

Requested Message Transcript

1 mesaj

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

18 Ağustos 2025 01:26

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-22064932

Transcript Date:08/17/2025

[21:21:35] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[21:21:39] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[21:21:42] Customer: Purchase New Services

[21:21:43] 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!

[21:21:44] Virtual Assistant: What products or services are you interested in?

[21:21:47] Customer: Domains or Domain Privacy

[21:21:48] Virtual Assistant: May I please have your first and last name to provide to your agent?

[21:21:55] Customer: Selim Erman Duranay

[21:21:56] Virtual Assistant: Would you like a copy of this chat transcript once your conversation with an agent is complete?

[21:21:59] Customer: Yes

[21:21:59] Virtual Assistant: I see your email address is selimerman@gmail.com did you want to use that?

[21:22:01] Customer: Yes

[21:22:02] 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.

[21:22:04] Virtual Assistant: Thank you for holding, your patience is appreciated and a member of our team will be with you shortly.

[21:27:52] Customer: Hello

[21:29:06] Agent: Hi, thank you for contacting us at Network Solutions. This is Toni your consultant. How may I assist you?

[21:29:31] Customer: Hi Toni, I placed a backorder order for the domain name [kizilayavm.com](https://www.kizilayavm.com) on June 16, 2025. I noticed that the domain name was successfully captured on June 21 and has been listed as 'Pending' in the WHOIS record ever since. Despite two months having passed, the process has not been completed. I would like to know the current status of my order and the reason for this delay.

[21:31:12] Agent: Hello, I see that there has been a delay with the process of the backorder. For further information and assistance, I'll transfer you to our domains team.

[21:31:16] Agent: Please stay connected.

[21:31:38] Customer: ok

[21:31:52] Agent: Hi, Selim! I'm Abhishek. I'm excited to work with you today.

[21:32:05] Customer: Hello Abhishek

[21:32:15] Customer: can you read my question?

[21:32:28] Agent: I understand your concerns regarding domain backorder. I will do all that I can on my end.

[21:32:30] Agent: To stay connected throughout our conversation, please enable sound on your device. Let's get started!

[21:37:19] Agent: I see that the notification that you have received regarding the domain backorder is that the domain is now available.

[21:38:06] Agent: Now the domain [kizilayavm.com](https://www.kizilayavm.com) is in our internal account and many of the users have placed the backorder for the same domain.

[21:38:40] Agent: You will have to wait for the next email regarding the domain availability for you.

[21:39:09] Agent: If you want to get this domain now you can go with the Certified offer.

[21:39:55] Agent: Here is the article that will help you regarding the certified offer: <https://www.networksolutions.com/help/article/get-started-with-certified-offers>

[21:40:34] Customer: I think there might be a mistake because I placed a backorder order through multiple channels, specifically three. So, if you can see the names of the users who requested it, I think you'll see that it was all me.

[21:41:46] Agent: If that is the case, you will be getting an email regarding the availability of the domain shortly and the domain will be transferred to your account.

[21:43:00] Agent: You can go to the Certified offer if you want the domain to be added to the account early.

[21:43:54] Customer: I don't actually have more than \$100 for this domain right now. So, I'll wait for the process to be completed. I'm sure there are no other requests besides me. How long is this process likely to take? The process hasn't been completed since June 16, 2025. The technical data for [kizilayavm.com](https://www.kizilayavm.com) on lookup.icann.org also mentions [snapnames.com](https://www.snapnames.com).

[21:46:09] Agent: I am sorry that we will not be able to provide you the exact time frame for this. Its just like the auction that you take part in. You will be getting the notification via emails when the domain is available.

[21:46:10] Agent: Sorry for the inconvenience caused.

[21:46:34] Agent: As you have waited for 2 months it might be available shortly.

[21:47:21] Customer: Is there an auction situation because the who.is information mentions [snapname.com](https://www.snapname.com)? How can I verify this?

[21:48:10] Agent: For this you will have to contact the snapnames as they handle the auctions.

[21:48:24] Agent: I see that there is the auction situation for the domain.

[21:49:04] Agent: You can contact them here: Toll free in the U.S. and Canada: 1-877-352-5630

[21:49:22] Customer: I'm asking just to be sure. You said there were multiple people requesting this domain. Did all of these multiple people request it from [networksolutions.com](https://www.networksolutions.com)? Because you said the domain was on our internal network.

[21:50:11] Agent: Not really! The requests have been made from many of the other registrars as well.

[21:51:07] Agent: Is there anything else I can assist you with?

[21:51:16] Customer: Could you please help me clarify my doubts about this? Is there anyone else who has requested this?

[21:51:55] Agent: Absolutely! There are many of the other domain bidders that have requested the domain placing the domain backorder.

[21:53:12] Agent: Just ensuring that we are connected. I hope you received my last message.

[21:53:21] Customer: So should I continue this process through snapnames.com? Or is my only solution to make a certified offer through your page? Also, how do I know how much I should offer?

