

Requested Message Transcript

3 ileti

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

1 Ağustos 2025 16:30



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-21844708

[08/01/2025 13:00:59] **Virtual Assistant:** Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[08/01/2025 13:01:03] **Virtual Assistant:** Do you require support with existing products or are you looking to renew/purchase services?

[08/01/2025 13:03:15] **Customer:** Purchase New Services

[08/01/2025 13:03:15] **Virtual Assistant:** Register.com and Web.com have now merged together with Network Solutions and you are in the right place! All of your services can now be accessed by logging into [Networksolutions.com](<https://www.networksolutions.com>). We are very excited for the future together!

[08/01/2025 13:03:17] **Virtual Assistant:** What products or services are you interested in?

[08/01/2025 13:03:22] **Customer:** Domains or Domain Privacy

[08/01/2025 13:03:23] **Virtual Assistant:** May I please have your first and last name to provide to your agent?

[08/01/2025 13:03:34] **Customer:** Selim Erman Duranay

[08/01/2025 13:03:35] **Virtual Assistant:** Would you like a copy of this chat transcript once your conversation with an agent is complete?

[08/01/2025 13:03:39] **Customer:** Yes

[08/01/2025 13:03:39] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[08/01/2025 13:03:42] **Customer:** Yes

[08/01/2025 13:03:43] **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.

[08/01/2025 13:04:11] **Agent:** Hi! Thank you for chatting Network Solutions. My name is Scarlett, your business consultant today. How can I help? 😊

[08/01/2025 13:04:21] **Customer:** Hi Scarlett,

[08/01/2025 13:05:28] **Customer:** I must have purchased kizilayavm.com by placing a backorder during the delete period. The site appears on lookup.ican.org and networksolution.com. Why isn't it appearing on my list?

[08/01/2025 13:05:54] Agent: Please allow me to access your account so that I can provide you with the appropriate assistance.

[08/01/2025 13:05:56] Customer: { "objectClassName": "domain", "handle": "2993655161_DOMAIN_COM-VRSN", "ldhName": "KIZILAYAVM.COM", "links": [{ "value": "https://rdap.verisign.com/com/v1/domain/KIZILAYAVM.COM", "rel": "self", "href": "https://rdap.verisign.com/com/v1/domain/KIZILAYAVM.COM", "type": "application/rdap+json" }, { "value": "https://rdap.snapnames.com/rdap/domain/KIZILAYAVM.COM", "rel": "related", "href": "https://rdap.snapnames.com/rdap/domain/KIZILAYAVM.COM", "type": "application/rdap+json" }], "status": ["active"], "entities": [{ "objectClassName": "entity", "handle": "785", "roles": ["registrar"], "links": [{ "href": "http://www.networksolutions.com", "type": "text/html", "value": "https://rdap.snapnames.com/rdap/", "rel": "about" }] },

[08/01/2025 13:07:34] Agent: I see you purchased a Domain Backorder for [KIZILAYAVM.COM](#) on June 16, 2025 for a one-year term.

[08/01/2025 13:07:41] Customer: Yes

[08/01/2025 13:07:44] Agent: A backorder doesn't immediately place the domain into your account—it reserves your claim on it as soon as it's released and becomes available for registration.

[08/01/2025 13:07:57] Agent: Right now, it appears the domain hasn't fully cleared the registry's delete process, which is why it isn't listed yet in your account.

[08/01/2025 13:08:12] Agent: As soon as it becomes available and our system captures it, it will show up under your domain list automatically.

[08/01/2025 13:09:30] Customer: Since it's been a month and a half, there must be a problem. The domain name in question is registered in your system, and I submitted the backorder instructions on time. Therefore, the problem may be caused by your systems. Could you please check it in detail? I suspect there's another issue.

[08/01/2025 13:10:02] Agent: I understand your concern, and I'll definitely check this for you in detail.

