

Otero Jennifer

#21-200

From: Hruska, Mark
Sent: Thursday, January 07, 2021 10:20 AM
To: Jon Salonis
Subject: FW: Mark Hruska: Your GoDaddy Renewal Notice

From: GoDaddy Renewals [mailto:renewals@godaddy.com]
Sent: Thursday, January 07, 2021 7:04 AM
To: Hruska, Mark
Subject: Mark Hruska: Your GoDaddy Renewal Notice

You qualify for 20% off any new order of \$40.00 or more.*
Use promo code tfj1964d30 at checkout.



24/7 Support: +1 (480) 463-8315
Mark Hruska — Customer Number [REDACTED]

Your domains are about to auto-renew.

Smart choice. As long as your payment info is still up to date, you can keep doing your thing. Not sure it's right? No problem. Just sign in to your account and find out.

[Manage Your Renewals](#)

.INFO Bulk Domain Renewal

carteretnj.info

Auto-renews on [REDACTED]	\$26.99 / 1 Year **
+ Full Domain Privacy and Protection - Renewal	\$9.99 / 1 Year **

We participate in account update services. As part of Visa® and MasterCard® programs, banks may notify us of updated credit card expiration date(s) and/or card number(s), which will automatically update your payment information in our system and allow us to attempt to renew your product(s) as scheduled. If paying with American Express, auto-renewal on an expired/re-assigned card may be automatically billed by [REDACTED] American Express using the new expiration date and/or card number without notification to us. Similar services may be supported by other card brands. **If attempts to bill your credit card are unsuccessful, your product(s) will expire.** To update your credit card information, or to change your automatic renewal status, please log in to your account.

We will automatically renew the above product(s) on the renewal date and charge the credit card you have associated with each product. If the credit card associated with each product has expired or been closed, we cannot automatically renew the product and your product(s) will expire. We may be notified by banks of updates to your expiration date and/or card number, allowing for successful product renewal. Some card brands may automatically bill the new credit card without notification to us. To update your credit card information, or to change your automatic renewal status, please log in to your account.

NOTE: Our free product credit policy has been updated – see Section 9 of our Universal Terms of Service for more details. In the event that the Credit is redeemed, after the initial free one year period, the free product

will automatically renew at the then-current renewal price until canceled. To review billing or to update your payment information, [log in to your account](#). If you do not wish to renew, you can cancel this product by visiting the [Renewals and Billing page](#) in your GoDaddy account.

NOTE: This message ~~confirms~~ confirms that during the checkout process you agreed to the Terms in GoDaddy's [Universal Terms of Service Agreement](#), Privacy Policy, and any other applicable agreements. Your use of these products is governed by the terms of these agreements and policies. If you wish to cancel, please learn more about our [Refund Policy](#). This message also confirms that during the checkout process you agreed to enroll your products in our automatic renewal service. This keeps your products up and running, automatically charging then-current renewal fees to your payment method on file, with no further action on your part.

If you do not wish to continue using our automatic renewal service, you can cancel automatic renewal by visiting the [Renewals and Billing page](#) in your GoDaddy account.

*See offer terms, conditions and legal policies.

**Plus applicable taxes and fees, including ICANN fee. Domains automatically renew at registration length of last renewal term.

Prices are current as of 1/7/2021 and may be changed without notice. All domain name registrations and renewals are non-refundable and are subject to the terms and conditions of our [Registration Agreement](#). Certain domains will be billed up to 30 days prior to the renewal date.

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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Friday, December 18, 2020 12:32 PM
To: Jon Salonis
Subject: Jonathan, WordPress has been updated on your Managed WordPress site(s).



Need help? [Contact us.](#)
Customer Number: [REDACTED]

WordPress was updated to a new version on your Managed WordPress site(s).

We just updated your site with the latest version of WordPress, 5.6. WordPress software is regularly updated to keep sites secure and introduce new features. You can [learn more about this new version](#) on WordPress.org.

Managed WordPress includes automatic updates to make sure those new security fixes and features are available on your site. It saves you time, while keeping your WordPress site(s) safe and performing its best.

What to look out for:

In rare cases, your site's theme or plugins may be incompatible with new WordPress releases. It's never a bad idea to pop over to your site after an update to make sure everything's working and your site's theme and plugins have been updated to their most recent versions.

