

Requested Message Transcript

2 ileti

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

23 Eylül 2025 07:18



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-22556135

Transcript Date:09/23/2025

[03:16:04] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[03:16:09] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[03:19:31] Customer: Support for Existing Products

[03:19:32] Virtual Assistant: What service do you need help with?

[03:19:36] Customer: Domain Support

[03:19:37] Virtual Assistant: Please select the option below that best describes what you need help with.

[03:19:42] Customer: Other

[03:19:44] Virtual Assistant: May I please have your first and last name to provide to your agent?

[03:20:51] Customer: Selim Erman Duranay

[03:20:52] Virtual Assistant: What is the domain name associated to the account you are contacting us about today? If you do not have a domain name type "pass".

[03:21:00] Customer: kizilayavm.com

[03:21:00] Virtual Assistant: Thanks! For our team to quickly begin researching your request, please describe your issue in detail.

[03:21:34] Customer: What is the status of my case, E-390498? I received an email on September 12th stating that the case was closed.

[03:21:35] Virtual Assistant: Would you like a copy of this chat transcript once your conversation with an agent is complete?

[03:21:38] Customer: Yes

[03:21:38] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[03:21:40] **Customer:** Yes

[03:21:42] **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.

[03:22:16] **Agent:** Hi, Selim! I'm Pavan and I'll be assisting you today.

[03:22:21] **Customer:** Hello Pavan

[03:23:37] **Agent:** I understand your concern regarding the backorder update. I'll look into it right away.

[03:23:56] **Customer:** ok

[03:24:01] **Agent:** Is this the domain name that you had backordered? kizilayavm.com

[03:24:17] **Customer:** Yes

[03:25:19] **Agent:** Thank you for confirming that.

[03:27:06] **Agent:** Can you please confirm if the credit card on file you have is working and has sufficient funds?

[03:27:42] **Customer:** My credit card is active. But will I pay cash?

[03:27:55] **Agent:** No you will be paying online.

[03:27:57] **Agent:** Through the card.

[03:28:06] **Agent:** Does your credit card have sufficient funds?

[03:28:21] **Customer:** My credit card is active. But will I pay cash?

[03:28:26] **Customer:** I don't know how to make a payment? How much money will be withdrawn?

[03:29:31] **Agent:** The system will attempt to charge the renewal fee of the domain.

[03:29:42] **Agent:** \$32.99

[03:30:02] **Customer:** Will the domain be transferred to my name after \$32.99?

[03:30:17] **Agent:** If the card on file does not work properly or does not have sufficient funds, the backorder will not be completed.

[03:30:59] **Customer:** Please verify. Will the domain be transferred to my account after I pay \$33?

[03:31:04] **Agent:** That's right.

[03:31:26] **Agent:** \$32.99

[03:31:44] **Customer:** Can you provide me with a payment link or how can I pay the invoice?

[03:32:25] **Agent:** The payment will not be done now but the charge will be automatic on your account. You would have to ensure that your payment method has sufficient funds.

[03:33:32] **Customer:** What you said doesn't make sense. Shouldn't there be a link on the site that expects payment?

[03:34:25] **Agent:** Not really, the backorder product will get you the domain name and the charges will be deducted.

[03:34:39] **Agent:** You can verify your Card details here: <https://www.networksolutions.com/my-account/billing-center>

[03:34:56] **Customer:** There hasn't been an attempt to charge my credit card for \$32.99. If there had been, I would have received a notification of the failed attempt. I haven't received any email notification from you regarding this charge.

[03:36:23] **Agent:** You can expect the charge soon

[03:36:41] **Customer:** Has there ever been an unsuccessful attempt to collect a fee? What is the date?

[03:39:33] **Agent:** August 12

[03:39:56] **Customer:** I don't want to wait for a long time with an open credit card limit. If I open the limit for the required payment now, can you trigger the process for immediate payment? Will the domain be registered in my name immediately afterward?

[03:40:18] **Agent:** Not really, I cannot trigger the process for immediate payment.

