

## 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>

24 Haziran 2025 19:37



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-21314712

**[06/24/2025 15:24:40] Virtual Assistant:** Thank you for contacting \*Network Solutions\*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

**[06/24/2025 15:24:45] Virtual Assistant:** Do you require support with existing products or are you looking to renew/purchase services?

**[06/24/2025 15:24:53] Customer:** Support for Existing Products

**[06/24/2025 15:24:54] Virtual Assistant:** Network Solutions and Web.com have now merged together and you are in the right place! All of your services can now be accessed by logging into Networksolutions.com. We are very excited for the future together!

**[06/24/2025 15:24:55] Virtual Assistant:** Are you a former Web.com customer with questions about the consolidation?

**[06/24/2025 15:25:11] Customer:** Yes

**[06/24/2025 15:25:12] Virtual Assistant:** Hey There! I'm Buddy, your AI assistant - here to answer questions about the recent move to Network Solutions.

**[06/24/2025 15:25:17] Customer:** I have a different question.

**[06/24/2025 15:25:17] Virtual Assistant:** What is your question?

**[06/24/2025 15:25:27] Customer:** Dear Network Solutions Support, I hope this message finds you well. I'm writing to kindly follow up on the backorder process for the domain [kizilayavm.com](https://kizilayavm.com), associated with my case ID: I-21286564. During my recent chat with your support agent on June 22, I was informed that the domain is in the process of being re-registered through NamePal on my behalf and that I would receive an email once the domain is added to my account. As of today, I haven't received any updates regarding the status of this transfer. I would be grateful if you could kindly confirm: Whether the re-registration process is still ongoing An estimated timeframe for when the domain will appear under my Network Solutions account If any further action is required on my part to complete the transfer I appreciate your assistance and look forward to your update.

**[06/24/2025 15:25:27] Virtual Assistant:** Thanks! Allow me a minute to find your answer.

**[06/24/2025 15:25:29] Virtual Assistant:** I want to make sure I give you the right info. Could you please rephrase your question?

[06/24/2025 15:25:56] **Customer:** I'm reaching out to follow up on the status of the domain [kizilayavm.com](https://kizilayavm.com), which I placed a backorder for. My case ID is I-21286564. During my chat with your support team on June 22, I was told that the domain was being re-registered by NamePal on my behalf, and that it would be added to my Network Solutions account once the process was completed. As I haven't received any updates yet, could you please let me know: Is the re-registration process still ongoing? When can I expect to see the domain in my account? Is there anything I need to do to complete the process? Thank you in advance for your help. I look forward to your response.

[06/24/2025 15:25:56] **Virtual Assistant:** Thanks! Allow me a minute to find your answer.

[06/24/2025 15:25:58] **Virtual Assistant:** Sorry. I'm having difficulty with that request. Allow me a moment to get you a support agent. To do that, I'll need to capture a few pieces of information.

[06/24/2025 15:26:00] **Virtual Assistant:** What service do you need help with?

[06/24/2025 15:26:07] **Customer:** Domain Support

[06/24/2025 15:26:08] **Virtual Assistant:** Please select the option below that best describes what you need help with.

[06/24/2025 15:26:16] **Customer:** Other

[06/24/2025 15:26:17] **Virtual Assistant:** May I please have your first and last name to provide to your agent?

[06/24/2025 15:26:32] **Customer:** Selim Erman Duranay

[06/24/2025 15:26:34] **Virtual Assistant:** What is the domain name associated to the account you are contacting us about today? If you do not have a domain name type "pass".

[06/24/2025 15:26:40] **Customer:** [kizilayavm.com](https://kizilayavm.com)

[06/24/2025 15:26:41] **Virtual Assistant:** Thanks! For our team to quickly begin researching your request, please describe your issue in detail.

[06/24/2025 15:27:33] **Customer:** I'm writing to kindly follow up on the backorder process for the domain [kizilayavm.com](https://kizilayavm.com), associated with my case ID: I-21286564. During my recent chat with your support agent on June 22, I was informed that the domain is in the process of being re-registered through NamePal on my behalf and that I would receive an email once the domain is added to my account. As of today, I haven't received any updates regarding the status of this transfer. I would be grateful if you could kindly confirm: Whether the re-registration process is still ongoing An estimated timeframe for when the domain will appear under my Network Solutions account If any further action is required on my part to complete the transfer I appreciate your assistance and look forward to your update.

