

**Ticket 20337383** Created May 20, 2020

**ES - LEVEL3** Closed

Cluin.com

21 Comments

**Support** May 29, 2020, 09:53 AM

Dear Richie Hodges,

Thank you for contacting Network Solutions with your concern. Please be advised you can create another ticket and reference ticket 20337383 so you're not trying to explain everything all over again.

Kind Regards

Abuse Specialist 1

Web.com

5335 Gate Parkway | Jacksonville, FL 32256

Office: 1.4042602594|Fax: 1.5714344634

Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**

**Sent:** 5/29/2020 4:27:41 AM

**To:** web@support.com

**Subject:** RE: Cluin.com

Hi, Thanks for the link, it leads me straight back to here, very useful. Do you suggest I open another ticket, even though this one contains ten days worth of information about what I am simply trying to do?The information in this ticket is what is needed to enable me to invoke the transfer, and the screen that I arrived from to here is titled "Customer Support". Here is a quote from the email about my email successfully being changed. "The transfer-lock will be removed on 2020-06-26, after which, you may transfer your domain registration(s). If you wish to transfer sooner, please contact our Customer Service and we can assist you with submitting a request to have this lock removed. " That surely is proof enough for you, I would, like, again, the authcode and the domain unlocked. I first asked for this according to this transcript on the 20 May 2020. Please, after 21 years of being your client could you help me to finish this, Thanks in advance, Richard Hodges P.S. you could at least forward this ticket to the right person if you are not support?

**You** May 29, 2020, 04:27 AM

Hi,

Thanks for the link, it leads me straight back to here, very useful. Do you suggest I open another ticket, even though this one contains ten days worth of information about what I am simply trying to do?The information in this ticket is what is needed to enable me to invoke the transfer, and the screen that I arrived from to here is titled "Customer Support". Here is a quote from the email about my email successfully being changed.

"The transfer-lock will be removed on 2020-06-26, after which, you may transfer your domain registration(s). If you wish to transfer sooner, please contact our Customer Service

and we can assist you with submitting a request to have this lock removed. "

That surely is proof enough for you, I would, like, again, the authcode and the domain unlocked. I first asked for this according to this transcript on the 20 May 2020.

Please, after 21 years of being your client could you help me to finish this,

Thanks in advance,

Richard Hodges

P.S. you could at least forward this ticket to the right person if you are not support?

**Support** May 28, 2020, 03:31 PM

Dear Richie Hodges,

Thank you for contacting Network Solutions with your concern. Please see the following link <https://www.networksolutions.com/contact/index.jsp> for further information.

Kind Regards

Abuse Specialist

Web.com

5335 Gate Parkway | Jacksonville, FL 32256

Office: 1.4042602594|Fax: 1.5714344634

Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**

**Sent:** 5/28/2020 2:30:39 PM

**To:** web@support.com

**Subject:** RE: Cluin.com

Hi, Sorry the email said 30 days lock and that this could be removed if I asked, I am asking. How do I contact customer support through the web? I do not intend ring the States from Europe. Thanks, Richard Hodges

**You** May 28, 2020, 02:30 PM

Hi,

Sorry the email said 30 days lock and that this could be removed if I asked, I am asking. How do I contact customer support through the web? I do not intend ring the States from Europe. Thanks,

Richard Hodges

**You** May 28, 2020, 02:21 PM

I initiated this request 8 days ago, I thought you were customer care, how do I contact them through email? or through the web? Why are you making this so difficult?

21 years I have been paying for this, could you stop closing this support ticket until it is resolved. Five days to give me the auth code I cann told me themselves.

Regards,

Richard Hodges

**Support** May 28, 2020, 01:46 PM

Dear Richie Hodges,

Thank you for contacting Network Solutions with your concern. Please be advised that ICANN requires a 60-day lock on the domain name when any contact information gets changed. You need to reach out to customer care at 1-866-391-4357 (1-570-708-8788 outside the US) whenever you're ready for the auth code.

Kind Regards

Abuse Specialist 1

Web.com

5335 Gate Parkway | Jacksonville, FL 32256

Office: 1.4042602594|Fax: 1.5714344634

Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**

**Sent:** 5/28/2020 12:38:38 PM

**To:** web@support.com

**Subject:** RE: Cluin.com

I have been in contact with ICANN they replied already. As I understand it, you now have max 5 days to give me the auth code and unlock my domain. After 21 years of being with you, please lets sort this out. Thank You for helping me with this simple request. Richard Hodges

**You** May 28, 2020, 12:38 PM

I have been in contact with ICANN they replied already. As I understand it, you now have max 5 days to give me the auth code and unlock my domain.