[03:40:47] **Customer:** at what intervals will it be tested, what if there is no more testing?

[03:41:44] **Agent:** What testing are you referring to?

[03:42:16] Customer: I'm talking about the 32.99 you tried to charge my credit card. August 12th is a long time ago, so I contacted them many times and no one gave me any information about it.

[03:43:23] Agent: This was discovered through our backend investigations.

[03:43:38] Agent: For now, you would have to wait for the domain to be in your account. The domain is now in pending backorder status.

[03:43:49] Agent: <https://www.whois.com/whois/kizilayavm.com>

[03:44:13] Agent: You can expect the domain to be in your account soon, you would just have to ensure that you would have sufficient funds in your Payment methods.

[03:45:36] Customer: I'll open a \$33 credit card balance immediately. However, please verify this information in your systems. Once I make this payment, will the domain be registered in my name immediately without any additional fees?

[03:47:11] Agent: That is correct

[03:48:25] Customer: Is there a chance you can open a ticket then? The department requesting the payment will try to collect the payment again within 24 hours. My credit card will be ready for this payment.

[03:49:12] Agent: Please be on hold for 1-2 minutes while I look into this.

[03:55:34] Agent: Thank you for your patience.

[03:55:58] Agent: I have checked with our admins but I'm afraid this cannot be escalated. The backorder status will take place automatically.

[03:56:05] Agent: The domain will be in your account soon.

[03:56:43] Customer: It will be automatically transferred to my account after payment, right?

[04:01:10] Agent: That's right.

[04:01:22] Customer: And the date the payment will be taken from my credit card is not certain. I don't know if you open your credit card limit and wait days. But to prevent credit card theft, we don't keep our credit card limits open all the time. We allow payments to be taken for a certain period of time. Then, it automatically locks.

[04:03:05] Agent: Sorry to hear that, I'm afraid we cannot pinpoint on the date the payment will be taken from your credit card.

[04:03:22] Agent: You would have to ensure that you have the payment method active and able to make payments.

[04:03:38] Customer: I will keep my credit card limit open for three days to receive this payment. If the problem persists, I will reapply using this case ID.

[04:03:54] Agent: Thank you.

[04:03:58] Agent: This is the interaction ID: I-22556135

[04:04:03] Agent: Of this interaction.

[04:04:05] Customer: I thank you to

[04:04:13] Agent: My pleasure, have a great day!

[04:04:21] Customer: Thanks

[04:05:26] Agent: To recap, you have contacted us regarding the backorder status and I have informed on you on the backorder status of the domain name.

[04:05:28] 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!

[04:05:33] Virtual Assistant: Please rate your experience by answering 3 short questions.

[04:05:34] Virtual Assistant: My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[04:10:34] Virtual Assistant: Sorry, I didn't receive any input from you. My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[04:15:35] 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

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

23 Eylül 2025 10:07



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-22557144

Transcript Date:09/23/2025

[05:46:36] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[05:46:40] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[05:46:43] Customer: Support for Existing Products

[05:46:43] Virtual Assistant: What service do you need help with?

[05:46:46] Customer: Domain Support

[05:46:46] Virtual Assistant: Please select the option below that best describes what you need help with.

[05:46:49] Customer: Other

[05:46:50] Virtual Assistant: May I please have your first and last name to provide to your agent?

[05:46:58] Customer: Selim Erman Duranay

[05:46:59] Virtual Assistant: What is the domain name associated to the account you are contacting us about today? If you do not have a domain name type "pass".

[05:47:06] Customer: kizilayavm.com

[05:47:06] **Virtual Assistant:** Thanks! For our team to quickly begin researching your request, please describe your issue in detail.

[05:54:02] **Customer:** Another friend I spoke with today stated that a \$32.99 payment is expected for the address kizilayavm.com, and that the last time they tried to charge my credit card was on August 12th, but it was unsuccessful. None of your friends had mentioned this charge in previous conversations. I'm hearing about it now for the first time, and I'm prepared to have this amount charged to my credit card. After this amount is deducted, the domain address will be linked to my kizilayavm.com account. Could you please ensure that the \$32.99 you attempted to charge on August 12th is deducted from my credit card now, so the domain name can be linked to my account?

