

10:43, Feb 15

Mohamed Musthafa Rayamarakkar: HI URGENT HELP REQUIRED

10:43, Feb 15

Assistant: << Sent Rich Content >>

10:43, Feb 15

Mohamed Musthafa Rayamarakkar: WordPress/Hosting

10:43, Feb 15

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.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 6 minutesIf you prefer we are also available on WhatsApp at <https://wa.me/97145081542>

10:45, Feb 15

Mohamed Musthafa Rayamarakkar: HELlo

10:46, Feb 15

Mohamed Musthafa Rayamarakkar: Please help us - we are not able to log in to CPANEL

10:46, Feb 15

Mohamed Musthafa Rayamarakkar: Also we are not able to access our emails / unable to log in

10:49, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

10:50, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

Info: Connecting you to the next available guide! We'll be with you as soon as we can.

10:53, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

10:53, Feb 15

GoDaddy Bot Guide: Just checking in, do you still need assistance from a GoDaddy Guide?

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: yes

10:54, Feb 15

GoDaddy Bot Guide: Thanks, We will connect you to the next available GoDaddy Guide.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 5 minutesIf you prefer we are also available on WhatsApp at <https://wa.me/97145081542>

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: What is this

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: This is very bad

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: We are in trouble

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: You are keep putting me in hold

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: how long i should wait for emergency situation

10:54, Feb 15

Mohamed Musthafa Rayamarakkar: what is this

10:57, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

10:58, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

10:58, Feb 15

Mohamed Musthafa Rayamarakkar: Hello  
11:00, Feb 15  
Mohamed Musthafa Rayamarakkar: HELLO  
11:01, Feb 15  
Mohamed Musthafa Rayamarakkar: hello  
11:01, Feb 15  
Mohamed Musthafa Rayamarakkar: Hello  
11:01, Feb 15  
Mohamed Musthafa Rayamarakkar: Hello  
11:01, Feb 15  
Mohamed Musthafa Rayamarakkar: HI URGENT HELP REQUIRED  
Info: Connecting you to the next available guide! We'll be with you as soon as we can.  
11:04, Feb 15  
GoDaddy Guide Bot: Just checking in, do you still need assistance from a GoDaddy Guide?  
11:12, Feb 15  
Mohamed Musthafa Rayamarakkar: HELlo  
11:12, Feb 15  
GoDaddy Guide Bot: Thanks, We will connect you to the next available GoDaddy Guide.  
Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 9 minutesIf you prefer we are also available on WhatsApp at <https://wa.me/97145081542>  
11:13, Feb 15  
Mohamed Musthafa Rayamarakkar: ARE YOU MAKING CUSTOMER MAD  
11:13, Feb 15  
Mohamed Musthafa Rayamarakkar: HI URGENT HELP REQUIRED  
11:15, Feb 15  
Mohamed Musthafa Rayamarakkar: URGENT HELP REQUIRED  
11:19, Feb 15  
Nikhil A: Hi Musthafa, my name is Nikhil. I apologize for the wait time as we are experiencing a higher than normal volume. I understand that you are facing an issue with the cPanel while login into the same, right?  
11:21, Feb 15  
Mohamed Musthafa Rayamarakkar: YES  
11:21, Feb 15  
Mohamed Musthafa Rayamarakkar: I was not able to log into the Cpanel  
11:22, Feb 15  
Mohamed Musthafa Rayamarakkar: and all of our clients were not able to connect their email system as wel  
11:22, Feb 15  
Nikhil A: I am sorry to know that, may I know what error do you see while opening cPanel?  
11:22, Feb 15  
Mohamed Musthafa Rayamarakkar: it was keep on saying invalid credential  
11:22, Feb 15  
Mohamed Musthafa Rayamarakkar: INVALID CREDENTIAL  
11:23, Feb 15  
Mohamed Musthafa Rayamarakkar: I had changed all passwords as some security issue was impacting our site  
11:23, Feb 15  
Mohamed Musthafa Rayamarakkar: What is the issue now  
11:24, Feb 15  
Mohamed Musthafa Rayamarakkar: Why were not able to login to the Cpanel and emails  
11:24, Feb 15  
Mohamed Musthafa Rayamarakkar: Is there any hacking or spamming affected?

11:25, Feb 15

Nikhil A: Let me check that for you, could you please help me with the cPanel username or password?