After 21 years of being with you, please lets sort this out.  
Thank You for helping me with this simple request.

Richard Hodges

**You** May 28, 2020, 11:29 AM

Hi,

I received an email from you guys once the email was changed informing me that you have blocked the transfer for 30 days, however in the email it says that I can contact you to unblock it. I would like the auth code please and also for you to unlock the domain, I will start the transfer procedure as soon as you give me the authcode. I will contact ICANN as well in the mean time, this is just so complicated, for no reason, I am the owner, I always have been. I have been with you for 21 years, I now need to move on.

Thank you for helping me with this, I await the auth code and confirmation that you have unlocked it.

Regards,

Richard Hodges

**Support** May 28, 2020, 09:32 AM

Dear Richie Hodges,

Thank you for contacting Network Solutions with your concern. Please be advised if you need assistance with merging two accounts please contact customer care at 1-866-391-4357 (1-570-708-8788 outside the US)

Kind Regards

Abuse Specialist 1

Web.com

5335 Gate Parkway | Jacksonville, FL 32256

Office: 1.4042602594|Fax: 1.5714344634

Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**

**Sent:** 5/28/2020 4:08:55 AM

**To:** web@support.com

**Subject:** RE: Cluin.com

No, I am sorry, there are two account numbers, I can only edit one of them which I have, you need to merge the two accounts and put my Irish details as the Registrant, Admin, Technical and Billing contact. I should be able to do it myself, but you are blocking me. I spent the last six days trying to get you to change the email, now I need your help to change everything, the domain has been paid for by me for the last 21 years, the only reason the information is not up to date is because you wont let me change it. I attach a screenshot, please change it for me or allow me access to change it. I need to transfer this domain to where all my other domains are because there everything works. Thank you for your help, Richie

**You** May 28, 2020, 04:08 AM

No, I am sorry, there are two account numbers, I can only edit one of them which I have, you need to merge the two accounts and put my Irish details as the Registrant, Admin, Technical and Billing contact. I should be able to do it myself, but you are blocking me. I spent the last six days trying to get you to change the email, now I need your help to change everything, the domain has been paid for by me for the last 21 years, the only reason the information is not up to date is because you wont let me change it. I attach a screenshot, please change it for me or allow me access to change it. I need to transfer this domain to where all my other domains are because there everything works.

Thank you for your help,

Richie

**28-1.jpg (48 KB)**

**Support** May 27, 2020, 02:21 PM

Dear Richie Hodges,

Thank you for contacting Network Solutions with your concern. Please be advised if you're logged into your account; you can make the necessary updates by going to account settings then select accounts and contacts.

Kind Regards

Abuse Specialist 1  
Web.com  
5335 Gate Parkway | Jacksonville, FL 32256  
Office: 1.4042602594|Fax: 1.5714344634  
Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**  
**Sent:** 5/27/2020 12:54:45 PM  
**To:** web@support.com  
**Subject:** RE: Cluin.com

I have just had the normal ICANN mail to confirm my email address. I clicked it all OK. However when I go into my account there is a lot of old information, this is what I want to change as well as my email address. Why are you not enabling me to change this information? The address is old and no longer valid, the phone number is old and no longer valid, I would like to edit these things but have zero access. Why are you stopping me from putting the information correctly. See screen shots, the 27-3 screenshot has correct information, except email should be abalooz@yahoo.com. And why do I have two accounts? There should only be one I only have one domain with you. I guess there are two from when I tried to update everything years ago and was stopped from doing so? I have proved to you conclusively who I am. 21 years I have been paying for this domain, please could you help me to sort it out correctly. Regards, Richie

**You** May 27, 2020, 12:54 PM

I have just had the normal ICANN mail to confirm my email address. I clicked it all OK. However when I go into my account there is a lot of old information, this is what I want to change as well as my email address. Why are you not enabling me to change this information?

The address is old and no longer valid, the phone number is old and no longer valid, I would like to edit these things but have zero access. Why are you stopping me from putting the information correctly. See screen shots, the 27-3 screenshot has correct information, except email should be abalooz@yahoo.com. And why do I have two accounts? There should only be one I only have one domain with you. I guess there are two from when I tried to update everything years ago and was stopped from doing so? I have proved to you conclusively who I am.

21 years I have been paying for this domain, please could you help me to sort it out correctly.

Regards,  
Richie

**27-1.jpg (28 KB) 27-2.jpg (46 KB) 27-3.jpg (39 KB)**

**You** May 27, 2020, 10:34 AM

Hello,

Thanks for the update, so to confirm:

In 30 days time I Richard Hodges abalooz@yahoo.com will be transferring my domain cluin.com to another provider.