Don't worry, you can learn how to [update a plugin](#) or [update a theme](#) in just a few minutes. And we're here if you need us, Jonathan. If you have any questions, please call us anytime at +1 (480) 463-8271.

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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Tuesday, November 10, 2020 4:28 PM
To: Jon Salonis
Subject: Your nameserver(s) got updated.



Need help? [Contact us.](#)
Customer Number: [REDACTED]

 **Success!**

Your nameserver has changed.

Your request has been processed for the following:

[REDACTED]
[REDACTED]

To make additional changes, head over to [DNS Management](#). If you think this change was made in error, please contact us within 15 days at +1 (480) 505-8877

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[REDACTED]

Otero Jennifer

From: Jon Salonis
Sent: Monday, November 09, 2020 11:28 AM
To: hhoskins@godaddy.com
Subject: RE: Heather with GoDaddy

Now how can I have history.carteret.net forward to carterethistory.com

From: hhoskins@godaddy.com [mailto:hhoskins@godaddy.com]
Sent: Monday, November 9, 2020 10:58 AM
To: Jon Salonis
Subject: Heather with GoDaddy

Jonthan,

Let me know when you get the domain unlocked and the authorization code.

Heather Hoskins
GoDaddy | Hosting Support



hhoskins@godaddy.com

Otero Jennifer

From: Jon Salonis
Sent: Monday, November 09, 2020 11:23 AM
To: hhoskins@godaddy.com
Subject: RE: Heather with GoDaddy

We aren't transferring the domain today but I updated the A Record on the domain hosting location

From: hhoskins@godaddy.com [mailto:hhoskins@godaddy.com]
Sent: Monday, November 9, 2020 10:58 AM
To: Jon Salonis
Subject: Heather with GoDaddy

Jonthan,

Let me know when you get the domain unlocked and the authorization code.

Heather Hoskins
GoDaddy | Hosting Support



hhoskins@godaddy.com

Otero Jennifer

From: hhoskins@godaddy.com
Sent: Monday, November 09, 2020 10:58 AM
To: Jon Salonis
Subject: Heather with GoDaddy

Jonthan,

Let me know when you get the domain unlocked and the authorization code.

Heather Hoskins
GoDaddy | Hosting Support



hhoskins@godaddy.com

Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Monday, November 09, 2020 10:52 AM
To: Jon Salonis
Subject: Take action to complete your SSL connection for www.carteret.net.



24/7 Support: +1 (480) 505-8877

Jonathan Salonis — Customer Number: [REDACTED]

Your SSL connection is almost complete.

Great news – your Managed WordPress account, www.carteret.net, now supports secure connections through an SSL certificate.

To allow secure connections, you must update your domain's primary IP address (A record) through the company that controls this domain's DNS (typically the company where you registered it) to:



We recommend making this change immediately to improve your visitors' experience and security. Unfortunately, we can't make the update for you because of your domain name's configuration.

If www.carteret.net is registered through us - possibly under a different account - and you need help, check out [Adding or Editing A Records](#).

You can also find the information you need, including your new IP address, in our [Support Center](#).

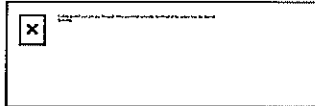
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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Monday, November 09, 2020 10:48 AM
To: Jon Salonis
Subject: Your SSL Certificate is ready.



24/7 Support: +1 (480) 463-8887

Jonathan Salonis — Customer Number: [REDACTED]

The SSL for carteret.net has been issued.

Congrats, Jonathan. We're installing the Standard SSL Certificate on your hosting account. It can take some time for the changes to spread across the internet, so give it 72 hours to be sure.

What do you need to do?

We're taking care of everything on the backend, but there are a couple things you can do in the meantime.

1. [Sign in to your SSL account](#) to see if it's installed yet.
2. Let visitors know your site's secure with a free site seal. Once you're signed in, select your new certificate and choose the version you want to display from the **Seal** options.
3. Redirect your website traffic to the secure version of your site (https). [Read this guide](#) to learn more about that.



Need a hand setting it up?



Our GoDaddy Guides are here for you. Give them a call at +1 (480) 463-8887 if you have any questions.