11:25, Feb 15

Mohamed Musthafa Rayamarakkar: cghqqx8kddc4 - username

11:26, Feb 15

Mohamed Musthafa Rayamarakkar: Now I am able to login

11:27, Feb 15

Mohamed Musthafa Rayamarakkar: Is there any way to activate 2FA - via sms ?

11:29, Feb 15

Nikhil A: Yes, are you looking to activate the 2fa for GoDaddy account right?

11:29, Feb 15

Mohamed Musthafa Rayamarakkar: Yes

11:30, Feb 15

Mohamed Musthafa Rayamarakkar: But through SMS

11:30, Feb 15

Mohamed Musthafa Rayamarakkar: SMS Token

11:30, Feb 15

Mohamed Musthafa Rayamarakkar: Can you please help me to activate and setup that

11:32, Feb 15

Nikhil A: Yes, I can guide you with the same. Please allow me 2-3 minutes ahead for the same.

11:32, Feb 15

Mohamed Musthafa Rayamarakkar: OK

11:37, Feb 15

Nikhil A: Thank you for staying connected with me, could you please go to this link -

<https://sso.godaddy.com/security> Late,r scroll down you will find 2FA section.

11:40, Feb 15

Mohamed Musthafa Rayamarakkar: OK

11:41, Feb 15

Mohamed Musthafa Rayamarakkar: Saying We currently can't send text messages to this country. Please select a different country code or use a different method

11:41, Feb 15

Mohamed Musthafa Rayamarakkar: I selected SMS

11:43, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

11:43, Feb 15

Mohamed Musthafa Rayamarakkar: Can I add 2FA for CPANEL as well?

11:43, Feb 15

Nikhil A: I am checking on this, please allow me 2-3 minutes ahead for the same.

11:44, Feb 15

Mohamed Musthafa Rayamarakkar: Currently I enabled on Verification App -

11:44, Feb 15

Mohamed Musthafa Rayamarakkar: It is okay for ,e

11:45, Feb 15

Mohamed Musthafa Rayamarakkar: The URGENT issue is that we are not able to log in to our email or CPanel

11:45, Feb 15

Mohamed Musthafa Rayamarakkar: Still it is not resolved

11:46, Feb 15

Nikhil A: That's great! If the Verification app works for you. Sure, may I know what error do you see while login to cPanel or Email?

11:46, Feb 15

Mohamed Musthafa Rayamarakkar: The login is invalid.

11:47, Feb 15

Mohamed Musthafa Rayamarakkar: When I login to the Cpanel or to the Email Client I'm getting this error : The login is invalid.

11:47, Feb 15

Mohamed Musthafa Rayamarakkar: Please resolve this issue urgently as it is seriously impacting our business

11:48, Feb 15

Mohamed Musthafa Rayamarakkar: WHY THIS LOG IN FAILURE REPEATING SINCE MORNING

11:48, Feb 15

Mohamed Musthafa Rayamarakkar: ???

11:50, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

11:51, Feb 15

Mohamed Musthafa Rayamarakkar: Hello

11:53, Feb 15

Nikhil A: I am sorry for the delay in response. I had a tech glitch, please allow me more 3-5 minutes. Do I have permission, to reset the password?

11:53, Feb 15

Mohamed Musthafa Rayamarakkar: Yes Please

11:53, Feb 15

Mohamed Musthafa Rayamarakkar: And let me know

11:53, Feb 15

Mohamed Musthafa Rayamarakkar: But why all other email users also can't log in???

11:56, Feb 15

Nikhil A: Thank you for allowing me, could you please try to login in the cPanel using the below credentials and check if that works? Username - cghqxx8kddc4 Password - hf2n\$-O)

11:57, Feb 15

Mohamed Musthafa Rayamarakkar: Not able to log in - showing same message - The login is invalid.

11:58, Feb 15

Nikhil A: Could you please try to login using a different device and network to see if that works? Because we are able to login in to the cPanel using the same details without any issues.

11:59, Feb 15

Mohamed Musthafa Rayamarakkar: ok

11:59, Feb 15

Mohamed Musthafa Rayamarakkar: Let me try to log in with another system

12:00, Feb 15

Nikhil A: Sure, please ensure that you are using a different network as well.