[08/01/2025 13:10:21] Agent: A domain backorder doesn't guarantee an immediate capture. It only gives you priority access once the domain is fully released from its current registrar.

[08/01/2025 13:10:21] Customer: Please, thank you

[08/01/2025 13:10:31] Agent: Sometimes, even after the delete period, the registry may hold the domain longer or another party might have renewal rights, which can delay the process.

[08/01/2025 13:11:46] Customer: Let's think about it this way: I placed a backorder order during the delete period, and it was then added to your records. I saw that this changed on [lookup.ican.org](#). So, you received the record in my name. And I should see it in my account.

[08/01/2025 13:13:04] Agent: Thank you for that detail. I can see there's also a transfer in progress for [KIZILAYAVM.COM](#), with the last update on July 26, 2025. This is likely why it isn't showing in your active domain list yet.

[08/01/2025 13:13:11] Agent: Once the transfer and registration are fully completed under your name, the domain will automatically appear in your account. At this stage, we just need to wait for the process to finalize.

[08/01/2025 13:14:33] Agent: Typically, a domain transfer takes 5 to 8 business days to complete. Once the process finishes, the domain will appear in your account automatically under your management.

[08/01/2025 13:15:25] Customer: Can you open an issue about this? I think there's a serious problem here. The transfer has been ongoing since June 16th, and this is completely unusual. I'm sure the process is stalled somewhere. And since it's entered into your DNS records, it's probably a problem on your part.

[08/01/2025 13:16:10] Agent: I understand your concern, and I see why this feels unusual. To clarify, the backorder was placed on June 16, but the actual transfer process for [KIZILAYAVM.COM](#) only started on July 26.

[08/01/2025 13:16:25] Agent: That's why the 5–8 business day timeline is counted from the July 26 date, not the original backorder date.

[08/01/2025 13:16:57] Customer: I'll contact you again on June 6th.

[08/01/2025 13:18:03] Agent: It was a pleasure assisting you today. If you need anything else in the future, feel free to reach out—we're always here to help. Have a wonderful day and thank you for choosing Network Solutions! 😊

[08/01/2025 13:18:09] Virtual Assistant: Please rate your experience by answering 3 short questions.

[08/01/2025 13:18:10] Virtual Assistant: My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[08/01/2025 13:23:10] Virtual Assistant: Sorry, I didn't receive any input from you. My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[08/01/2025 13:28:10] Virtual Assistant: I have not heard from you in a while, so I am closing this chat, please come back if you need my help again. Thank you.

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

1 Ağustos 2025 18:23



Dear Customer,

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

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Your case id is: I-21845421

[08/01/2025 13:48:43] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[08/01/2025 13:48:48] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[08/01/2025 13:48:50] Customer: Purchase New Services

[08/01/2025 13:48:51] Virtual Assistant: Register.com and Web.com have now merged together with Network Solutions and you are in the right place! All of your services can now be accessed by logging into [Networksolutions.com](<https://www.networksolutions.com>). We are very excited for the future together!

[08/01/2025 13:48:52] Virtual Assistant: What products or services are you interested in?

[08/01/2025 13:48:57] Customer: Domains or Domain Privacy

[08/01/2025 13:48:59] Virtual Assistant: May I please have your first and last name to provide to your agent?

[08/01/2025 13:49:06] Customer: Selim Erman Duranay

[08/01/2025 13:49:07] Virtual Assistant: Would you like a copy of this chat transcript once your conversation with an agent is complete?

[08/01/2025 13:49:10] **Customer:** Yes

[08/01/2025 13:49:11] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[08/01/2025 13:49:12] **Customer:** Yes

[08/01/2025 13:49:13] **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.

[08/01/2025 13:49:33] **Agent:** Thank you for contacting Network Solutions. My name is Airam, your Business Consultant today. How can I help you?