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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Wednesday, November 04, 2020 4:14 PM
To: Jon Salonis
Subject: Jonathan, WordPress has been updated on your Managed WordPress site(s).



Need help? [Contact us.](#)
Customer Number: [REDACTED]

WordPress was updated to a new version on your Managed WordPress site(s).

We just updated your site with the latest version of WordPress, 5.5.3. WordPress software is regularly updated to keep sites secure and introduce new features. You can [learn more about this new version](#) on WordPress.org.

Managed WordPress includes automatic updates to make sure those new security fixes and features are available on your site. It saves you time, while keeping your WordPress site(s) safe and performing its best.

What to look out for:

In rare cases, your site's theme or plugins may be incompatible with new WordPress releases. It's never a bad idea to pop over to your site after an update to make sure everything's working and your site's theme and plugins have been updated to their most recent versions.

Don't worry, you can learn how to [update a plugin](#) or [update a theme](#) in just a few minutes. And we're here if you need us, Jonathan. If you have any questions, please call us anytime at +1 (480) 463-8271.

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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Friday, October 30, 2020 10:21 PM
To: Jon Salonis
Subject: Jonathan, WordPress has been updated on your Managed WordPress site(s).



Need help? [Contact us.](#)
Customer Number: [REDACTED]

WordPress was updated to a new version on your Managed WordPress site(s).

We just updated your site with the latest version of WordPress, 5.5.2. WordPress software is regularly updated to keep sites secure and introduce new features. You can [learn more about this new version](#) on WordPress.org.

Managed WordPress includes automatic updates to make sure those new security fixes and features are available on your site. It saves you time, while keeping your WordPress site(s) safe and performing its best.

What to look out for:

In rare cases, your site's theme or plugins may be incompatible with new WordPress releases. It's never a bad idea to pop over to your site after an update to make sure everything's working and your site's theme and plugins have been updated to their most recent versions.

Don't worry, you can learn how to [update a plugin](#) or [update a theme](#) in just a few minutes. And we're here if you need us, Jonathan. If you have any questions, please call us anytime at +1 (480) 463-8271.

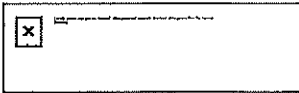
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Otero Jennifer

From: GoDaddy Renewals <renewals@godaddy.com>
Sent: Thursday, October 01, 2020 9:44 AM
To: Jon Salonis
Subject: Renew your expired products before you lose them.



Need help? [Contact us.](#)
Customer #: [REDACTED]

Urgent Notice

Some of your products have expired.

You should renew the things you want to keep as soon as possible or they'll get canceled for good (this may have happened already). Need to set up a new payment method first? [Read this help article.](#)

Let's get back what we can.

1. Go to godaddy.com/renewals or click **View Expired Products** below.
2. Select what you'd like to keep and turn on **Auto-Renew** to avoid future cancellations.
3. Continue to cart and complete your purchase.

View Expired Products

Products at risk

Basic WP Premium Support Subscription - Renewal

Expires: [REDACTED]

Add FREE Auto Renew: [Add Now](#)

Term: **1 Month**

Anything included in "Canceled items" has expired and can no longer be renewed. That means any related data (website files, emails, databases, etc.) has been removed from our server and is beyond recovery.

*See offer terms, conditions and legal policies.

Note: Our free product credit policy was updated — see Section 9 of our [Universal Terms of Service](#) for more details. In the event that the credit is redeemed, after the initial free one-year period, the free product will automatically renew at the then-current renewal price until canceled. To review billing or to update your payment information, [log in to your account](#). If you do not wish to renew, you can cancel this product by visiting the [Renewals and Billing page](#) in your GoDaddy account.

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Otero Jennifer

From: Jon Salonis
Sent: Tuesday, September 08, 2020 8:40 AM
To: Mevs, Laurent
Subject: FW: Update: Incident ID [REDACTED] - Case Number: [REDACTED] Managed Services Request for [REDACTED]

For our records, GoDaddy Technical support was able to fix an issue with images not loading properly on Carteret.net. It was an issue with a "lazy load" feature within the wordpress theme. The next update of the theme will fix that issue.