12:01, Feb 15

Mohamed Musthafa Rayamarakkar: I tried in different network and different computer - same message - Invalid Login

12:01, Feb 15

Mohamed Musthafa Rayamarakkar: and for Users also we are not able to log in to the email clients

12:01, Feb 15

Mohamed Musthafa Rayamarakkar: Even in outlook client

12:01, Feb 15

Nikhil A: Please ensure that you are typing right cPanel user and password.

12:03, Feb 15

Mohamed Musthafa Rayamarakkar: Till today morning I was able to log in -

12:04, Feb 15

Mohamed Musthafa Rayamarakkar: All of the sudden this happened

12:06, Feb 15

Nikhil A: To be honest with you, this happens with the network that jumps on using different server IPs which lead to such login issues. As I have been able to login using the very same credentials that I shared with you above - which means it works fine and cPanel has no issues.

12:07, Feb 15

Mohamed Musthafa Rayamarakkar: I tried different system - in private browser - different network

12:07, Feb 15

Mohamed Musthafa Rayamarakkar: Can you please reset now and share me the password

12:08, Feb 15

Mohamed Musthafa Rayamarakkar: Also please check any account lock is in place

12:08, Feb 15

Mohamed Musthafa Rayamarakkar: if account is locked then that also will be a problem

12:08, Feb 15

Mohamed Musthafa Rayamarakkar: I also want to purchase web security now

12:08, Feb 15

Mohamed Musthafa Rayamarakkar: I think there are a lot of malware impacting

12:09, Feb 15

Mohamed Musthafa Rayamarakkar: I've added Website Security - Premium - 1 year(s)

12:10, Feb 15

Mohamed Musthafa Rayamarakkar: THE SERIOUS ISSUE IS THAT NONE OF CLIENTS ARE ABLE TO LOG IN TO THE MAIL AS WELL THIS IS VERY SERIOUS ISSUE

12:10, Feb 15

Nikhil A: Could you please use - Host@123 as the cPanel password and check if that works?

12:10, Feb 15

Mohamed Musthafa Rayamarakkar: IF YOU CANNOT IDENTIFY - PLEASE ESCALATE TO THE SENIOR TECHNICIAN PLEASE -

12:11, Feb 15

Mohamed Musthafa Rayamarakkar: Username : cghqqx8kddc4

12:11, Feb 15

Nikhil A: Yes, you are right.

12:11, Feb 15

Mohamed Musthafa Rayamarakkar: Password : Host@123

12:12, Feb 15

Nikhil A: Yes, could you please give it a try and check if that works?

12:12, Feb 15

Mohamed Musthafa Rayamarakkar: NO LUCK - SAME MESSAGE The login is invalid.

12:12, Feb 15

Nikhil A: Is that using a different device and or network or the same device?

12:12, Feb 15

Mohamed Musthafa Rayamarakkar: SECOND COMPUTER ALSO SHOWING SAME

12:13, Feb 15

Mohamed Musthafa Rayamarakkar: PLEASE CHECK ANY ACCOUNT LOCK OUT OR ANY KIND OF HACKING / MALWARE IS BLOCKING THE LOG IN

12:14, Feb 15

Mohamed Musthafa Rayamarakkar: OR ANY SECURITY SYSTEM IS BLOCKING FROM SERVERSIDE

12:14, Feb 15

Mohamed Musthafa Rayamarakkar: PLEASE

12:14, Feb 15

Nikhil A: Sure, I am checking on this. Please allow me more 5-7 minutes.

12:17, Feb 15

Mohamed Musthafa Rayamarakkar: Yes please

12:17, Feb 15

Nikhil A: Could you please confirm if 5.195.149.87 is the device IP?

12:19, Feb 15

Mohamed Musthafa Rayamarakkar: This issue is now escalating in my company

12:20, Feb 15

Mohamed Musthafa Rayamarakkar: this is our ISP ip number

12:20, Feb 15

Nikhil A: Okay, also meanwhile - could you please try 184.168.96.123/cpanel link and see if those login credentials work?