[08/01/2025 13:50:06] **Customer:** Hello Airam, I am back again. My question is about KizilayAvm.com address

[08/01/2025 13:50:43] **Customer:** I backordered this site on June 16, 2026

[08/01/2025 13:51:17] **Customer:** after that date, you record this site in networksolution.com

[08/01/2025 13:51:44] **Customer:** can you please look the lookup.ican.org data:

[08/01/2025 13:51:44] **Customer:** { "objectClassName": "domain", "handle": "2993655161_DOMAIN_COM-VRSN", "ldhName": "KIZILAYAVM.COM", "links": [{ "value": "https://rdap.verisign.com/com/v1/domain/KIZILAYAVM.COM", "rel": "self", "href": "https://rdap.verisign.com/com/v1/domain/KIZILAYAVM.COM", "type": "application/rdap+json" }, { "value": "https://rdap.snapnames.com/rdap/domain/KIZILAYAVM.COM", "rel": "related", "href": "https://rdap.snapnames.com/rdap/domain/KIZILAYAVM.COM", "type": "application/rdap+json" }, { "status": ["active"], "entities": [{ "objectClassName": "entity", "handle": "785", "roles": ["registrar"], "links": [{ "href": "http://www.networksolutions.com", "type": "text/html", "value": "https://rdap.snapnames.com/rdap/", "rel": "about" }, { "publicIds": [{ "type": "IANA Registrar ID", "identifier": "785" }], "vcardArray": ["vcard", [["version", {}, "text", "4.0"], ["fn", {}, "text", "NamePal.com #8009, LLC"]], "entities": [{ "objectClassName": "entity", "roles": ["abuse"], "vcardArray": ["vcard", [["version", {}, "text", "4.0"], ["fn", {}, "text", ""], ["tel", { "type": "voice" }, "uri", "tel:+1.8003337680"], ["email", {}, "text", "abuse@web.com"]]]] }, { "eventAction": "registration", "eventDate": "2025-06-21T18:05:18Z" }, { "eventAction": "expiration", "eventDate": "2026-06-21T18:05:18Z" }, { "eventAction": "last changed", "eventDate": "2025-06-21T19:36:20Z" }, { "eventAction": "last update of RDAP database", "eventDate": "2025-08-01T13:46:57Z" }, { "secureDNS": { "delegationSigned": false }, "nameservers": [{ "objectClassName": "nameserver", "ldhName": "NS1.INTERIMNAMESERVER.COM" }, { "objectClassName": "nameserver", "ldhName": "NS2.INTERIMNAMESERVER.COM" }], "rdapConformance": ["rdap_level_0", "icann_rdap_technical_implementation_guide_1", "icann_rdap_response_profile_1"], "notices": [{ "title": "Terms of Service", "description": ["Service subject to Terms of Use."], "links": [{ "href": "https://www.verisign.com/domain-names/registration-data-access-protocol/terms-service/index.xhtml", "type": "text/html", "value": "https://rdap.verisign.com/com/v1/domain/kizilayavm.com", "rel": "terms-of-service" }], { "title": "Status Codes", "description": ["For more information on domain status codes, please visit <https://icann.org/epp>"], "links": [{ "href": "https://icann.org/epp", "type": "text/html" }], { "title": "RDDS Inaccuracy Complaint Form", "description": ["URL of the ICANN RDDS Inaccuracy Complaint Form: <https://icann.org/wicf>"], "links": [{ "href": "https://icann.org/wicf", "type": "text/html", "value": "https://rdap.verisign.com/com/v1/domain/kizilayavm.com", "rel": "help" }]]] }

[08/01/2025 13:52:12] **Customer:** Why is that domain is not in my list?

[08/01/2025 13:53:16] **Agent:** Let me transfer you to a different department for further assistance.

[08/01/2025 13:53:19] **Agent:** Please stay connected.

[08/01/2025 13:53:48] **Agent:** Hi, Selim ! I'm Harshini. I'll be assisting you today.

[08/01/2025 13:54:16] **Customer:** Hello Harshini. Did you see my previous write

[08/01/2025 13:54:34] **Agent:** Let me look into that for you.