From: GoDaddy [ticket@godaddy.com]
Sent: Monday, September 7, 2020 9:11 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] - Case Number: [REDACTED] Managed Services Request for [REDACTED]



Jonathan Salonis — Customer Number: [REDACTED]

Here's the information you requested.

Hi Jonathan,

My name is Vladan from the GoDaddy WPPS team and I will take over on your ticket today since my colleague Milica is out of the shift. I hope you're doing well!

Per your recent request, I reviewed your WordPress website <https://www.carteret.net/>. I was able to duplicate it. See the screenshot: <https://created.one/images/Yx5U.png>

This was an issue with the lazy load. It seems that the theme has a bug that will be solved with the next update.

Therefore I disabled it for now and after that, your images started to loading properly. See the screenshot: <https://created.one/images/Yr0P.png>

I have verified that your website is resolving without issues as you can see in the before and after screenshots of your website's homepage.

BEFORE: <https://created.one/images/Yx5U.png>

AFTER: <https://created.one/images/Yr0P.png>

If the website looks different on your end, you might want to try clearing your browser cache. Here is a link with detailed instructions for various devices and browsers:

<https://kb.iu.edu/d/ahic>

Please note that I've created a backup before making any changes.

Thank you for trusting us with your website!

Let me know if you have any questions or concerns and I'll be happy to assist. Have an amazing day!

Thanks for choosing WordPress Premium Support!

Best Regards,

Vladan Milenkovic

WordPress Premium Support

Developer notes:

- disabled lazy load for images in theme settings

Still have questions? Reply to this message using this email account only: salonisj@carteret.net.

Please be certain to include Case ID [REDACTED] in the subject line, too.

Contact us right away if you notice any issues with the work that was completed. You'll have 14 days from today to review and reopen the ticket if it is unresolved.

Past 14 days or need work on something else? Please submit a new ticket so that we can efficiently address your request.

How would you rate your experience?

Complete the Survey →

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Otero Jennifer

From: Jon Salonis
Sent: Tuesday, September 08, 2020 8:38 AM
To: GoDaddy
Subject: RE: Update: Incident ID [REDACTED] - Case Number: [REDACTED] Managed Services Request for [REDACTED]

Thank you for your help!

From: GoDaddy [ticket@godaddy.com]
Sent: Monday, September 7, 2020 9:11 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] - Case Number: [REDACTED] - Managed Services Request for [REDACTED]



Jonathan Salonis — Customer Number: [REDACTED]

Here's the information you requested.

Hi Jonathan,

My name is Vladan from the GoDaddy WPPS team and I will take over on your ticket today since my colleague Milica is out of the shift. I hope you're doing well!

Per your recent request, I reviewed your WordPress website <https://www.carteret.net/>. I was able to duplicate it. See the screenshot: <https://created.one/images/Yx5U.png>

This was an issue with the lazy load. It seems that the theme has a bug that will be solved with the next update.

Therefore I disabled it for now and after that, your images started to loading properly. See the screenshot: <https://created.one/images/Yr0P.png>

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BEFORE: <https://created.one/images/Yx5U.png>

AFTER: <https://created.one/images/Yr0P.png>

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Best Regards,

Vladan Milenkovic

WordPress Premium Support

Developer notes:

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How would you rate your experience?

Complete the Survey →

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GoDaddy.com

Otero Jennifer

From: GoDaddy <ticket@godaddy.com>
Sent: Monday, September 07, 2020 9:12 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] Case Number: [REDACTED] Managed Services
Request for [REDACTED]



Jonathan Salonis — Customer Number: [REDACTED]

Here's the information you requested.

Hi Jonathan,

My name is Vladan from the GoDaddy WPPS team and I will take over on your ticket today since my colleague Milica is out of the shift. I hope you're doing well!

Per your recent request, I reviewed your WordPress website <https://www.carteret.net/>. I was able to duplicate it. See the screenshot: [REDACTED]

This was an issue with the lazy load. It seems that the theme has a bug that will be solved with the next update.

Therefore I disabled it for now and after that, your images started to loading properly. See the screenshot:



I have verified that your website is resolving without issues as you can see in the before and after screenshots of your website's homepage.

