

Chat ID: 34073734 Initial Question: Optimized Wordpress - Billing - Other | Primary email: admin@breweryjobs.ie - WP-32914

9:58:54 AM **System** Richard A has joined the chat!

10:00:40 AM **Richard A** Welcome to Live Chat. My name is Richard. How may I assist you today?

10:01:14 AM **admin** I got an email saying I needed to verify my account with support over the weekend.

10:01:31 AM **Richard A** ok, you just need to reply to it

10:02:22 AM **admin** That's not what the email says or what the portal says.

10:03:17 AM **admin** Additional verification is necessary to activate your account. Please check your email for an email titled, 'HostGator - Verification Requested', and reply to our request at your earliest convenience. If you are unable to locate this email, please contact us via Live Chat, or you can call us at (Local) 866-964-2867, or (International) 00+1-713-574-5287.

10:03:37 AM **Richard A** Can you verify the account so I may bring it up?

10:03:58 AM **admin** Yes

10:04:47 AM **Richard A** thank you, one moment please.

10:05:10 AM **Richard A** It looks like this account was not verified in time and was cancelled

10:08:37 AM **admin** Verified in time? I was using it on Friday. I got the verification email before 8pm Irish time on Friday. It was a holiday weekend and I wasn't in a position to respond until today. The refund email from paypal came on Sunday!

10:08:49 AM **admin** No time limit was given in the original email either.

10:09:03 AM **admin** I'm not very happy with Hostgator at the moment.

10:09:36 AM **admin** Since I have already been refunded, I can simply walk away and go elsewhere.

10:10:58 AM **Richard A** that is correct, it has a 48 hour limit

10:11:12 AM **admin** I was also talking to livechat on Friday asking a question about migrating my website

10:11:25 AM **admin** They didn't mention verification.

10:11:28 AM **admin** verification.

10:11:53 AM **admin** The 48 hour limit is specified exactly where in the email?

10:12:29 AM **Richard A** It is not specified

10:13:14 AM **admin** My point exactly. You can't send emails over the weekend and expect them to be dealt with in such a short time frame.

10:13:45 AM **Richard A** I do apologize for the inconvenience. we do work 24/7 even through holidays

10:14:10 AM **admin** You might but not everyone does.

10:14:46 AM **admin** Now, here's the question. Is my site still up and running if I activate again or do I need to set it all up yet again?

10:16:29 AM **Richard A** It would not be

10:21:12 AM **admin** So let me get this straight. I activated and paid for an account on Friday. All was well, I set up the hosting. Spent 30 minutes talking to someone on livechat about the account and transferring wordpress and surrounding procedures. Account is verified during that chat the same way you just did it. No mention of an impending verification. I spend a few hours working on the site and cancel the migration ticket because it becomes apparent that I will still need to manually install plugins so I manually set the site up again and you are now telling me that you have deleted all that work because I didn't respond to an email sent later that night over a holiday weekend until the next working business day?

10:21:25 AM **admin** Do you actually want to retain customers?

10:22:41 AM **Richard A** the impending verification would not be known until the account goes to the billing team and is chose, so the support person would not know any of that

10:24:33 AM **Richard A** I do apologize for the inconvenience. usually it is not during a holiday and it is automated. i can see if we can get it back if you would like?

10:25:03 AM **admin** That would be great.

10:25:50 AM **Richard A** sure, one moment please.

10:31:05 AM **Richard A** ok, it looks like we do not have that content, it was cancelled and removed, so unfortunately you would have to start over

10:32:50 AM **admin** I figured but it's not a major issue. It's a new site that hasn't gone live so just a couple of hours to get back to where I was on Friday I expect. It's just the inconvenience that irritates me..

10:33:30 AM **Richard A** Yes, i do understand, i checked the email and they do not mention the 48 hours at all

10:38:48 AM **Richard A** Is there anything else I may assist with at this time?

10:39:36 AM **admin** What do I need to do to get back online? Just sign up from scratch and open a new account?

10:39:56 AM **admin** Or can I do it from within my existing account login?

10:40:25 AM **Richard A** A new account would work yes.