[05:54:02] **Virtual Assistant:** Would you like a copy of this chat transcript once your conversation with an agent is complete?

[05:54:05] **Customer:** Yes

[05:54:05] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[05:54:06] **Customer:** Yes

[05:54:08] **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.

[05:54:32] **Agent:** Hello, Selim! I'm Anvesh and I'll be assisting you today.

[05:54:41] **Customer:** Hello Anvesh

[05:55:34] **Agent:** I can understand your concern regarding the domain charges. I'll help you with this.

[05:55:43] **Customer:** Please

[05:55:46] **Agent:** Could you please let me know your 6 digits security pin so, I can authenticate the account and proceed further? Here's how you can procure the security PIN: Log in to your account >> Profile (Right hand top corner) >> My profile >> Security >> Account Protection >> Security PIN.

[05:56:33] **Customer:** 083026

[05:57:02] **Agent:** Thank you! Please be on hold for few minutes, while I check this for you.

[05:59:54] **Agent:** Sorry to have kept you waiting. Could you please let me know whether you are trying to backorder the domain kizilayavm.com >

[06:01:09] **Customer:** I already have a backorder. The system reported that I have \$32.99 to pay. Case ID is: I-22556135

[06:01:51] **Agent:** Thank you for the confirmation. Please be on hold for few minutes, while I check this for you.

[06:02:01] **Customer:** The domain will be delivered to me after payment.

[06:06:26] **Agent:** I'm afraid it's taking longer than I expected. I'm checking the issue with the senior team. I will update you within few minutes.

[06:06:35] **Customer:** ok

[06:08:20] **Agent:** Sorry to have kept you waiting. Could you please let me know whether received email regarding the email related to the back order successfull

[06:09:14] **Customer:** I have not received any notification regarding this payment.

[06:10:40] **Agent:** So you didn't received any back order successfull email, Am I correct?

[06:10:50] **Customer:** yes

[06:11:55] **Agent:** Thank you for letting me know.

[06:15:57] **Agent:** Sorry to have kept you waiting. I checked with the senior team and they have suggested to wait as domain kizilayavm.com still is in backorder pending.

[06:17:31] **Customer:** Will the payment mentioned in the previous case number (I-22556135) not be received? Look, this process has really dragged on. And I've spent an incredible amount of time talking to you. Please explain what's expected in this process. Let's resolve the issue and move forward.

[06:18:36] **Agent:** I'm sorry for the inconvenience you have faced. Once the domain get released from the backorder pending you will get email from our team that domain backorder is successfull. After that you will be charged for the renewal of the domain and it will be auto-renew.

[06:20:03] **Customer:** What is this waiting period? On what exact day will it end? Hasn't the process that began with the June 16th deletion period ended? What was the \$32.99 I was told in the previous case? Why was I given this information?

[06:21:24] Agent: Im sorry about that, I cannot assure the exact date. Once it is released from the backorder pending you will get email

[06:21:49] Agent: \$32.99 is the renewal amount which you will be charged once domain gets added back to the account

[06:23:37] Customer: There can't be such a vague process. This domain still belongs to you, and I'm the only one making a request. I'm willing to pay for the renewal, or whatever you call it. Your friend told me that someone tried to charge my credit card on August 12th. Is this real?

[06:27:03] Agent: I'm sorry for the inconvenience you have faced Selim. But there is no other way previous agent informed about the renewal charges for the domain kizilayavm.com But domain kizilayavm.com is not yet released so you need to wait

[06:28:44] Customer: Then, please register my complaint against your agent who provided false information. So, ignoring my conversation with him, I'm asking you now: What is the status of my case, E-390498? I received an email on September 12 stating that the case was closed.

[06:30:36] Agent: I'm sorry for the inconvenience you have faced. It case E-390498 is closed if you want to directly contact to the senior team then you need to click on re-open case button so case will be opened and our team will get back with your concern

[06:31:48] Customer: This link is no longer active. Please contact our support team if you have further inquiries.