BEFORE: [REDACTED]

AFTER: [REDACTED]

If the website looks different on your end, you might want to try clearing your browser cache. Here is a link with detailed instructions for various devices and browsers: <https://kb.iu.edu/d/ahic>

Please note that I've created a backup before making any changes.
Thank you for trusting us with your website!

Let me know if you have any questions or concerns and I'll be happy to assist. Have an amazing day!

Thanks for choosing WordPress Premium Support!

Best Regards,
Vladan Milenkovic
WordPress Premium Support

Developer notes:
- disabled lazy load for images in theme settings

Still have questions? Reply to this message using this email account only: salonisj@carteret.net. Please be certain to include Case ID [REDACTED] in the subject line, too.

Contact us right away if you notice any issues with the work that was completed. You'll have 14 days from today to review and reopen the ticket if it is unresolved.

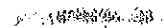
Past 14 days or need work on something else? Please submit a new ticket so that we can efficiently address your request.

How would you rate your experience?



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Otero Jennifer

From: Jon Salonis
Sent: Friday, September 04, 2020 9:03 AM
To: GoDaddy
Subject: RE: Update: Incident ID [REDACTED] Support Request for Jonathan Salonis
Attachments: [REDACTED]

I'm not sure when the error started happenign but if you would like to try reverting you have my permission

See attached ZIP folder with theme

From: GoDaddy [ticket@godaddy.com]
Sent: Friday, September 4, 2020 1:58 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] - Support Request for Jonathan Salonis



Jonathan Salonis — Customer Number: [REDACTED]

We need more information.

In order to respond to your inquiry, we need some additional information. Please respond to this email with the info requested below, and we'll get back to you soon:

Customer Service Response:

Dear Jonathan, thanks for your reply.

Here is Milica again.

We are always at your service. I advise you to try to log in to the account on <https://presscustomizr.com/account/account-login/>, since there you should get your theme files.

Otero Jennifer

From: GoDaddy <ticket@godaddy.com>
Sent: Friday, September 04, 2020 1:58 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] - Support Request for Jonathan Salonis



Jonathan Salonis — Customer Number: [REDACTED]

We need more information.

In order to respond to your inquiry, we need some additional information. Please respond to this email with the info requested below, and we'll get back to you soon:

Customer Service Response:

Dear Jonathan, thanks for your reply.

Here is Milica again.

[REDACTED]

We are always at your service. I advise you to try to log in to the account on [REDACTED] since there you should get your theme files.

You can also contact your theme developers on [REDACTED]

Can you please tell us, did this issue happened after the theme or WordPress update?

If the issue happened due to the theme update, with your permission, we can try to restore your theme files before 2020-08-28.

You can also contact your theme developers on [REDACTED]

Can you please tell us, did this issue happen after the theme or WordPress update?

If the issue happened due to the theme update, with your permission, we can try to restore your theme files before 2020-08-28.

As always, thank you for your feedback, and I am here for you if you have any other questions or concerns about this issue.

Until you advise us on how you would like to continue regarding this issue, we will mark this ticket on pending.

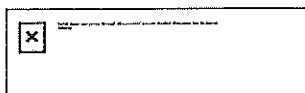
Thanks for choosing WordPress Premium Support.

Have a great day,
Milica

Questions about this request? Reply to this message using this email account only: salonisj@carteret.net. Please make sure to include Case ID [REDACTED] in the subject line, too.

Otero Jennifer

From: GoDaddy <ticket@godaddy.com>
Sent: Thursday, September 03, 2020 10:24 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] - Support Request for Jonathan Salonis



Jonathan Salonis — Customer Number: [REDACTED]

We need more information.

In order to respond to your inquiry, we need some additional information. Please respond to this email with the info requested below, and we'll get back to you soon:

Customer Service Response:

Dear Jonathan,

Thanks for reaching out to the GoDaddy WordPress Premium Support team.



Milica is with you, and I will be working on this ticket regarding your website [REDACTED]



Per your recent request, I was able to inspect your website, and duplicate the issue as you can see in this screenshot:

Screenshot: [REDACTED]

This is utterly strange because we were not able to see any error within the theme, nor the console showed us any related errors. Images on your site are present, and there is no issue with media files

[REDACTED]

loading after completing the work, and I included before and after screenshots to show you:

Before: [REDACTED]
After: [REDACTED]

Please note that I will put this ticket on pending and wait for your response.