[08/01/2025 13:54:39] **Customer:** Thanks

[08/01/2025 13:56:39] **Agent:** I understand your concern regarding the domain. I'll be happy to help you with that.

[08/01/2025 13:57:07] **Agent:** Just to let you know, to stay connected throughout our conversation, please enable sound on your device.

[08/01/2025 13:57:20] **Customer:** Please, because none of your friends could help. There is a technical issue we can't resolve.

[08/01/2025 14:00:10] **Agent:** Upon reviewing your account, I see that the domain is registered with NamePal.com.

[08/01/2025 14:00:30] **Customer:** "entities": [{ "objectClassName": "entity", "handle": "785", "roles": ["registrar"], "links": [{ "href": "http://www.networksolutions.com", "type": "text/html", "value": "https://rdap.snapnames.com/rdap/", "rel": "about" }],

[08/01/2025 14:00:45] **Customer:** this data look like your domain name

[08/01/2025 14:05:28] **Agent:** Could you please let me know from where did you receive this data?

[08/01/2025 14:05:45] **Customer:** lookup.icann.org

[08/01/2025 14:06:35] Agent: Thank you for letting me know. I see the registrar information as Name: NamePal.com #8009, LLC

[08/01/2025 14:08:22] Customer: There is a problem: the registration you see registered to namepal.com was made by you for me, and it can be understood from my backorder request and domain registration records and dates.

[08/01/2025 14:08:22] Agent: I would like to let you know that you have placed the backorder for the domain KizilayAvm.com, however the domain KizilayAvm.com is not yet registered with us.

[08/01/2025 14:10:27] Customer: Before reporting this to the ICANN officials, could you please double-check this issue to fix it? Namepal.com is also one of your group companies. No one else has requested the site except me. Please ask Namepal.com officials to determine the account they registered the site for.

[08/01/2025 14:12:42] Agent: I would like to inform you that namepal and Network Solutions are two different registrars. While checking the website namepal.xom it is redirecting to <https://www.namesilo.com/>, it is best suggested to contact them to check on the domain information.

[08/01/2025 14:14:40] Customer: If it is as you say, why is your name on lookup.icann.org?

[08/01/2025 14:20:48] Agent: Please be on hold for 1-2 minutes while I quickly check with your account details. I'll be right back with an update.

[08/01/2025 14:20:56] Customer: ok

[08/01/2025 14:23:47] Agent: Thank you for your patience. The backend team has confirmed that the domain is not registered with Network Solutions, Namepal.com is a different registrar. Since you have placed the backorder, you will be notified regarding the status of the backorder once the domain is expired. That is when the domain is expired, our backend team will make sure that the domain is registered to your name.

[08/01/2025 14:25:07] Agent: Just checking in to ensure we're still connected. Are you still with me?

[08/01/2025 14:25:35] Customer: yes

[08/01/2025 14:25:50] Agent: I hope I have answered all your questions. I'm here for further assistance. Apart from this, is there anything else I can assist you with?

[08/01/2025 14:27:37] Customer: My domain was somehow registered with one of your group companies. I'm certain there's no real owner for the registration. I still have faith that you'll resolve this somehow. I've reported the situation to ICANN officials. Could you please use your relationship with Namepal.com to inquire about the human owner of this domain?

[08/01/2025 14:29:10] Agent: I understand your concern. I could have helped you with this however since the domain is not registered with Network Solutions, the backend team will contact the owner on your behalf when the domain is expired.

[08/01/2025 14:30:38] Agent: You can also place a certified offer for the domain. Buyers can make offers from \$100 and \$25,000.

[08/01/2025 14:31:52] Customer: You could help, but you haven't. I will be following up on this unusual and malicious situation. This address is not in use at Namepal.com, and I believe you purchased the site there in my name. This domain was already purchased in my name and doesn't have an owner. I hope this is just a technical issue and it gets resolved. The site is also down and no action is being taken. It's an unused domain.