[06/24/2025 15:27:35] **Virtual Assistant:** Would you like a copy of this chat transcript once your conversation with an agent is complete?

[06/24/2025 15:27:39] **Customer:** Yes

[06/24/2025 15:27:40] **Virtual Assistant:** I see your email address is [selimerman@gmail.com](mailto:selimerman@gmail.com) did you want to use that?

[06/24/2025 15:27:42] **Customer:** Yes

[06/24/2025 15:27:44] **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.

[06/24/2025 15:27:58] **Agent:** Hi! Selim. Thank you for chatting. My name is Marjorie, and I'm here as your web advisor today. I'm ready to assist you with your concern. Allow me a moment to review on what you enter so far.

[06/24/2025 15:28:03] **Agent:** Just a quick heads up If there's inactivity on this chat window for more than 5 minutes, the chat may disconnect. To ensure an uninterrupted chat experience, please stay active on this chat window. I request you to avoid switching tabs or stepping away for the best assistance. Hope that's okay?

[06/24/2025 15:28:36] **Customer:** Ok, Thank You

[06/24/2025 15:28:43] **Agent:** You're welcome.

[06/24/2025 15:30:25] **Agent:** I understand that you wanted to know the status of your back order from this case ID I-21286564. No worries, let me just go ahead and access your account then see what we can do for you.

[06/24/2025 15:30:42] **Customer:** Ok, I'm waiting

[06/24/2025 15:30:50] **Agent:** Cool!

[06/24/2025 15:34:07] **Agent:** I have successfully pulled up your account, Let me go ahead and check your account then see what we can do for you.

[06/24/2025 15:34:29] **Customer:** Thank you Marjorie

[06/24/2025 15:34:40] **Agent:** You're welcome, Selim.

**[06/24/2025 15:36:00] Agent:** Upon checking here, I found out that you're absolutely right there was a notation or back order under your services. However, I just want to set a proper expectation about the reality to avoid confusion. Having a back order is like reserves your spot to get a domain once it's available. If multiple people backorder it, it may go to auction. and best used when a domain is expired and likely won't be renewed.

**[06/24/2025 15:37:20] Customer:** So what is the situation? Is there more than one backorder status? Is there a deadline like application?

**[06/24/2025 15:37:38] Agent:** In short, it's not like a guarantee that we can have it real time and stated here the expiration on this domain based on our public data base which is [whois.com](https://whois.com) is on 06/21/2026

**[06/24/2025 15:38:47] Agent:** The current situation on this domain was owned now by NamePal.com and hosted in [intermnameserver.com](https://intermnameserver.com)

**[06/24/2025 15:38:55] Customer:** When I applied, it was in the "pending delete" position. There is still 1 year until 2026. Who owns the site in the meantime?

**[06/24/2025 15:39:45] Agent:** For the meantime it was now owned by NamePal.com and hosted in [intermnameserver.com](https://intermnameserver.com)

**[06/24/2025 15:40:49] Agent:** Would you like to buy a new domain and hosting to start from the scratch while waiting?

**[06/24/2025 15:40:56] Customer:** In our previous case interview, your friend said that when the process is complete, your domains will be in it. But now I hear different things. NamePal.com is a group of companies that includes NetworkSolutions. This application cannot be made by anyone other than me.

**[06/24/2025 15:41:49] Agent:** I'm sorry you're going through this, partially right. You will be receiving an email notification once its completed. But based on the expiration, it will take some time.

**[06/24/2025 15:42:28] Customer:** I desperately need this domain. There is no one else interested in the domain. I understand that it is only wanted by NamePal. So your company, which I requested a backorder for, could not get it after pending delete?

**[06/24/2025 15:43:29] Customer:** Are you telling me to wait 1 year? Or is it a short period? What is the approximate waiting period you are referring to?

**[06/24/2025 15:44:15] Agent:** Yes, 1 year until its expired once again. Stated here there is no pending delete status anymore and its now active.

**[06/24/2025 15:44:46] Customer:** So I lost this backorder process, right?

**[06/24/2025 15:44:47] Agent:** I hear you and I understand how you feel. However, we can no longer have this for the mean time.