12:20, Feb 15

Mohamed Musthafa Rayamarakkar: IPv4 Address 5.195.149.87 IPv6 Address Checking... IP Location Abu Dhabi, Abu Zaby (AE) [Details] ISP Emirates Telecommunications Corporation Proxy 5.195.149.87 Platform Windows 10 Browser Firefox 102.0 User Agent Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:102.0) Gecko/20100101 Firefox/102.0 Screen Size 1920px X 1080px Javascript Enabled Cookie Enabled

12:21, Feb 15

Mohamed Musthafa Rayamarakkar: OK

12:22, Feb 15

Mohamed Musthafa Rayamarakkar: When I type mentioned link it is directing to <https://sg2plzcpnl476821.prod.sin2.secureserver.net:2083/>

12:22, Feb 15

Mohamed Musthafa Rayamarakkar: And showing same message - Invalid Login

12:23, Feb 15

Nikhil A: Okay. Please share the screenshot of the error.

12:24, Feb 15

Mohamed Musthafa Rayamarakkar: [JPEG] Please find the error

12:30, Feb 15

Nikhil A: Thank you for the screenshot, I am checking if there are any IP block issues on the server or not. Please stay connected with me.

12:31, Feb 15

Mohamed Musthafa Rayamarakkar: OK

12:32, Feb 15

Mohamed Musthafa Rayamarakkar: And I Please check any active login is there currently

12:32, Feb 15

Mohamed Musthafa Rayamarakkar: If there is, please kill those log in

12:32, Feb 15

Nikhil A: Yes, please stay connected with me.

12:32, Feb 15

Mohamed Musthafa Rayamarakkar: yes sure

12:34, Feb 15

Nikhil A: I see that there are no invalid login attempts in the cPanel, we are still scanning the IP to find any block on the same.

12:35, Feb 15

Mohamed Musthafa Rayamarakkar: OK - Please check and resolve at the earliest

12:36, Feb 15

Mohamed Musthafa Rayamarakkar: None of our clients are able to check emails - both through the Webmail Site or from Outlook Client

12:36, Feb 15

Mohamed Musthafa Rayamarakkar: And C-Panel login also not working

12:36, Feb 15

Mohamed Musthafa Rayamarakkar: Today Morning was working perfect - then all of the sudden started this issue

12:36, Feb 15

Mohamed Musthafa Rayamarakkar: Pleas help

12:37, Feb 15

Nikhil A: May I know what error do you see while accessing the webmail?

12:37, Feb 15

Mohamed Musthafa Rayamarakkar: Same Invalid Login

12:37, Feb 15

Mohamed Musthafa Rayamarakkar: Same as the screenshot

12:38, Feb 15

Nikhil A: Could you please get us a screenshot for further review? As we have checked - the IP is not blocked on the server and has no suspicious activity. This is purely an issue with our network or device which you are using.

12:38, Feb 15

Mohamed Musthafa Rayamarakkar: YES - NOW IT IS WORKING

12:39, Feb 15

Mohamed Musthafa Rayamarakkar: NOW I AM ABLE TO LOG IN

12:39, Feb 15

Mohamed Musthafa Rayamarakkar: TO CPANEL WITH YOUR PASSWORD

12:39, Feb 15

Mohamed Musthafa Rayamarakkar: BUT THIS IS WIRED - IT SHOULD NOT HAPPEN LIKE THIS

12:40, Feb 15

Mohamed Musthafa Rayamarakkar: OH MY GOD

12:40, Feb 15

Mohamed Musthafa Rayamarakkar: HOW COME LIKE THIS

12:41, Feb 15

Nikhil A: I understand, but as I mentioned Musthafa. We have checked and found that there wasn't any block or issue - it is something related to Internet Service Provider and/or the device cache.

12:42, Feb 15

Mohamed Musthafa Rayamarakkar: HMMM OK

12:42, Feb 15

Mohamed Musthafa Rayamarakkar: Can you assist me to complete the purchase of Security

12:42, Feb 15

Mohamed Musthafa Rayamarakkar: I have added that in cart

12:43, Feb 15

Nikhil A: Sure, I can get this for you right away.

12:43, Feb 15

Mohamed Musthafa Rayamarakkar: Help me further if any action to be done from my side

12:43, Feb 15

Mohamed Musthafa Rayamarakkar: I have done all the changes last day your expert told

12:43, Feb 15

Nikhil A: Sure, I will set up this plan as well. But before, may I know how many domains are you looking to secure with the website security?