[08/01/2025 14:37:12] Agent: I'm sorry for the inconvenience caused and I understand that it is important for the website to be up and running. Since the domain is not registered with us, we are unable to access the domain, however, while checking your account, I see that you have placed backorder and purchased domain transfer in for the domain KizilayAvm.com. I checked your account and see that your domain is registered with us. However, you have updated your nameservers to another provider that is interimnameserver.com, so we no longer have access to update DNS records for your domain. I recommend that you contact your nameserver provider.

[08/01/2025 14:39:29] Agent: Just checking in to ensure we're still connected. Are you still with me?

[08/01/2025 14:39:32] Customer: Yes

[08/01/2025 14:40:12] Customer: I don't quite understand what this means. I don't see it in my domain list, so I have the right to update the DNS. Could you add this domain to my account and, if possible, update the DNS records to dilbert.ns.cloudflare.com and ziggy.ns.cloudflare.com?

[08/01/2025 14:41:44] Agent: Certainly! You have added the domain as external domain at Network Solutions, however the nameservers for the domain is managed by Name Servers: ns1.interimnameserver.com ns2.interimnameserver.com

[08/01/2025 14:42:55] Customer: can you change the name servers with my says

[08/01/2025 14:44:04] Agent: Not really! Since the domain is not registerted with us, we are unable to make any changes to the domain.

[08/01/2025 14:45:45] **Agent:** Namepal.com is a completely different registrar and is not related to Network Solutions. There might be some glitch in the ICANN lookup, hence, it is displaying the domain is registered with Namepal.com and mentioning Network Solutions as well.

[08/01/2025 14:47:13] **Agent:** Just checking in to ensure we're still connected. Are you still with me?

[08/01/2025 14:48:33] **Agent:** Just ensuring that we stay connected.

[08/01/2025 14:51:12] **Agent:** Hello! It seems you've been away for a while. To ensure we're able to assist you, we'll keep your chat active for the next 30 minutes. Don't worry—once you're back, you'll be connected with the next available agent to pick up where we left off. Thank you for your understanding!

[08/01/2025 14:51:21] **Virtual Assistant:** We are here for you! Please let us know when you've returned.

[08/01/2025 15:06:21] **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.

[08/01/2025 15:21:21] **Virtual Assistant:** When you return and require assistance, please click Start New below.

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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NetworkSolutions.com Transcripts <no-reply@transcripts.networksolutions.com>

2 Ağustos 2025 02:35

Yanıtlama Adresi: no-reply@transcripts.networksolutions.com

Alici: Customer <selimerman@gmail.com>



Dear Customer,

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

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Your case id is: I-21853759

[08/01/2025 22:12:10] **Virtual Assistant:** Thank you for contacting *Network Solutions*. By continuing you agree to our [privacy policy https://newfold.com/privacy-center](https://newfold.com/privacy-center)

[08/01/2025 22:12:14] **Virtual Assistant:** Do you require support with existing products or are you looking to renew/purchase services?

[08/01/2025 22:12:17] **Customer:** Purchase New Services

[08/01/2025 22:12:18] **Virtual Assistant:** Register.com and Web.com have now merged together with Network Solutions and you are in the right place! All of your services can now be accessed by logging into [Networksolutions.com](https://www.networksolutions.com). We are very excited for the future together!

[08/01/2025 22:12:19] **Virtual Assistant:** What products or services are you interested in?

[08/01/2025 22:12:23] **Customer:** Domains or Domain Privacy

[08/01/2025 22:12:25] **Virtual Assistant:** May I please have your first and last name to provide to your agent?

[08/01/2025 22:12:35] **Customer:** Selim Erman Duranay

[08/01/2025 22:12:36] **Virtual Assistant:** Would you like a copy of this chat transcript once your conversation with an agent is complete?

