05/22/17 around 11am – David spoke to Robert @ Register.com.

Robert explained David the situation where Register.com verbally took full responsibility.

Ticket # 12848102 was issued. David was informed to wait for the person in charge.

See detailed notes from David.

05/23/17 at 1.01pm Harshita called Register.com. Spoke to Page who again admitted the mistake on their end and took full responsibility. The only new information that was shared was Jody Racine was the supervisor in charge of our case. I told Page to send her all the information via email of the ticket. Email address given was [harshitalakhiani@hotmail.com](mailto:harshitalakhiani@hotmail.com).

05/25/17 at 1.09pm Harshita called Register.com to check for any updates and check why email of ticket was not received. Loraine who I believe was the receptionist told me that this ticket was transferred to Power Your Name (partner of Register.com) and connected me to John at 1.22pm

John confirmed that this ticket was with his supervisor Jody Racine. There was a message on the ticket to email the ticket to [harshitalakhiani@hotmail.com](mailto:harshitalakhiani@hotmail.com). Jody was not in that day and was only returning to work on Friday, May 26. I then updated the new email [–hlakhiani@jcdsri.com](mailto:–hlakhiani@jcdsri.com) and said that Jody must call me tomorrow. I then asked John to atleast email me the ticket and he said he was not able to and only Jody could.