12:44, Feb 15

Mohamed Musthafa Rayamarakkar: Changed all the passwords / cleared all the unwanted folders & emails

12:44, Feb 15

Mohamed Musthafa Rayamarakkar: Currently one site - and later I will add for one more site

12:46, Feb 15

Nikhil A: Okay, I have a better suggestion if in case you are looking to add more websites under this protection.

12:46, Feb 15

Mohamed Musthafa Rayamarakkar: please let me know

12:46, Feb 15

Mohamed Musthafa Rayamarakkar: but that site is hosted in Siteground

12:47, Feb 15

Mohamed Musthafa Rayamarakkar: Is that okay?

12:47, Feb 15

Nikhil A: Right now, the same plan for protecting one domain will cost around - AED780.00 whereas, if you purchase the same plan for upto 5 domains then this will cost you for AED1,908.00. Yes, this won't be an issue unless and until your hosting has any login credentials.

12:47, Feb 15

Nikhil A: credentials\*

12:49, Feb 15

Mohamed Musthafa Rayamarakkar: No - it is normal site only - there is not users are login to the site -

12:49, Feb 15

Mohamed Musthafa Rayamarakkar: same arab-digital-economy.org ike

12:50, Feb 15

Mohamed Musthafa Rayamarakkar: This is the site = <https://www.dynamicsmartsolutions.com/>

12:50, Feb 15

Nikhil A: So the website hosted in Siteground doesn't have any credentials just like cPanel or Plesk hosting?

12:50, Feb 15

Mohamed Musthafa Rayamarakkar: in that case I've to check - I'm not a web developer - sorry for that

12:51, Feb 15

Nikhil A: Well, no problem. Let me help you with the purchase for the one website security plan.

12:54, Feb 15

Nikhil A: I see that there is no payment method added to the account, could you please add the same so that I can help you purchase?

12:55, Feb 15

Mohamed Musthafa Rayamarakkar: Yes for sure

12:56, Feb 15

Nikhil A: Thank you! Please take your time.

12:58, Feb 15

Mohamed Musthafa Rayamarakkar: Added the payment method

12:58, Feb 15

Mohamed Musthafa Rayamarakkar: Shall I proceed the payment?

12:58, Feb 15

Mohamed Musthafa Rayamarakkar: Now for one site - will add another one later after checking the credential details

12:59, Feb 15

Nikhil A: By placing the order, you are accepting and agreeing to the Universal Terms of Service Agreement, Privacy Policy. Do I have your permission to place the order on the card ending in 5620 in the amount of \$251.87 USD

12:59, Feb 15

Nikhil A: Sure, this can be done from your end later when you are ready.

12:59, Feb 15

Mohamed Musthafa Rayamarakkar: Yes - it means AED 819.00 including tax

13:00, Feb 15

Mohamed Musthafa Rayamarakkar: Yes - you may proceed the order palcement

13:00, Feb 15

Nikhil A: Yes, you are right - AED819.00

13:00, Feb 15

Mohamed Musthafa Rayamarakkar: Please ensure the updated billing address - ie. Elsayed Zaki

13:01, Feb 15

Mohamed Musthafa Rayamarakkar: Please proceed the payment and secure our site

13:01, Feb 15

Nikhil A: Thank you! The payment for the website security plan is completed and the receipt should be emailed you.

13:04, Feb 15

Mohamed Musthafa Rayamarakkar: Yes I got it

13:04, Feb 15

Mohamed Musthafa Rayamarakkar: What is next

13:05, Feb 15

Mohamed Musthafa Rayamarakkar: Please ensure that there will not be any login issue in future

13:05, Feb 15

Mohamed Musthafa Rayamarakkar: Please understand our situation

13:06, Feb 15

Mohamed Musthafa Rayamarakkar: How do I know the security in place and associated to the site and effectiveness ?

13:06, Feb 15

Nikhil A: I completely understand your situation, but as I mentioned earlier - this looks to be an issue with Internet Service Provider or the device. Since there was nothing suspicious from the server end. Let me go ahead and set up the product to website security plan.

13:06, Feb 15

Mohamed Musthafa Rayamarakkar: Yes please

13:07, Feb 15

Mohamed Musthafa Rayamarakkar: I Highly appreciate your support - kindly complete the setup for arab-digital-economy.org

13:11, Feb 15

Nikhil A: Sure, this may take more 3-5 minutes. I appreciate your patience and understanding in regard to this.

