

14:02, Feb 13

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

14:02, Feb 13

You: Hello

14:02, Feb 13

Assistant: << Sent Rich Content >>

14:02, Feb 13

You: I purchased Domain

14:02, Feb 13

You: Domains

14:02, Feb 13

Assistant: << Sent Rich Content >>

14:02, Feb 13

Assistant: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

14:03, Feb 13

You: Hello

14:03, Feb 13

Kanukuntla Anirudh: Hi there, hope you are doing great. How may I help you today?

14:03, Feb 13

You: I Renew My Domain skylarkequipment

14:04, Feb 13

You: but it does not shows in mine subscriptions

14:04, Feb 13

Kanukuntla Anirudh: Let me check the account

14:04, Feb 13

Kanukuntla Anirudh: 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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Kanukuntla Anirudh: Dilwara E has sent you a Secure Form: PIN and Customer Number

14:04, Feb 13

Kanukuntla Anirudh: The following Secure Form has been submitted: PIN and Customer Number

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Kanukuntla Anirudh: Thank you for the details

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Kanukuntla Anirudh: 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 replicate your account?

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You: yes Please

14:08, Feb 13

Kanukuntla Anirudh: Could you confirm the domain that have the issue

14:09, Feb 13

You: what is Redemption Fee - .COM?

14:11, Feb 13

You: [PNG] why its shows 32893

14:12, Feb 13

You: actual renewl price is 4,999

14:12, Feb 13

Kanukuntla Anirudh: We have reviewed the account and the domain was expired and it did not renew after its expire and the domain was expired and have the redumption fee in it

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You: This is my Customer Domain and I can't Afford this.

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You: Can you Please Remove this Fee.. Next Time I'll be Carefull for Expiration Dates

14:19, Feb 13

You: waiting

14:19, Feb 13

You: ?

14:20, Feb 13

Kanukuntla Anirudh: Let me check with team

14:20, Feb 13

Kanukuntla Anirudh: Could you allow me 3 to 5 minutes

14:20, Feb 13

You: yes please take your time

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Kanukuntla Anirudh: Appreciate your time We have a dedicated team working on it and we have checked the account and we can waive off the redumption for the renewal for 7 years may I know do you want to renew it for 7 years in the account

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You: what is the 7 years price

14:26, Feb 13

You: ?

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Kanukuntla Anirudh: The domain price was the \$153.93 in it

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You: this is also too much for me for this time

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You: is it possible for two Years?

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You: if i renew for two years?

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Kanukuntla Anirudh: Let me check with team

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Kanukuntla Anirudh: We have reviewed the account and checked with team and we can waive off the redumption for 5 years we checked with team and helped with it

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You: Please do this in 2 Years

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Kanukuntla Anirudh: We understand your issue and we have a dedicated team they can have access to it and we would have helped we have checked with team and got the redumption fee waive off for 5 years could you check it in the account

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You: I need to Renew Now and i have no money for 5 Years.

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You: Its Request if you can do this for 2 Years

14:39, Feb 13

You: ?

14:43, Feb 13

Kanukuntla Anirudh: We are checking

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You: [PNG] I select 5 years but it still shows fee

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You: yes please check

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You: because we are from pakistan and if i select for 5 years then its very handsome ammount for me.

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Kanukuntla Anirudh: we are checked

14:51, Feb 13

Kanukuntla Anirudh: we are checking

14:52, Feb 13

Kanukuntla Anirudh: <https://cart.godaddy.com/go/checkout?plid=1#/> Could you click on the link and renew the domain in the account Let me know once payment is done

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You: Okay

14:59, Feb 13

Assistant: Looks like you may have stepped away. No problem, we'll be here to help when you respond.

15:03, Feb 13

You: Hello

15:03, Feb 13

You: are you there?

15:04, Feb 13

Dilwara E: Hi , thanks for reaching out- what brings you in today?

15:04, Feb 13

You: Hey

15:04, Feb 13

Dilwara E: Yes please explain your issue.

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You: I am trying to pay but redemption fee included now

15:05, Feb 13

Dilwara E: May I know the domain name ?

15:05, Feb 13

You: skylarkequipment

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Dilwara E: Dilwara E has sent you a Secure Form: PIN and Customer Number

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You: i talked with customer support 10 mins ago

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Dilwara E: Kindly validate the account.

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You: they waved my redemption fee

15:06, Feb 13

Dilwara E: The following Secure Form has been submitted: PIN and Customer Number

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You: if you see my previous history of this chat then read it

15:07, Feb 13

Dilwara E: Thank you for validation.

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Dilwara E: We need to check your domain status.