

Requested Message Transcript

1 mesaj

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

6 Ağustos 2025 00:41

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.

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-21900318

[08/05/2025 20:51:38] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[08/05/2025 20:51:42] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[08/05/2025 20:55:28] Customer: Purchase New Services

[08/05/2025 20:55:29] 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!

[08/05/2025 20:55:30] Virtual Assistant: What products or services are you interested in?

[08/05/2025 20:55:32] Customer: Domains or Domain Privacy

[08/05/2025 20:55:34] Virtual Assistant: May I please have your first and last name to provide to your agent?

[08/05/2025 20:55:45] Customer: Selim Erman Duranay

[08/05/2025 20:55:46] Virtual Assistant: Would you like a copy of this chat transcript once your conversation with an agent is complete?

[08/05/2025 20:55:51] Customer: Yes

[08/05/2025 20:55:52] Virtual Assistant: Please enter email address that you want this transcript to be sent. If you don't want this transcript then type pass.

[08/05/2025 20:56:01] Customer: selimerman@gmail.com

[08/05/2025 20:56:01] Virtual Assistant: You entered selimerman@gmail.com Is that correct?

[08/05/2025 20:56:03] Customer: Yes

[08/05/2025 20:56:05] 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.

[08/05/2025 20:56:32] Agent: Hello, Welcome to Live Chat Support! My name is Jam and I will be your web advisor today! 😊 I understand you have questions with New Services. I can help you with that. May I have the primary domain?

[08/05/2025 20:56:42] **Customer:** Hello Jam, Nice to meet you.

[08/05/2025 20:56:48] **Customer:** I need a support about case E-367818

[08/05/2025 20:57:30] **Customer:** The case domain is: Kizilayavm.com

[08/05/2025 20:58:33] **Agent:** Oh I see. Let me connect you with our domain support team

[08/05/2025 20:58:38] **Agent:** Please stay on the line

[08/05/2025 20:58:41] **Customer:** ok

[08/05/2025 20:59:00] **Agent:** Hi, Selim! I'm Pavan and I'll be assisting you today.

[08/05/2025 20:59:09] **Customer:** Hello Pavan nice to meet u

[08/05/2025 20:59:24] **Customer:** I need a support about case E-367818

[08/05/2025 20:59:32] **Agent:** Nice to meet you too! I understand your concern regarding the case update. I'll look into it right away.

[08/05/2025 21:00:14] **Customer:** I took a response mail about case. Dear Selim Erman, Thank you for contacting Network Solutions. We are committed to creating the best experience for you. We would like to inform you that a confirmation email regarding the domain transfer for KIZILAYAVM.COM has been sent to your primary email address. As part of the domain transfer process, your confirmation is required to proceed with the next steps. If you have not received the email, we kindly ask that you check your spam or junk folders, as the message may have been filtered there.

[08/05/2025 21:00:15] **Agent:** Could you please help me with the security PIN for authentication?

[08/05/2025 21:00:19] **Agent:** Here's how you can locate your account's security PIN: 1. Log in to your account 2. Click on your profile present in the top right corner of the home page. 3. Click on the 'My Profile' option from the drop-down menu. 4. Scroll down to the Security section where the Security PIN will be located.

[08/05/2025 21:01:16] **Customer:** Dou you want to tell the security code to you

[08/05/2025 21:01:27] **Agent:** That's right, you would have to paste it here.

[08/05/2025 21:01:31] **Customer:** 083026

[08/05/2025 21:01:42] **Agent:** Thank you!

[08/05/2025 21:01:50] **Agent:** I can see that the escalation is regarding Domain Transfer.

[08/05/2025 21:02:01] **Agent:** Just to confirm, were you trying to transfer a domain in?

[08/05/2025 21:03:25] **Customer:** My primer issue is backordered domain is not transfered to my account. Transferring is not my issue. Because i don't know the kizilayavm.com's owner right now. Your company name "Networksoluitons.com" shown in lookup.icann.org

[08/05/2025 21:04:24] **Agent:** I can see that NamePal is still being shown.

[08/05/2025 21:04:33] **Agent:** You can check the information here: <https://www.whois.com/whois/kizilayavm.com>

[08/05/2025 21:05:02] **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"]]]]], "events": [{ "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": "2025-08-05T21:04:26Z" }], "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" }] }] }

[08/05/2025 21:05:19] **Customer:** you can see in entities section networksolutions.com

[08/05/2025 21:06:05] **Customer:** Actually you need know the history about base. Can you read my request for the opening case E-367818

[08/05/2025 21:08:09] **Agent:** Thank you for letting me know.

[08/05/2025 21:08:27] **Agent:** I can see that the ticket informs that the confirmation email is sent to you regarding the domain transfer in.

[08/05/2025 21:08:37] **Agent:** Were you able to proceed with confirming it?

[08/05/2025 21:08:58] **Customer:** No i didn't

[08/05/2025 21:09:10] **Customer:** Because no approval email came to me

[08/05/2025 21:10:32] **Agent:** The email was sent on August 2

[08/05/2025 21:10:41] **Agent:** With the subject 'Network Solutions'

[08/05/2025 21:10:45] **Agent:** Were you able to locate it?

[08/05/2025 21:11:04] **Customer:** By whom? and to whom?

[08/05/2025 21:11:41] **Agent:** By us, Network Solutions, to selimerman@gmail.com

[08/05/2025 21:12:04] **Agent:** The email informs that the Domain Transfer was ineligible.

[08/05/2025 21:12:39] **Customer:** how can i approve that?

[08/05/2025 21:13:01] **Agent:** I'm afraid it cannot be approved since the transfer in is ineligible.