[21:53:56] Agent: You can contact snapnames and get the details if there is the auction for the domain.

[21:54:26] Agent: They will help you regarding this as they handle the auction.

[21:54:41] Customer: There is no mention of an auction in snapnames. It says "Would you like to place a backorder order?"

[21:56:52] Agent: The domain auctions will be conducted by SnapNames for sure.

[21:57:13] Customer: ok, is my only solution to make a certified offer through your page? Also, how do I know how much I should offer?

[21:57:43] Customer: When I submit a certified offer, will the domain name be mine immediately?

[21:59:52] Agent: I have fetched the details regarding this.

[22:00:55] Agent: YOU can make the certified offer with any ammount that you wish to.

[22:01:22] Agent: If this is accepted by the domains current owner the domain will be directly sent to your account.

[22:01:50] Agent: If the current owner declines the offer there will be a counter price from the domains current owner.

[22:02:17] Customer: What you're saying must not be appropriate for my situation. Because there is no current owner?

[22:03:50] Agent: I see that the domain is still with the domains current owner.

[22:04:00] Agent: The registrar is NamePal.com .

[22:04:44] Customer: Can u see the site: lookup.icann.org

[22:04:45] Customer: Registrant: Handle: kizilayavmcom-reg Name: Backorder, Pending Email: auctions@snapnames.com Whois Server: whois.web.com Phone: +1.8773525630 Mailing Address: 5335 Gate Pkwy, Jacksonville, FL, 32256-3070 ISO-3166 Code: US Technical: Handle: kizilayavmcom-tech Name: Backorder, Pending Email: auctions@snapnames.com Whois Server: whois.web.com Phone: +1.8773525630

[22:06:15] Customer: whois.web.com is your domain

[22:08:59] Agent: I have checked the details from the backend and see that the domain will be going to the auction for sure.

[22:09:36] Agent: If you place the certified offer the domain is currently in our internal account.

[22:10:18] Agent: If you place the certified offer your offer will be sent to all of the other users who have applied the backorder for the domain.

[22:10:33] Agent: If no one accepts the domain will be transfered to you.

[22:10:52] Agent: If else you have to get the domain in the domain auctions.

[22:11:25] Customer: So, is there an auction going on right now? If anyone makes a bid, will others be notified? What if no one makes a certified bid?

[22:12:00] Agent: The domain is in our internal account now.

[22:12:49] Agent: If no one places the certified offer it will be sent to the auctions for all the users who have placed the back order.

[22:13:11] Agent: If some one makes the bid you will be notified via email.

[22:13:20] Customer: There's no shortcut to ownership; in any case, the offer will be forwarded to other bidders. This means an auction will begin. This auction will be held on snapnames.com.

[22:13:30] Agent: Absolutely!

[22:13:45] Agent: I am sorry that there is no other option,

[22:14:06] Agent: Placing certified offer is the safest way to get the domain.

[22:14:08] Agent: Is there anything else I can assist you with?

[22:14:21] Customer: Now things are clearer. How long until it's sent to Snapnames.com?

[22:17:22] **Agent:** I see that the domain is already in the auction.

[22:17:40] **Agent:** You can contact Snapnames and get the updates regarding the domain.

[22:18:58] **Agent:** Is there anything else I can assist you with?

[22:19:25] **Customer:** This is snapnames.com screenshot

[22:19:36] **Customer:** There is no auction?

[22:20:56] **Agent:** Please contact the support team of Snapnames they will help you with this for sure.

[22:22:33] **Customer:** ok, thank you so much for assist

[22:23:01] **Agent:** I have done all that I could have done to help you.

[22:23:08] **Agent:** I wish you a great life and excellent business in the upcoming days! Thank you for reaching out to Network Solutions Chat Support! It has been a pleasure working with you today. We'd love to hear about your experience. Please stick around in the chat window for a quick survey at the end of this chat, and let us know how we did in supporting you today. Your feedback helps us improve! 5 = Best Thank you for your time!

[22:23:15] **Customer:** 5

[22:23:15] **Virtual Assistant:** Please rate your experience by answering 3 short questions.

[22:23:16] **Virtual Assistant:** My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[22:23:16] **Customer:** 5

[22:23:18] **Customer:** 5

[22:23:19] **Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[22:23:20] **Virtual Assistant:** Did we resolve your issue today?

[22:23:20] **Customer:** 5

[22:23:22] **Customer:** 5

[22:23:22] **Virtual Assistant:** Sorry. Please choose from one of the 4 options.

[22:23:23] **Virtual Assistant:** Sorry. Please choose from one of the 4 options.

[22:23:26] **Customer:** No, multiple interactions, still not resolved

[22:23:27] **Virtual Assistant:** Please share what we did well and what we can improve upon, otherwise type PASS.

[22:23:32] **Customer:** PASS

[22:23:33] **Virtual Assistant:** Thank you for your valuable feedback! Goodbye.

[22:23:35] **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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