

Requested Message Transcript

1 mesaj

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

11 Eylül 2025 10:32

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-22406909

Transcript Date:09/11/2025

[06:18:36] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[06:18:40] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[06:18:48] Customer: Purchase New Services

[06:18:48] 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!

[06:18:50] Virtual Assistant: What products or services are you interested in?

[06:18:54] Customer: Domains or Domain Privacy

[06:18:55] Virtual Assistant: May I please have your first and last name to provide to your agent?

[06:19:03] Customer: Selim Erman Duranay

[06:19:05] Virtual Assistant: Would you like a copy of this chat transcript once your conversation with an agent is complete?

[06:19:07] Customer: Yes

[06:19:07] Virtual Assistant: I see your email address is selimerman@gmail.com did you want to use that?

[06:19:09] Customer: Yes

[06:19:10] 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.

[06:19:25] Agent: Hi, Selim ! I'm Nandan and I'll be assisting you today.

[06:19:34] Agent: How may I assist you today?

[06:20:29] Customer: The confusion surrounding my backorder request for the domain name [KizilayAvm.com.tr](https://www.kizilayavm.com.tr) has been ongoing for months. I was informed that there would be an auction at [Snapnames.com](https://www.snapnames.com), but the issue appears to be with you, not them. Here's the message I received: Dear Selim Erman Duranay, Thank you for contacting SnapNames. We are committed to creating the best experience for you. I am happy to help you with this. If you did a backorder through your Network Solutions account you back in June you would need to contact them regarding that backorder through your account at network solutions. For SnapNames account questions & for authentication purposes, please reply to this email and provide us with the User Name/Login and the name on the account. Once we receive this information we can further assist you further with your snapnames account questions. For best practice and authentication of your account when you create a support ticket please include your userid for faster service. I hope this information has been helpful. We appreciate your business! Kind Regards, Rachael SnapNames Customer Support

[06:21:38] Agent: I understand your concern regarding the domain backorder. I will look into this right away

[06:22:25] Customer: This process is really frustrating me. I would like to please take the necessary steps to resolve the issue and have the domain returned to me.

[06:22:54] Agent: Please be on hold for few minutes, while I check this for you.

[06:29:31] Agent: I'm afraid it's taking longer than I expected. I'm checking with team. I will need a few more minutes.

[06:29:38] Customer: ok

[06:30:36] Customer: My mistake, the domain name is [kizilayavm.com](https://www.kizilayavm.com). I wrote [kizilayavm.com.tr](https://www.kizilayavm.com.tr) by mistake.

[06:37:02] Agent: Thank you for your patience. I can see the domain is under Certified Offer Service. Kindly visit this link and make a enter the offer amount that you can offer from your end. This offer will be notified to the current domain owner and if the current owner agrees for this amount then the domain owner will contact you and you can purchase the domain by paying to current owner directly. Here is the link where you can make a offer: <https://www.certifiedofferservice.com/CertifiedOffer/offer/makeoffer.do?dom=kizilayavm.com>

[06:38:49] Customer: Who owns the domain name? I requested a backorder in a timely manner. The auction hasn't been launched. Are you engaging in illegal activities? I should have been contacted first, and my offer should have been received.

[06:39:30] Agent: May I know who has informed you that the domain is available for auction .

[06:40:29] Agent: I am sorry we are not engaged in any illegal activities. We are only engaged in domain registration and website hosting

[06:40:31] Customer: Your case id is: I-22064932 Transcript Date:08/17/2025

[06:41:20] Agent: Thank you for case number. Please be on hold while I check this

[06:42:24] Customer: Who owns this domain? Is Network Solutions trying to take control of the domain I backordered, which should be auctioned if there are other candidates? This is clearly a malicious attempt to gain financial gain.

[06:43:13] Agent: Just to confirm may I know is the domain [kizilayavm.com](https://www.kizilayavm.com) registered under your ownership ?

[06:43:45] Customer: It definitely should be. But I can't see it in my account.

[06:52:33] Agent: I really appreciate your patience. I'm still checking with the team. I will be back in a few minutes to give you an update.

[06:59:57] Agent: Thank you for your patience. I have checked with the team. Currently the domain is in our internal account. Let me explain in you the process. When the domain is in our internal account, our team will review all the backorders requests for this domain and then they will review all the backorder requesters account and then they will make the offer. So you will need to still wait till the team reaches out to you for update, or you can make a certified offer directly via: <https://www.certifiedofferservice.com/CertifiedOffer/offer/makeoffer.do?dom=kizilayavm.com> if you can make any high value directly so that if agrees for that offer they will move the domain to your account

[07:03:15] Agent: Just ensuring that we are connected. I hope you received my last message.