Let me know if you have any questions and concerns.

Thanks for choosing WordPress Premium Support and have a wonderful day!

Sincerely,

Milica |GoDaddy WPPS Team

Developer notes:

- Backup created via hosting system services
- Plugins deactivated for troubleshooting purposes
- Theme changed
- wp-debug temporarily enabled

Questions about this request? Reply to this message using this email account only: salonisj@carteret.net. Please make sure to include Case ID [REDACTED] in the subject line, too.

Screenshot: [REDACTED]

This is utterly strange because we were not able to see any error within the theme, nor the console showed us any related errors. Images on your site are present, and there is no issue with media files itself.

I deactivated your plugins to eliminate a plugin conflict, but there were no improvements. I have also disabled Hosting CDN to see if the issue is cache created, and strangely, some of your images were loaded at times, some not. Please see:

[REDACTED]

To test if the issue is located in your [REDACTED] theme, I have temporarily switched your theme to the [REDACTED] theme. All your homepage images were loading without issue:

[REDACTED]

I can see that your [REDACTED] theme was uploaded to the last version, which was issued on August 28, 2020, and your issue can be caused by:

- Latest WordPress update to v5.5.1
- Your theme update

To be sure that your theme is properly installed, can you please send us your latest theme files and the last version of your theme prior to the update?

To send attachments to us, you can either use your dashboard or reply to this email.

Or, you can include one of the following options in your reply:

1. You can attach the file to the reply.
2. Upload the file to the hosting account through FTP, and tell us where the file is located.
3. Upload your files to the cloud sharing service, and provide us with the download link.

I took a backup of your site before working on this request. I also made sure your site is

Otero Jennifer

From: Jon Salonis
Sent: Thursday, September 03, 2020 10:54 AM
To: GoDaddy
Subject: RE: Update: Incident ID [REDACTED] - Support Request for Jonathan Salonis

I'm not sure how to send the theme, as I installed the initial file 2 years ago and just update it through the wordpress dashboard

From: GoDaddy [ticket@godaddy.com]
Sent: Thursday, September 3, 2020 10:23 AM
To: Jon Salonis
Subject: Update: Incident ID [REDACTED] - Support Request for Jonathan Salonis



Jonathan Salonis — Customer Number: [REDACTED]

We need more information.

In order to respond to your inquiry, we need some additional information. Please respond to this email with the info requested below, and we'll get back to you soon:

Customer Service Response:

Dear Jonathan,

Thanks for reaching out to the GoDaddy WordPress Premium Support team.

Milica is with you, and I will be working on this ticket regarding your website <https://www.carteret.net/>.

Per your recent request, I was able to inspect your website, and duplicate the issue as you can see in this screenshot:

As always, thank you for your feedback, and I am here for you if you have any other questions or concerns about this issue.

Until you advise us on how you would like to continue regarding this issue, we will mark this ticket on pending.

Thanks for choosing WordPress Premium Support.

Have a great day,
Milica

Questions about this request? Reply to this message using this email account only: salonisj@carteret.net. Please make sure to include Case ID [REDACTED] in the subject line, too.

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[REDACTED]

Otero Jennifer

From: Jon Salonis
Sent: Wednesday, September 02, 2020 8:18 AM
To: Mevs, Laurent
Subject: FW: Take action to complete your SSL connection for www.carteret.net.

From: GoDaddy [donotreply@godaddy.com]
Sent: Tuesday, September 1, 2020 4:51 PM
To: Jon Salonis
Subject: Take action to complete your SSL connection for www.carteret.net.



24/7 Support: +1 (480) 505-8877

Jonathan Salonis — Customer Number: [REDACTED]

Your SSL connection is almost complete.

Great news – your Managed WordPress account, www.carteret.net, now supports secure connections through an SSL certificate.

To allow secure connections, you must update your domain's primary IP address (A record) through the company that controls this domain's DNS (typically the company where you registered it) to:

[REDACTED]

We recommend making this change immediately to improve your visitors' experience and security. Unfortunately, we can't make the update for you because of your domain name's configuration.

If www.carteret.net is registered through us - possibly under a different account - and you need help, check out [Adding or Editing A Records](#).