[06:34:11] Agent: Im sorry about that, I checked with the team they have suggested you to wait for the domain to be released from the backorder pending.

[06:34:37] Customer: Why was the case closed? I couldn't understand anything you said in the statement. This link is no longer active. Details: We have reviewed your concerns regarding the backorder process and would like to provide clarification. Please be advised that, if you are determined to be the successful recipient of the backorder, our system will initiate a renewal attempt prior to the domain being transferred to your account. While we are unable to disclose the identity of the successful backorder recipient, it is your responsibility to ensure that a valid payment method is maintained on file. Failure to do so may result in an unsuccessful renewal attempt, which could prevent the completion of the transfer. It is also important to note that the placement of a backorder does not guarantee priority or assignment as the winning recipient. If you have received direct communication confirming that your back order was successful, please review your payment methods within your account manager to ensure they are valid. This will ensure the process to complete without delay.

[06:35:17] Customer: This waiting period has been over three months. This is definitely not a normal process.

[06:36:11] Agent: Please be on hold for few minutes, while I check this for you.

[06:41:44] Agent: I'm afraid it's taking longer than I expected. Our team is checking about the domain backorder status. I will update you soon. Please allow me few minutes.

[06:42:47] Customer: ok

[06:50:26] Agent: Sorry to have kept you waiting. Could you please let me know did you updated the new card in the account?

[06:50:39] Customer: Yes

[06:53:23] Agent: Thank you for the confirmation. I checked and could see that our was trying to charge but payment was getting declined I will escalate the case to the senior team with the priority so they will charge and add the domain back to the account To speed things up here, I will have to ask a member of our team who specializes in this issue to take care of this for you. Your reference number is [E-396588]. They will email you once the issue is resolved. You should receive an update in 24 hours.

[06:54:38] Customer: Will the process really end this time? Please let this be the end. Every time I open a case, I want this to be the end, but it just doesn't happen.

[06:55:35] Agent: Issue will be fixed from our team and keep an eye on email

[06:55:46] Agent: As our team will send email to the email address selimerman@gmail.com

[06:55:52] Customer: Yes

[06:57:03] Customer: Thank you. I'm waiting for your email within 24 hours. Hopefully, the mentioned fee will be deducted from my card within that time. I'll see kizilayavm.com under my domains within a day. Right?

[06:57:36] Agent: Exactly! If charges goes through domain will be added to the account

[06:57:50] Agent: I'm really sorry regarding the issue you have faced so far.

[06:58:57] Customer: Okay, I'm waiting. Thanks.

[06:59:32] Agent: My Pleasure! I'm sorry for the inconvenience you have faced.

[06:59:34] Agent: Just wanted to give you a heads-up that you will be prompted with a survey after I close this chat. It would be great if you could let us know your experience. Is there anything else that I can help you with?

[06:59:52] Customer: Ok, Thank you

[07:00:08] Agent: My Pleasure! I'm sorry for the inconvenience you have faced.

[07:00:09] Agent: Please contact us back if you face any issues. We will be happy to assist you

[07:00:10] Agent: I wish you all the best for a prosperous future ahead.

[07:00:13] Agent: Thank you for contacting 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!

[07:00:22] Virtual Assistant: Please rate your experience by answering 3 short questions.

[07:00:24] Virtual Assistant: My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[07:00:26] Customer: 5

[07:00:27] Virtual Assistant: My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[07:00:28] Customer: 5

[07:00:29] Virtual Assistant: Did we resolve your issue today?

[07:00:33] Customer: No, multiple interactions, still not resolved

[07:00:34] Virtual Assistant: Please share what we did well and what we can improve upon, otherwise type PASS.

[07:04:36] Customer: Pass

[07:04:37] Virtual Assistant: Thank you for your valuable feedback! Goodbye.

[07:04:39] Customer: Click here to End Conversation

Kind Regards,
Customer Support



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