:52:53] **Agent:** Thank you for being on hold.

[06/22/2025 17:57:27] **Agent:** I have checked with the domain back order for the domain name kizilayavm.com. The domain name backorder works as: Once you have applied for the domain name backorder. It checks if the domain name is expired or not and it waits till the domain name is expired. Currently the domain name kizilayavm.com was updated on 2025-06-21 by current domain name owner and they renewed the domain name. Backorder works only if the domain name is expired and once the domain name is expired you will get email update to purchase the domain name again.

[06/22/2025 17:59:12] **Customer:** I think you are mistaken, the pending delete process was initiated. Because I was able to place a backorder order. It also showed like this in all the who is records. So the current owner of the domain did not renew it. Please check again.

[06/22/2025 17:59:47] **Agent:** Sure! If you don't mind, I'm going to put you on hold for 1-2 minutes while I check this for you.

[06/22/2025 18:00:03] **Customer:** Off course, I'm waiting

[06/22/2025 18:00:53] **Agent:** Thank you for being on hold.

[06/22/2025 18:09:06] **Agent:** I'm sorry for the misunderstanding. I have checked with the whois and I see that the domain name status was updated on 2025-06-21. I have checked with the domain name backend and Now the domain is active..You will get notice once domain is available for registration.

[06/22/2025 18:10:27] **Customer:** The domain name is no longer mine, right? The old owner was someone in the network solution network, the new owner was made by a company called namepal. This is a part of a network that you are in. This was a huge mistake. How did you not share this backorder request with your network and you could not get the domain I wanted. I am so sorry

[06/22/2025 18:12:25] **Agent:** Not really! I can understand your concern. The domain name is completely deleted from the account and it is being re-registration under NamePal.com and once the registration is completed, you will get the email notice to get the domain name added to your account so that you can use the domain name in Network Solutions account.

[06/22/2025 18:14:06] **Customer:** I honestly don't understand, can you be a little more specific? Did NamePal register the domain name for me? Will it be mine soon after the process is complete?

[06/22/2025 18:14:57] **Agent:** That's right! NamePal is re-registration the domain name for you and once completed you will get the domain name

[06/22/2025 18:16:42] **Customer:** So when can this process be completed and I can see this domain in my domains section on networksolutions.com. If you are right in what you say I will be very happy. Are you sure and I was able to get this domain from your system via backorder method, right?

[06/22/2025 18:17:46] **Agent:** That's right! You will get the domain name in the Network Solutions account and once domain name is added you will get an email update regarding the same.

[06/22/2025 18:18:51] **Customer:** First of all I am sincerely grateful for your answers and the answers I expected. One last question, normally it takes how many days after June 21st to see this under my domains according to your experience.

[06/22/2025 18:20:03] **Agent:** That's right! The domain name status was updated from deletion to active on June 21st and once the complete registration is completed, you will get the email with domain name details adding in Network Solutions account.

[06/22/2025 18:22:53] **Agent:** Just checking in to ensure we're still connected. Are you still with me?

[06/22/2025 18:23:26] **Customer:** Yes

[06/22/2025 18:23:47] **Agent:** Before we end the chat conversation, would you mind taking a moment to complete a quick survey about your experience?

[06/22/2025 18:23:48] **Agent:** To recap you have connected to check with the backorder of the domain name and I have provided with the details for the domain name backorder. Is there anything else I can assist you with today? If not, would you mind staying connected to complete a survey?

[06/22/2025 18:25:41] **Agent:** Just checking in to ensure we're still connected. Are you still with me?

[06/22/2025 18:27:02] **Agent:** Just ensuring that we stay connected. I will need to close the chat due to inactivity. I hope I didn't lose you.

[06/22/2025 18:27:07] **Customer:** Yes, I can join a survey

[06/22/2025 18:27:17] **Agent:** Thank you.

[06/22/2025 18:27:20] **Agent:** It has been a pleasure working with you today and thank you for contacting Network Solutions. If I have answered all your questions, please rate your experience working with me today. When I leave our session, you will have the opportunity to rate my support (5 being the best).

[06/22/2025 18:27:26] **Virtual Assistant:** Please rate your experience by answering 3 short questions.

[06/22/2025 18:27:27] **Virtual Assistant:** My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[06/22/2025 18:27:32] **Customer:** 5

[06/22/2025 18:27:33] **Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[06/22/2025 18:27:36] **Customer:** 5

[06/22/2025 18:27:37] **Virtual Assistant:** Did we resolve your issue today?

[06/22/2025 18:27:45] **Customer:** Yes, resolved in one interaction

[06/22/2025 18:27:47] **Virtual Assistant:** We're thrilled you're happy! Could you take a moment to share your experience on Trustpilot? [Leave a review!](<https://www.trustpilot.com/evaluate-bgl/www.networksolutions.com?p=jrWa%2BgI5cj5X2kkYBvjd1Dmo%2Fo5Nnsq1iWA5MfmWCyGgBBowZKcRbqQW%2BPQsedmJplwb2QOWG4RqhL6u%2BK3lnDcxTGcNBIQdL0xN95DWXT0JwpybHqTPHRLEF%2FIbyiw9ePCzP3pBSPA49w3jbKWlxCM5pieEAxphAzclLaLdUqMBBzCdDB8yzauRTPUoOiAa7rn1rJ0ZqmceRBVHDnQLNhg%3D%3D>)

[06/22/2025 18:27:48] **Virtual Assistant:** Thank you for your valuable feedback! Goodbye.

[06/22/2025 18:27:53] **Customer:** Click here to End Conversation

Kind Regards,
Customer Support



Your services are subject to the terms and conditions set forth in our [Service Agreement](#), which you accepted at the time of purchase. Please note, in accordance with our [Privacy Policy](#), we will continue to send you notices and other important information affecting your account or services in order to fulfill our obligations to you.

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