You can also find the information you need, including your new IP address, in our [Support Center](#).

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85260 USA. All rights reserved.



Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Wednesday, September 02, 2020 11:04 PM
To: Jon Salonis
Subject: Jonathan, WordPress has been updated on your Managed WordPress site(s).



Need help? [Contact us.](#)
Customer Number: [REDACTED]

WordPress was updated to a new version on your Managed WordPress site(s).

We just updated your site with the latest version of WordPress, 5.5.1. WordPress software is regularly updated to keep sites secure and introduce new features. You can [learn more about this new version](#) on WordPress.org.

Managed WordPress includes automatic updates to make sure those new security fixes and features are available on your site. It saves you time, while keeping your WordPress site(s) safe and performing its best.

What to look out for:

In rare cases, your site's theme or plugins may be incompatible with new WordPress releases. It's never a bad idea to pop over to your site after an update to make sure everything's working and your site's theme and plugins have been updated to their most recent versions.

Don't worry, you can learn how to [update a plugin](#) or [update a theme](#) in just a few minutes. And we're here if you need us, Jonathan. If you have any questions, please call us anytime at +1 (480) 463-8271.

1000

1000

before and after screenshots to show you:

Before: [REDACTED]

After: [REDACTED]

Please note that I will put this ticket on pending and wait for your response.

Let me know if you have any questions and concerns.

Thanks for choosing WordPress Premium Support and have a wonderful day!

Sincerely,
Milica |GoDaddy WPPS Team

Developer notes:

- Backup created via hosting system services
- Plugins deactivated for troubleshooting purposes
- Theme changed
- wp-debug temporarily enabled

Questions about this request? Reply to this message using this email account only: salonisj@carteret.net. Please make sure to include Case ID: [REDACTED] in the subject line, too.

itself.

I deactivated your plugins to eliminate a plugin conflict, but there were no improvements. I have also disabled Hosting CDN to see if the issue is cache created, and strangely, some of your images were loaded at times, some not. Please see [REDACTED]

To test if the issue is located in your Customizr Pro theme, I have temporarily switched your theme to the Customizr theme. All your homepage images were loading without issue:

[REDACTED]

I can see that your [REDACTED] theme was uploaded to the last version, which was issued on August 28, 2020, and your issue can be caused by:

- Latest WordPress update to v5.5.1
- Your theme update

To be sure that your theme is properly installed, can you please send us your latest theme files and the last version of your theme prior to the update?

To send attachments to us, you can either use your dashboard or reply to this email.

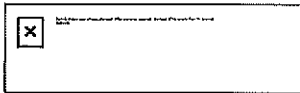
Or, you can include one of the following options in your reply:

1. You can attach the file to the reply.
2. Upload the file to the hosting account through FTP, and tell us where the file is located.
3. Upload your files to the cloud sharing service, and provide us with the download link.

I took a backup of your site before working on this request. I also made sure your site is loading after completing the work, and I included

Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Tuesday, September 01, 2020 5:09 PM
To: Jon Salonis
Subject: Inquiry [REDACTED] Received - Request [REDACTED] Received - Managed Services
Request for [REDACTED]



Jonathan Salonis — Customer Number: [REDACTED]

We received your inquiry.

You can expect a response to Case ID [REDACTED] within 72 hours.

Need help fast? Check out our [online support](#) to find answers, browse FAQs and connect with other customers.

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[REDACTED]

Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Tuesday, September 01, 2020 4:59 PM
To: Jon Salonis
Subject: Jonathan Salonis, thank you for your order.



Need help? [Contact us.](#)
Customer Number: [REDACTED]

Thanks for your order, Jonathan.

Here's your confirmation for order number [REDACTED]. Review your receipt and get started using your products.

