

From: ceoteam@godaddy.com
To: [ConsumerInfo](#)
Subject: RE: CIC-20-003248 / Jessie Wright
Date: Wednesday, July 22, 2020 2:51:42 PM

Mark Brnovich
Office of the Arizona Attorney General
2005 N. Central Ave.
Phoenix, AZ 85004

RE: CIC-20-003248 / Jessie Wright

Dear Office of the Arizona Attorney General,

Thank you for the opportunity to address our customer's additional concerns.

GoDaddy stands by its previous responses to your office and our customer. Contrary to our customers understanding, they did not have an account manager assigned to their account at any time in 2020. It remains a customer responsibility to ensure products and services are renewed in a timely manner to avoid situations such as this. As the Domain Discount Club membership fee was not paid by our customer, their domain names renewed at the initial list price. Our customer may review the initial pricing from within their account's Order History.

Additionally, as our customer has been made aware, they are not eligible for retroactive refunds during the time they chose to not utilize the Domain Discount Club. Our customer had 16 transactions between January 31, 2020 and April 30, 2020 where Domain Discount Club was not used. Had the customer renewed Domain Discount Club in January 2020, they would have qualified for discounted pricing. The difference being requested is \$444.32.

While GoDaddy has already provided three-years of Discount Domain Club to our customer at no cost; a value of \$359.64, with the understanding this was resolved, we will offer one final gesture at closing this matter. Our office will provide our customer In-Store credit in the amount of \$85.00, to be utilized for future purchases with GoDaddy, with our customers understanding this matter is resolved. Our customer may follow up to accept this offer by emailing CEOTeam@GoDaddy.com.

Thank you again for the opportunity to address the concerns presented by our customer. We will continue to work with them to resolve this matter.

Kindest regards,

Gary Hochberg
Office of the CEO | GoDaddy
CEOTeam@GoDaddy.com

This email message and any attachments hereto is intended for use only by the addressee(s) named herein. If you have received this email in error, please immediately notify the sender and permanently delete the original and any copy of this message and its attachments.