[08/05/2025 21:13:13] **Customer:** This mail came to me. But i didn't understand what can i do for it

[08/05/2025 21:13:38] **Agent:** This is not the email, can you look for other emails sent by us?

[08/05/2025 21:13:57] **Agent:** Can you check the date July 26, 2025?

[08/05/2025 21:15:05] **Agent:** Just checking in to ensure we're still connected. Are you still with me?

[08/05/2025 21:15:15] **Customer:** Yes now the email came

[08/05/2025 21:15:41] **Customer:** Domain Age not Met

[08/05/2025 21:15:48] **Agent:** I'm afraid that is the case.

[08/05/2025 21:15:53] **Agent:** The domain age has not met

[08/05/2025 21:16:14] **Customer:** But today is 60th day after backordered

[08/05/2025 21:16:47] **Agent:** It will not be checked from the day of backorder but the age of the domain.

[08/05/2025 21:17:00] **Agent:** The domain was registered on 2025-06-21

[08/05/2025 21:17:26] **Agent:** I'm afraid you will have to wait for it to complete,

[08/05/2025 21:18:17] **Customer:** I need to understand one thing in particular. Was my backorder request successful? The real question is, who is the legal owner of this address?

[08/05/2025 21:20:23] **Customer:** As far as I know, namepal.com is your reseller. Therefore, namepal.com acquired this domain in my name, despite my backorder request. However, a technical issue occurred, and this domain is currently not linked to any account at namepal.com. You should ask your reseller about this.

[08/05/2025 21:21:36] **Customer:** Therefore, there's no need for a transfer. This backorder process ended incorrectly. This should be reflected in my account once this is determined.

[08/05/2025 21:23:45] **Agent:** I'm afraid there has been incorrectness related to this case. I will be assigning another backend team to investigate into this case.

[08/05/2025 21:24:05] **Agent:** Please be on hold for 1-2 minutes while I assign the backend team to investigate and inquire into this.

[08/05/2025 21:24:15] **Customer:** ok

[08/05/2025 21:27:15] **Agent:** Thank you for your patience, I have successfully assigned the backend team to this case, you will receiving an update from them in 24-48 hours.

[08/05/2025 21:27:45] **Customer:** Can not you connect any back end operator right now?

[08/05/2025 21:27:52] **Agent:** Please wait for an update from them, you will also be able to reply and inquire with them.

[08/05/2025 21:28:05] **Agent:** I'm very sorry, that cannot be done at the moment.

[08/05/2025 21:28:23] **Agent:** The backend team does not get in touch directly but through emails.

[08/05/2025 21:29:11] **Customer:** However, during this process, I can't meet with them; I just have to wait for their evaluation. Why can't I share my findings with someone in authority? Ultimately, this issue is considered a transfer issue.

[08/05/2025 21:29:31] **Agent:** You will be able to reply and get in touch with the team.

[08/05/2025 21:30:46] **Customer:** I'm truly sorry. I've contacted you numerous times about this. I've never been this persistent about anything in my life. I'm sure I'm right. Please provide whatever support you can. I'm exhausted.

[08/05/2025 21:31:22] **Agent:** I'm very sorry regarding this. I understand that you are tired about this.

[08/05/2025 21:31:47] **Agent:** Please note that a different team in the backend team will look into your case.

[08/05/2025 21:32:01] **Agent:** They will look into the case properly and deeply and update you on it.

[08/05/2025 21:32:30] **Customer:** Lastly, I would like to ask how you initiated the case. You didn't write a transfer problem in your notes, did you?

[08/05/2025 21:33:06] **Customer:** This is entirely a backorder issue.

[08/05/2025 21:33:08] **Agent:** I'm very sorry, we are not allowed to inform about our internal processes but you can be assured that I have filled in the necessary notes!

[08/05/2025 21:33:30] **Agent:** I have added the notes about it, about the backorder issue.

[08/05/2025 21:34:07] **Customer:** I understand, thanks. I hope this helps this time.

[08/05/2025 21:34:29] **Agent:** That's right.

[08/05/2025 21:34:38] **Agent:** Sorry about how this turned.

[08/05/2025 21:34:47] **Agent:** Please wait for an update from the backend regarding this.

[08/05/2025 21:34:50] **Agent:** Apart from this, Is there anything else I can assist you with today?

[08/05/2025 21:35:15] **Customer:** Thank you so much. Have a nice day

[08/05/2025 21:36:22] **Agent:** You too!

[08/05/2025 21:38:01] **Agent:** To recap, you have contacted us regarding backorder issue and I have re-assigned a new backend team with the appropriate notes for this.

[08/05/2025 21:38:04] **Agent:** Thank you for getting in touch with 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 (5 = Best. Please rate with only the numbers). Have a great day!

[08/05/2025 21:38:10] **Virtual Assistant:** Please rate your experience by answering 3 short questions.

[08/05/2025 21:38:11] **Virtual Assistant:** My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[08/05/2025 21:38:29] **Customer:** 5

[08/05/2025 21:38:30] **Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[08/05/2025 21:38:32] **Customer:** 5

[08/05/2025 21:38:33] **Virtual Assistant:** Did we resolve your issue today?

[08/05/2025 21:38:39] **Customer:** No, multiple interactions, still not resolved

[08/05/2025 21:38:40] **Virtual Assistant:** Please share what we did well and what we can improve upon, otherwise type PASS.

[08/05/2025 21:38:54] **Customer:** PASS

[08/05/2025 21:38:56] **Virtual Assistant:** Thank you for your valuable feedback! Goodbye.

[08/05/2025 21:38:59] **Customer:** Click here to End Conversation

Kind Regards,
Customer Support



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