[Access All Products](#)

Order Number: [REDACTED]

Product	Quantity	Term	Price
Basic WP Premium Support Subscription	1 Plan	1 Month	\$79.99
Subtotal:			\$79.99
Tax:			\$0.00
Total:			\$79.99

[View Full Receipt](#)

NOTE: Your purchase includes enrollment in our automatic renewal service. This message confirms that during the checkout process, you agreed to [GoDaddy's Universal Terms of Service Agreement](#), [Privacy Policy](#) and [all other agreements applicable to your purchase](#). You can obtain a list of all agreements and policies to which you agreed by contacting GoDaddy customer service. Your use of the purchased products is governed by the terms of these agreements and policies. If you wish to cancel your purchase, please learn more about our [Refund Policy](#). This message also confirms that during the checkout process, you agreed to enroll your products in our automatic renewal service. This keeps your products up and running, automatically charging then-current renewal fees to your payment method on file, with no further action on your part. If you do not wish to continue using our automatic renewal service, you can cancel by visiting the [Renewals and Billing page](#) in your account.

Enjoy 25%* off new products.

Use promo code gdbb2228g in your cart when you order.

[Start Shopping](#)

Activate your products today.

You have new products or services in your account waiting to be activated. You've paid for them – now put them to work.

[Get Started](#)

Set my Support PIN

*Offer good towards new product purchases only and cannot be used on product renewals. Cannot be used in conjunction with any other offer, sale, discount or promotion. Not applicable to ICANN fees, taxes, transfers, premium domains, premium templates, cloud server plans, WP Premium Support services, any marketing or design services performed by our Professional Web Services team, gift cards or Trademark Holders/Priority Pre-registration or pre-registration fees. After the initial purchase term, discounted products will renew at the then-current renewal list price. Offer may be changed without notice.

Prices are current as of 9/1/2020 and may be changed without notice.

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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Tuesday, September 01, 2020 4:59 PM
To: Jon Salonis
Subject: Welcome to WP Premium Support.



24/7 Support: +1 (480) 505-8877
Jonathan Salonis — Customer Number: [REDACTED]

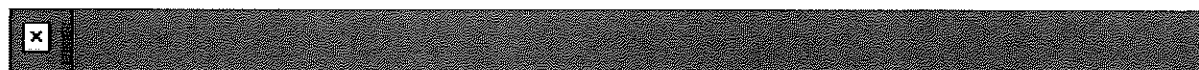
Thanks for signing up for WP Premium Support.

Our team is standing by to help with small WordPress tasks. We can fix performance issues, make administrative updates and optimize your site. [Read our service catalog](#) to see what else we offer.

Getting started is simple.

Just [set up your subscription](#) in the WP Premium Support dashboard. This will help make sure you can [submit your first task](#) when ready.

You don't need to check in after you submit a request. We'll reach out if we need anything and send you a notice when we've finished.



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Otero Jennifer

From: GoDaddy <donotreply@godaddy.com>
Sent: Tuesday, September 01, 2020 4:51 PM
To: Jon Salonis
Subject: Take action to complete your SSL connection for www.carteret.net.



24/7 Support: +1 (480) 505-8877

Jonathan Salonis — Customer Number: [REDACTED]

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Great news – your Managed WordPress account, www.carteret.net, now supports secure connections through an SSL certificate.

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[REDACTED]

We recommend making this change immediately to improve your visitors' experience and security. Unfortunately, we can't make the update for you because of your domain name's configuration.

If www.carteret.net is registered through us - possibly under a different account - and you need help, check out [Adding or Editing A Records](#).

You can also find the information you need, including your new IP address, in our [Support Center](#).

Please do not reply to this email. Emails sent to this address will not be answered.

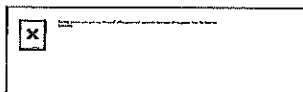
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85260 USA. All rights reserved.



01/01/2020

Otero Jennifer

From: GoDaddy <accountupdate@godaddy.com>
Sent: Wednesday, April 01, 2020 1:58 PM
To: Jon Salonis
Subject: Action required: Verify your contact info.



24/7 Support: +1 (480) 505-8877
Borough of Carteret — Customer Number: [REDACTED]

Double-check your domain contact info.

ICANN, the Internet Corporation for Assigned Names and Numbers, requires us to ask you to review and update your details for the following domain(s):

carteretsample.com

Verify Your Info Now

You must sign in to view and update the domain details. Here's your Domain Key in case you're prompted to enter it after signing in: [REDACTED]



Here's why it matters:

Inaccurate contact details can result in website downtime or domain cancellation. If your domain contact info is up to date, you're good to go. If not, then you need to correct it.

