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**Requested Message Transcript**

1 mesaj

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

13 Ağustos 2025 11:41

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

Alici: Customer &lt;selimerman@gmail.com&gt;



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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-22004831

**Transcript Date:**08/13/2025

**[07:46:05] Virtual Assistant:** Thank you for contacting \*Network Solutions\*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

**[07:46:09] Virtual Assistant:** Do you require support with existing products or are you looking to renew/purchase services?

**[07:46:34] Customer:** Purchase New Services

**[07:46:35] 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!

**[07:46:36] Virtual Assistant:** What products or services are you interested in?

**[07:46:38] Customer:** Design or Marketing Services

**[07:46:39] Virtual Assistant:** May I please have your first and last name to provide to your agent?

**[07:46:46] Customer:** Selim Erman Duranay

**[07:46:48] Virtual Assistant:** Would you like a copy of this chat transcript once your conversation with an agent is complete?

**[07:46:51] Customer:** Yes

**[07:46:52] Virtual Assistant:** I see your email address is [selimerman@gmail.com](mailto:selimerman@gmail.com) did you want to use that?

**[07:46:53] Customer:** Yes

**[07:46:54] 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.

**[07:47:09] Agent:** Hi, Selim! I'm Manvith and I'm looking forward to assisting you today.

**[07:47:12] Agent:** To stay connected throughout our conversation, please enable sound on your device. Let's get started!

[07:47:24] **Agent:** How may I help you today?

[07:47:48] **Customer:** Hello Manvith

[07:48:18] **Agent:** Hello, How may I help you today?

[07:48:30] **Customer:** What is the status of my backorder order? I'm currently seeing an under construction page on [kizilayavm.com](https://kizilayavm.com), the same page I purchased from.

[07:49:25] **Agent:** I understand your concern regarding the domain. I'll look into this right away!

[07:50:41] **Agent:** Currently, the domain is registered with NamePal.com. Just to confirm, do you own the domain [kizilayavm.com](https://kizilayavm.com)?

[07:52:04] **Customer:** What's the status of my backorder? I'm currently seeing an underconstruction page on [kizilayavm.com](https://kizilayavm.com), the same page I purchased from. I created a backorder, and there's currently an underconstruction page on the site created by [networksoluitons.com](https://networksoluitons.com). The page should be on your site, not Namepal.com. Could you please check it? <https://kizilayavm.com>

[07:52:26] **Customer:** There's a backorder instruction I created, and there's currently an underconstruction page on the site created by [networksoluitons.com](https://networksoluitons.com). The page should be on yours, not Namepal.com. Could you please check it out? <https://kizilayavm.com>

[07:54:51] **Agent:** I understand that you have ordered a backorder for the domain [kizilayavm.com](https://kizilayavm.com). If the domain expires and is deleted from the current owner's account, then the domain will be added to your account. It looks like the domain is currently active with the current owner.

[07:57:01] **Agent:** Just checking in to ensure we're still connected. Are you still with me?

[07:57:22] **Customer:** yes

[07:57:31] **Customer:** You currently own the domain name, as I can clearly see from the logo on the under construction page of the website. Could you please confirm who owns it and whether you see my name there?

[07:58:50] **Customer:** I applied for a backorder while the site was in the delete period. Therefore, even if someone else had placed a backorder order, I should have been notified of this and asked for a new offer.

[07:59:35] **Agent:** Thank you for letting me know. If you don't mind, I'm going to put you on hold for 1-2 minutes while I check this for you.

[08:03:14] **Agent:** Thank you for your patience. Upon checking, I can confirm that the domain [KIZILAYAVM.COM](https://KIZILAYAVM.COM) is currently with our backorder team. They will be contacting you shortly regarding the domain.

[08:04:22] **Customer:** We haven't been able to resolve this since June 6th. For some reason, no one is contacting me, and someone is doing something on my page right now.

[08:05:43] **Agent:** I understand your concerns. Our team will reach out to you regarding the domain as soon as possible. I am truly sorry for any inconvenience this may have caused.

[08:06:23] **Customer:** So I want to ask a specific question. Is your backorder team currently building the site?

[08:07:36] **Agent:** Not to worry! Currently, the domain is with our backorder team. The nameservers and A record are pointed to our default page.

[08:08:21] **Customer:** It won't be transferred to another account, it will be loaded into my account, right?

[08:08:45] **Customer:** This is very important to me. Please do not give false information.

[08:10:56] **Agent:** That's correct! Since you have placed a backorder on the domain, it was registered under our backorder team on 2025-06-21. Once the domain is registered with a new registrar, it cannot be transferred to any account for 60 days. This is why the domain is currently managed by our backorder team. Once the domain becomes available for transfer, our team will reach out to you.

[08:12:50] **Agent:** Just checking in to ensure we're still connected. Are you still with me?

[08:12:53] **Customer:** There is a snapnames statement in the whois information. Is there an auction or something like that going on? What should I do to avoid missing this?

[08:16:24] **Agent:** I understand how important this domain is for you. Our team will reach out to you regarding the domain at the earliest.

[08:16:55] **Customer:** There is a bidding area on [snapnames.com](https://snapnames.com). Should I bid there? Do you have any information?

[08:18:15] **Agent:** You can try placing a bid on SnapNames.com. Either way, our team will reach out to you.

[08:18:46] **Customer:** Ok thank you

[08:19:03] **Agent:** No worries!

**[08:19:07] Agent:** We are here to help you 24\*7. In the case that you need further assistance feel free to initiate another chat. We are happy to assist you.

**[08:19:18] Agent:** Please let me know if you need any further assistance.

**[08:21:23] Agent:** Just checking in to ensure we're still connected. Are you still with me?

**[08:23:06] 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.

**[08:23:27] Customer:** Thanks and have a nice day

**[08:24:48] Agent:** If you wish you can make an CERTIFIED OFFER on the domain. <https://www.networksolutions.com/products/domain/domain-search-results?domainName=kizilayavm.com&tld=net&promo=&channelid=null>

**[08:27:01] Agent:** Just checking in to ensure we're still connected. Are you still with me?

**[08:27:18] Customer:** yes

**[08:27:57] Customer:** thank you, I'm leaving. I am looking forward. see u

**[08:28:35] Agent:** Thank you for understanding.

**[08:28:38] Agent:** It was great assisting you today!

**[08:28:41] 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. 5s mean I did a great job, and that was my goal today. Thank you for your time!

**[08:28:48] Agent:** Have a great day :)

**[08:28:55] Virtual Assistant:** Please rate your experience by answering 3 short questions.

**[08:28:56] Virtual Assistant:** My representative was knowledgeable. Please rate 1-5; \*5 being the best\*.

**[08:29:22] Customer:** 5

**[08:29:23] Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; \*5 being the best\*.

**[08:29:25] Customer:** 5

**[08:29:26] Virtual Assistant:** Did we resolve your issue today?

**[08:29:29] Customer:** No, multiple interactions, still not resolved

**[08:29:30] Virtual Assistant:** Please share what we did well and what we can improve upon, otherwise type PASS.

**[08:34:30] Virtual Assistant:** Sorry, I didn't receive any input from you. Please share what we did well and what we can improve upon, otherwise type PASS.

**[08:39:31] 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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