The reason is simple in that I have a few domains elsewhere and would like to consolidate. Please confirm, that this will now be possible.

Thank you,  
Richard Hodges

**Support** May 27, 2020, 09:39 AM

Dear Richie Hodges,

Thank you for contacting Network Solutions a Web.com brand.

We have updated the contact information per your request. The new registrant email address is now: abalooz@yahoo.com.

Kind Regards,

Abuse Specialist 1

Web.com

5335 Gate Parkway | Jacksonville, FL 32256

Office: 1.4042602594|Fax: 1.5714344634

Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**

**Sent:** 5/27/2020 4:20:03 AM

**To:** web@support.com

**Subject:** RE: Cluin.com

Hi, I would prefer you to leave this open, it is not closed each time you ask me for something. I attach the photo of me with my passport. Please, after 21 years of paying for cluin.com could we sort out the details so I can continue. Thanks, Richard Hodges

**You** May 27, 2020, 04:20 AM

Hi,

I would prefer you to leave this open, it is not closed each time you ask me for something. I attach the photo of me with my passport. Please, after 21 years of paying for cluin.com could we sort out the details so I can continue.

Thanks,

Richard Hodges

[me-passport.jpg \(1 MB\)](#)

**Support** May 26, 2020, 03:31 PM

Dear Richie Hodges,

Thank you for contacting the Processing Department at Register.com, a Web.com Company. We are committed to creating the best Customer experience possible.

We apologize, but we are unable to process your request due to the reason(s) listed below.

**Due to enhanced security for account protection, please provide a picture of yourself holding the photo ID.**

NOTE: If your domain was deactivated, please allow 24-72 hours for the reactivation to propagate throughout the Internet.

Thanks

Abuse Specialist 1

Web.com

5335 Gate Parkway | Jacksonville, FL 32256

Office: 1.4042602594|Fax: 1.5714344634

Hours of Operation: 7 Days a week 5AM - 10PM EST

**You** May 25, 2020, 04:50 AM

Hi,

Thanks for your reply, it would have been nice to be notified by email. I attach the three things that you have asked for.

I have been paying for this domain for 21 years, it is of course mine, that's fairly obvious. Please lets get this sorted out so I can move on.

Thanks,  
Richard Hodges  
email-reset.pdf (79 KB) passport-full.jpg (721 KB) utility-bill.jpg (568 KB)

**Support** May 22, 2020, 09:32 AM

Dear Richie Hodges,

Thank you for contacting the Processing Department at Network Solutions, a Web.com Company. We are committed to creating the best Customer experience possible.

We apologize, but we are unable to process your request due to the reason(s) listed below.

**Missing Email Address Change Form which can be found here:** <http://www.networksolutions.com/support/assets/Account-Manager-support/NewFolder/Email-Reset-Form.pdf>

Also need utility bill and the signature from your passport.

Kind Regards,

Abuse Specialist 1  
Web.com  
5335 Gate Parkway | Jacksonville, FL 32256  
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Hours of Operation: 7 Days a week 5AM - 10PM EST

**From:**

**Sent:** 5/21/2020 5:50:51 AM

**To:** web@support.com

**Subject:** RE: Cluin.com

Last one I attach my passport and a screenshot of correct details. As I am unable to correct it myself.

**You** May 21, 2020, 05:50 AM

Last one I attach my passport and a screenshot of correct details. As I am unable to correct it myself.

correct-for-whois.jpg (24 KB) passport-2020-Richard-Hodges.jpg (901 KB)

**You** May 21, 2020, 04:36 AM

I have again been looking at this, somehow it is impossible for me to edit the whois details correctly, it is obviously out of date after 21 years and you seem to block me from being able to change it. Especially the registrant, the name is the same of course, as it's me. But the address, phone number and email are all wrong. I can supply you with these obviously including a photocopy via email of my passport. I notice the two emails in previous message one has a typo abalooz@yahoo.com and richie@cluin.com

All I want to do is transfer my domain to consolidate with all of my domains, after 21 years of successfully paying you it would be good if this could be arranged.

Thanks, Richie

accounts.jpg (61 KB)

**You** May 20, 2020, 01:59 PM

Hi I am Richard Hodges and I bought the domain cluin.com from you in 1999, I would like to transfer it out from Network Solutions to another provider. I asked about this before but you did not really help me. So I would like to move it as soon as possible, I am the registered owner and there should be no reason for you to not allow me to do this. Please email me what I need to do to enable the transfer, all I need is an Auth code normally.

Thanks for your help,

Richie Hodges

abalooz@yahoo.com richie@cluin.com