[08/01/2025 22:12:39] **Customer:** Yes

[08/01/2025 22:12:39] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[08/01/2025 22:12:41] **Customer:** Yes

[08/01/2025 22:12:42] **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.

[08/01/2025 22:14:14] **Customer:** I started to backorder kizilayavm.com. Can you please check KizilayAvm.com for adding to my account. I saw the registrar is networksolutions.com in who is data.

[08/01/2025 22:15:09] **Agent:** Hello, I see that you need help with the backorder let me check it for you.

[08/01/2025 22:20:28] **Agent:** Thanks for waiting.

[08/01/2025 22:20:54] **Customer:** yo're welcome

[08/01/2025 22:21:06] **Agent:** Upon checking, the domain name KIZILAYAVM.COM is already active on the account.

[08/01/2025 22:21:26] **Customer:** no, i cant see it in domains screen

[08/01/2025 22:22:00] **Customer:** it seems like external domain. But i have to own it

[08/01/2025 22:22:34] **Agent:** It's already showing on the account.

[08/01/2025 22:23:53] **Customer:** your screen is about backorders. Backorder is completed. And now <https://who.is/whois/kizilayavm.com> url show the process is completed. Because the owner is networksolutions.com

[08/01/2025 22:25:04] **Agent:** I'm not sure if we are on the same page but I do see that the backrder and the domain name is already on the account. Let me connect you with our domains team for further assistance.

[08/01/2025 22:25:09] **Agent:** Please stay connected.

[08/01/2025 22:25:30] **Virtual Assistant:** Your estimated wait time is less than a minute.

[08/01/2025 22:27:29] **Agent:** Hi, Selim! I'm Sathvik. I'll be assisting you today.

[08/01/2025 22:27:33] **Agent:** Just to let you know, to stay connected throughout our conversation, please enable sound on your device and stay in the chat window.

[08/01/2025 22:27:44] **Customer:** Hello Sathvik

[08/01/2025 22:27:57] **Customer:** Can you read my previous conversation

[08/01/2025 22:27:58] **Agent:** Let me quickly review your previous conversation.

[08/01/2025 22:28:04] **Customer:** thx

[08/01/2025 22:28:20] **Agent:** I will need 1-2 minutes to review the details. Please stick around.

[08/01/2025 22:33:59] **Agent:** Thank you for being on hold. I could see that the domain is registered with NamePal.com So the domain is still registered there. If the domain registered with NamePal.com is yours and as you have transfer IN package is still active you need to enter the auth code for the domain kizilayavm.com Then you need to wait for the team to get back to you with the details of the domain.

[08/01/2025 22:35:02] **Customer:** The address networksolutions.com appears in the registrar information. What does this mean? <https://who.is/whois/kizilayavm.com>

[08/01/2025 22:43:28] Agent: NamePal.com #8009 is our reseller so that's why the Network Solutions name is reflecting there. So as you have mentioned regarding the backorder, our backorder team will contact you once the domain is available for the purchase for you incase the domain kizilayavm.com is not yours and incase it is your domain registered there, you'd need to get the auth code and then transfer in the domain here.

[08/01/2025 22:46:35] Customer: The biggest mistake here, exactly as you said, is that your reseller, Namepal.com, purchased the domain name in your name for me. But there was a mix-up in the records, and now they can't figure out who registered it, so you think Namepal.com bought it. This situation can only be resolved by you. There's no other solution than contacting Namepal.com and resolving this issue. If you can find out who registered the domain name with them, you'll understand the situation. I've been trying to explain this to you for two months.

[08/01/2025 22:54:47] Agent: I understand your concern. Could you please help me with the invoice of backorder details?

[08/01/2025 22:56:04] Customer: Of course, what do you want me to do? I started the backorder process at networksolutions.com on June 16th. That was the first day of the domain delete period.

[08/01/2025 23:01:13] Agent: Thank you for the screenshot! I will need 2-3 minutes to check on this. Please stick around.

