

Info: Hello! We're one step closer to connecting you and a guide. Please tell us your first name to get started:

9:53, Dec 1

You: .

9:53, Dec 1

Pallavi G: Hi there, How may I help you today?

9:54, Dec 1

You: Yesterday I have purchased my same plan which I had earlier which will expiring next month

9:54, Dec 1

You: [PNG]

9:55, Dec 1

You: but still I getting this message displayed?

9:57, Dec 1

You: ?

9:58, Dec 1

Pallavi G: I acknowledge your concern and I need to validate your account to take a better look, can you please provide your customer number and 4-digit support pin in the form below:

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Pallavi G: Pallavi G has sent you a Secure Form: PIN and Customer Number

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You: The Secure Form could not be opened. Please contact your agent for assistance.

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You: customer ID : 545785662

9:59, Dec 1

You: PIN : 4714

10:03, Dec 1

Pallavi G: We totally understand and appreciate your patience. We will consider your words strongly and will come up with the best version of support by improvising our defaults. Can you please allow me 3-5 minutes to evaluate in order to check your account?

10:03, Dec 1

You: ok

10:06, Dec 1

Pallavi G: I understand, However i found there is some issue on our site which needs immediate attention.

10:06, Dec 1

You: ok?

10:06, Dec 1

Pallavi G: Please hold on with me for some which i check if that can be rectified now or will it take some more time.

10:07, Dec 1

You: ok

10:16, Dec 1

Pallavi G: we see you have purchased the new plan Enhance - Web Hosting Plus (AutoSSL) - 1 year New Account

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You: yes

10:16, Dec 1

Pallavi G: Not renewed the old plan please check the below link for reference.

<https://account.godaddy.com/products>

10:17, Dec 1

You: I already purchased so why to renew again?

10:17, Dec 1

Pallavi G: Enhance - Web Hosting Plus (AutoSSL) - 1 year anikasterilis.com

10:18, Dec 1

Pallavi G: Above is the existing plan if you want it you need to renew the same plan .

10:18, Dec 1

You: what about new plan than?

10:19, Dec 1

You: how to shift or migrate all the existing data/websites to my new plan?

10:20, Dec 1

Pallavi G: Do not worry suggest you to delete the new plan so that we will help you with the refund to your godaddy account and with the same amount you can renew the existing plan .

10:21, Dec 1

You: but renewing existing is costing 34k ? whereas i have purchased new same plan with 20k?

10:21, Dec 1

You: but renewing existing plan is costing 34k ? whereas i have purchased new same plan with 20k?

10:24, Dec 1

Pallavi G: In that case you need to take the backup manually and upload the files in new plan .

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You: ok

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You: how to do it?

10:30, Dec 1

Pallavi G: <https://in.godaddy.com/help/download-site-backup-backups-in-linux-hosting-17316> In the above link you will find the steps please proceed with the steps and take the backup in your local system before the existing hosting plan expire and upload the backup in new plan.

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You: ok

10:40, Dec 1

Pallavi G: Thank you if any issues you can always reach us we are available 24/7.