**[06/24/2025 15:45:53] Agent:** You are still on the back-order process, but we need to wait until its expired. So that it will be available once again, its like an auction status once its expired. You already have the spot for back order process, but sadly its not guaranteed.

**[06/24/2025 15:46:11] Customer:** Your friend who supported me in the previous case gave me false information then. I asked him many times at the end of our previous meeting and he always gave good news.

**[06/24/2025 15:46:59] Agent:** Oh no! That must really be sad on your part, no worries. As part of my extra help, I will definitely file a report of feedback to that agent. That way he will going to learn from his mistake.

**[06/24/2025 15:47:22] Agent:** You may also click this link as your reference <https://www.networksolutions.com/help/article/how-do-i-backorder-a-domain-name>

**[06/24/2025 15:48:50] Customer:** I am asking boldly because NamePal company is your partner or part of the same group of companies and there is no one else interested in this site except me. Can't you contact them and ask them to deliver this domain to me? Because it is of no use to them

**[06/24/2025 15:49:34] Agent:** I can see why you feel that way & will do everything I can to help you find a solution.

**[06/24/2025 15:50:52] Customer:** I applied for a backorder at the right time, and no one else did. I don't understand why I lost. I am the only person associated with NamePal and this domain. They probably wanted to have it because I wanted it so much.

**[06/24/2025 15:53:28] Agent:** I agree, I just want to set another lovely expectation, Selim. We might be connected with NamePal, however we don't have a full access on your account to make changes here.

**[06/24/2025 15:53:37] Agent:** Please note : Expired (0–35 days): Domain stops working, but the owner can still renew it at the regular price. Redemption (35–65 days): Owner can still get it back, but must pay a redemption fee. Pending Delete (65–70+ days): Domain is about to be released — no changes allowed. Available: The domain can now be registered by anyone.

**[06/24/2025 15:54:07] Customer:** I know all off that

**[06/24/2025 15:54:21] Agent:** We can try to wait at least a month, I will put your account or tag this account as highest priority, and you will receive a notification regarding about the status of the back order.

**[06/24/2025 15:54:51] Agent:** At this moment, I highly recommend contacting NamePal.com as well for additional information and guaranteed they are able to help you out.

**[06/24/2025 15:55:23] Customer:** If there is anything you can do about this, I would be very happy. Please also forward my complaint to your previous friend. What I experienced was a bitter experience for me. I am sorry.

**[06/24/2025 15:55:50] Agent:** I can only imagine how difficult that must be for you and this is noted, Selim.

**[06/24/2025 15:55:56] Customer:** If there is anything else I can do, I will try all the ways.

**[06/24/2025 15:56:23] Agent:** Wonderful!

**[06/24/2025 15:56:26] Agent:** I hope that the previous representative who assisted does not effect on how I assisted you today.

**[06/24/2025 15:56:51] Agent:** I have this account on a highest priority now, please keep your line open and you might receive another notification.

**[06/24/2025 15:56:58] Agent:** I'm glad that I was able to provide additional information/actions to further resolve the issue and just to confirm was I able to address your concern within your first interaction with me today?

**[06/24/2025 15:59:44] Agent:** Just checking in to ensure we're still connected. Are you still with me?

**[06/24/2025 16:02:27] Agent:** It's been a few minutes since I've heard from you, please let me know we're still connected before I need to close the chat due to inactivity.

**[06/24/2025 16:04:30] Agent:** If you don't have any further questions or concerns, I am going to close out this chat. Please be aware that you can easily initiate another session with us after completing a short survey (5 being the best). Our agents will be happy to help! Thank you for contacting Network Solutions. If you have any questions, please don't hesitate to reach out for further guidance.

**[06/24/2025 16:05:02] Virtual Assistant:** We are here for you! Please let us know when you've returned.

**[06/24/2025 16:20:02] Virtual Assistant:** I'm sorry, I haven't heard from you. If you still need help, click I'm Back. If you no longer require assistance, please click I no longer need help.

**[06/24/2025 16:35:02] Virtual Assistant:** When you return and require assistance, please click Start New below.

Kind Regards,  
Customer Support



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