















-  **Natalie:** Hi, my name is Natalie. How may I help you?
-  **Garrett Socling:** Hi, I think we may have spoke a little bit ago?
-  **Natalie:** I'm listening. Please go ahead.
-  **Garrett Socling:** I never heard any suggestions on what to do to fix the problem (at least, nothing I hadn't already tried)
-  **Garrett Socling:** and then you stopped typing replies
-  **Garrett Socling:** and I got disconnected due to inactivity, for some odd reason
-  **Natalie:** What is the issue you are experiencing?
-  **Garrett Socling:** So you don't have any of the information from the 30 minutes I spent with Rhapsody tech support earlier?
-  **Garrett Socling:** Really?
-  **Natalie:** I'm listening. Please go ahead.
-  **Natalie:** I haven't received a response and hoping you are still with me. If I do not receive a response in next couple of minutes I will need to disconnect from the chat session.
-  **Natalie:** I have not heard a response in several minutes and I need to move on to assisting others. If you do require further assistance, please feel free to contact us back. We will have this chat session saved for future reference. Thank you!
-  **Garrett Socling:** There is an issue with the checkout process at the Rhapsody website. I do not know if it is a temporary issue, but it is an external problem, nothing wrong on my end. When I attempted to checkout, I am asked to enter my password a second time. After that, I am presented with a page that my session has expired, and I need to contact customer support. I tried this with three browsers, IE, Chrome & Firefox. I cleared my cache and my cookies, and restarted the browser. I have the same issue in each browser. This seems to indicate ther is a problem on the ther end.
-  **Natalie** has disconnected.