[07:03:41] Customer: yes please hold on

[07:03:47] Agent: Sure!

[07:05:11] Customer: I've already requested a backorder. Why are you now asking me to pay another \$140? I already requested the domain through a backorder. I also paid for [snapnames.com](https://www.snapnames.com) through your referral. This is definitely a complaint. Please let me know if anyone else has requests so I can get it without paying again.

[07:06:26] Agent: May I know how much have you paid for snap names and the reason for paying to snap names ?

[07:06:41] Customer: 79\$

[07:07:13] Agent: May I know how much have you paid for snap names and the reason for paying to snap names ?

[07:07:51] Customer: Because you told me I couldn't participate in the auction there. When I applied, I was told to request a backorder there first, so I added it to my cart and bought it.

[07:08:11] **Customer:** Because you told me to participate in the auction there. When I applied, I was told to request a backorder there first, so I added it to my cart and bought it.

[07:09:20] **Agent:** Thank you for letting me know.

[07:09:27] **Agent:** Please be on hold for few minutes

[07:10:09] **Customer:** Please help me finalize this difficult process. Let me own it without paying any new fees. I'm sure no one else wants this domain. It's critical to my business, and it's of no use to anyone but me.

[07:10:52] **Customer:** If you think there are more than one applicant, I'm sure they are all mine because I applied from 4 different places.

[07:11:18] **Customer:** I can send you invoices for all of them.

[07:19:49] **Agent:** Thank you for your patience.

[07:21:14] **Agent:** I have checked with the team and got a new update. Since you have placed backorder in June and the backorder was successful on August team should have contacted you and ask for the domain purchase price and charged on card and added the domain to your account

[07:21:32] **Agent:** Since team did not contact you I will escalate the case to domains team

[07:22:16] **Customer:** Look, I'm not at fault in this process. I'm just the victim. I'm asking you to end this process now.

[07:23:12] **Agent:** They will email you and inform the price of the domain and once you confirm the price then they will charge the card on account and add the domain to your account

[07:23:21] **Agent:** They will charge only after your confirmation

[07:23:43] **Agent:** E-390498 is the case reference number

[07:24:02] **Customer:** How much will I pay again? I've paid too much. Exchange rates in Türkiye are very high and I'm having a hard time.

[07:24:46] **Agent:** The domain price will be notified by the team itself. I do not have access to check the domain price.

[07:25:25] **Agent:** I understand your concern regarding the price, team will provide you the price and you can try to negotiate with them when they contact you via email

[07:26:04] **Customer:** I'll wait for the email. How long will it take?

[07:26:27] **Agent:** You will receive update from our team within 24 - 48 hours

[07:27:21] **Customer:** I'm so sorry that my process hasn't been completed yet. If there's anything else you can do for me, I'd be very grateful.

[07:28:39] **Agent:** I am sorry since this domain and domain backorder and managed by different team I cannot do much about this. I can only escalate the case to them. All I can do is prioritise the case so that this gets resolved at the earliest

[07:29:02] **Agent:** I am sorry I could be of much help to you. However the team will surely resolve this for you

[07:29:13] **Agent:** It was a pleasure assisting you. Is there anything else I can assist you with.

[07:29:23] **Customer:** Well, thank you for your efforts.

[07:29:33] **Agent:** You are welcome

[07:29:37] **Agent:** Thank you for choosing Network Solutions. It has been a pleasure working with you today. If you have no more queries for me, please let us know of your experience with me today. You'll be prompted to rate my support in the chat interface after this. Please stick around in the chat window for 3 quick questions. 5 = Best. Thank you for your time

[07:29:43] **Virtual Assistant:** Please rate your experience by answering 3 short questions.

[07:29:44] **Virtual Assistant:** My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[07:29:44] **Customer:** 5

[07:29:46] **Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[07:29:48] **Customer:** 5

[07:29:50] **Virtual Assistant:** Did we resolve your issue today?

[07:29:55] **Customer:** No, multiple interactions, still not resolved

[07:29:56] **Virtual Assistant:** Please share what we did well and what we can improve upon, otherwise type PASS.

[07:30:01] **Customer:** PASS

[07:30:02] Virtual Assistant: Thank you for your valuable feedback! Goodbye.

[07:30:04] Customer: [Click here to End Conversation](#)

Kind Regards,
Customer Support



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