13:11, Feb 15

Mohamed Musthafa Rayamarakkar: Yes please

13:11, Feb 15

Mohamed Musthafa Rayamarakkar: I will wait for the completion

13:16, Feb 15

Nikhil A: Thank you! Please allow me more 5-7 minutes.

13:19, Feb 15

Mohamed Musthafa Rayamarakkar: Sure

13:21, Feb 15

Mohamed Musthafa Rayamarakkar: Received Malware alert - so many java scripts - can you please clean it

13:24, Feb 15

Nikhil A: Yes, I am creating a ticket as well.

13:25, Feb 15

Mohamed Musthafa Rayamarakkar: OK Thanks for that

13:29, Feb 15

Nikhil A: You are most welcome, here is the ticket ID - 1676452971682 once the malware is removed - we will email you.

13:31, Feb 15

Mohamed Musthafa Rayamarakkar: OK

13:32, Feb 15

Mohamed Musthafa Rayamarakkar: The Firewall is included in the premium Security ?

13:36, Feb 15

Nikhil A: Of course, the Firewall comes with a Security plan which is failed due to sync-related issues and which is why I have raised another ticket - 16764532502313

13:44, Feb 15

Mohamed Musthafa Rayamarakkar: OK I saw that ticket

13:44, Feb 15

Mohamed Musthafa Rayamarakkar: Please note that - some of the users are still not able to log in

13:46, Feb 15

Mohamed Musthafa Rayamarakkar: Again same issue - none of us are able to log in to the email account and Cpanel as well

13:46, Feb 15

Mohamed Musthafa Rayamarakkar: This is absolutely strange and wired - please help us to resolve the issue at the earliest

13:47, Feb 15

Mohamed Musthafa Rayamarakkar: The login is invalid.

13:47, Feb 15

Nikhil A: Okay, as the ticket is in progress I would suggest you wait until this ticket is resolved.

13:47, Feb 15

Mohamed Musthafa Rayamarakkar: ok

13:51, Feb 15

Nikhil A: Thank you! Please let us know if you have anything else apart from this?

14:05, Feb 15

Mohamed Musthafa Rayamarakkar: Thanks for the support

14:05, Feb 15

Mohamed Musthafa Rayamarakkar: We are checking one by one

14:06, Feb 15

Mohamed Musthafa Rayamarakkar: But really hard day today -

14:07, Feb 15

Mohamed Musthafa Rayamarakkar: How we can identify the cause of this intermittent account log in issue

14:07, Feb 15

Mohamed Musthafa Rayamarakkar: Please help us

14:08, Feb 15

Nikhil A: I understand that you really had a hard day. I would suggest you to take a break until the ticket is resolved and then if you still find any issues then please free to connect - the chances are you may not see this issue after the ticket is resolved.

14:17, Feb 15

Mohamed Musthafa Rayamarakkar: PLEASE DO SOMETHING

14:18, Feb 15

Mohamed Musthafa Rayamarakkar: HOPE FULLY

14:18, Feb 15

Nikhil A: Musthafa, our team is working. As the ticket is already which you can view from your end.

14:18, Feb 15

Mohamed Musthafa Rayamarakkar: BECAUSE OUR MANAGEMENT IS VERY MUCH UPSET ON THIS STRANGE BEHAVIOUR

14:18, Feb 15

Mohamed Musthafa Rayamarakkar: YEP -

14:18, Feb 15

Mohamed Musthafa Rayamarakkar: I WILL WAIT FOR THAT

14:18, Feb 15

Mohamed Musthafa Rayamarakkar: THANKS

14:25, Feb 15

Nikhil A: You are most welcome, It was a pleasure assisting you. Thank you for your time and patience. Post this conversation you'll receive a short survey. Please rate us on a scale of 0-10, where 10 being the best and 0 being the least. We highly appreciate your feedback. Have a great rest of the day, take care and stay safe.

Info: Conversation closed by the agent 14:29, Feb 15

14:29, Feb 15

Survey Bot: Opt in to Whats App notifications and stay connected with GoDaddy: <https://va.bc-intg.liveperson.net/r/tuj0QgPw>

14:29, Feb 15

Survey Bot: Please provide your feedback on this 4 question survey.

14:29, Feb 15

Survey Bot: How likely are you to recommend us to a friend. (0-10)