[08/01/2025 23:01:20] Customer: thx

[08/01/2025 23:06:58] Agent: Thank you for being on hold. Regarding the backorder, may I know if you have received any confirmation from Network Solutions regarding the domain being successfully purchased by you? Because when a backorder is placed a person with the highest bid, will receive the domain so that's how the domain backorder works. So even if the registrar details appears as Network Solutions or Namepal.com if there is any customer that have purchased these domains are from here then the registrar details will appear as the same.

[08/01/2025 23:10:29] Customer: Can you please check the conversation case id is: I-21286564

[08/01/2025 23:11:38] Agent: Thank you for confirming! I will need 2-3 minutes to check on this. Please stick around.

[08/01/2025 23:16:31] Agent: Thank you for being on hold. I'll have to escalate this issue to the backend team regarding the domain backorder so that the team can review the details and help you with your request on your domain. The team will get back to you via the registered email address within 24-48 hours. Here is the case ID for your reference: E-367818

[08/01/2025 23:17:58] Customer: Is there a different solution you can offer? This was the most productive communication I've ever had, including with other agents. Since I'm unlikely to encounter you again, I'm asking for your help.

[08/01/2025 23:21:50] Agent: I understand your situation here. To check with the details our backend team will have to review the process that was done on the backorder through that they can check what has been done regarding the domain kizilayavm.com backorder. So I request you to wait for the team to get back to you regarding the domain kizilayavm.com back order.

[08/01/2025 23:24:11] Customer: Is there a different solution you can offer to this issue? This was the most productive communication I've ever had, including with other agents. Since I'm unlikely to encounter you again, I'm asking for your assistance. Okay, as you requested. I'd love for you to contact Namepal.com and find out which account the domain was purchased for. This would be very effective in resolving this issue. Finally, I'd love to hear your assessment of this situation. Why is this problem occurring, and is there a potential solution for you personally?

[08/01/2025 23:27:23] Agent: Certainly! I'll mention all the requested details to the backend team and they'll get back to you with the information to the email address on file.

[08/01/2025 23:28:43] Agent: To sum up, you contacted us regarding the domain backorder .I have provided you with the necessary details and escalated the case to the backend team so that they can help you resolve the issue regarding the domain backorder and have updated all the necessary information regarding your queries.

[08/01/2025 23:28:44] Agent: Is there anything else that I can help you with?

[08/01/2025 23:29:29] Customer: Thank you very much. This is my only concern. I hope your support will resolve this issue. I wish you success in your endeavors.

[08/01/2025 23:31:00] Agent: Certainly! our team will check the details and get back to you as soon as possible.

[08/01/2025 23:31:05] Agent: Thank you for contacting Network Solutions! I'd like to make you aware that at the end of our interaction, there will be a short survey to rate how I did today. 5s mean I did a great job, and that was my goal today. Thank you for your time!

[08/01/2025 23:31:07] Agent: Have a great rest of the day! Take care!

[08/01/2025 23:31:13] Virtual Assistant: Please rate your experience by answering 3 short questions.

[08/01/2025 23:31:14] Virtual Assistant: My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[08/01/2025 23:31:24] Customer: 5

[08/01/2025 23:31:25] **Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[08/01/2025 23:31:30] **Customer:** 5

[08/01/2025 23:31:31] **Virtual Assistant:** Did we resolve your issue today?

[08/01/2025 23:31:40] **Customer:** No, multiple interactions, still not resolved

[08/01/2025 23:31:42] **Virtual Assistant:** Please share what we did well and what we can improve upon, otherwise type PASS.

[08/01/2025 23:32:29] **Customer:** The agent addressed my issue and said he would forward all the details to the backend team. I hope to wait two days for a resolution.

[08/01/2025 23:32:30] **Virtual Assistant:** Thank you for your valuable feedback! Goodbye.

[08/01/2025 23:32:40] **Customer:** Click here to End Conversation

Kind Regards,
Customer Support



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