

Conversation #1

Raphael Lois (1/25/2022, 1:17:40 PM): Welcome to Yahoo Support. My name is Raphael Lois. Can you please confirm the Yahoo email address you need assistance with?

Me (1/25/2022, 1:17:49 PM): (My old email)

Raphael Lois (1/25/2022, 1:18:31 PM): Thank you for providing me with that information. For me to better assist you, may I know your full name and the best contact email address in case we got disconnected?

Me (1/25/2022, 1:18:47 PM): (My name), (current email)

Raphael Lois (1/25/2022, 1:19:10 PM): Nice to meet you, (My name)!! It is a pleasure chatting with you. How can I help you out today?

Me (1/25/2022, 1:22:13 PM): I lost access to that account many years ago due to both hackers and the account being connected to phone numbers I no longer have access to

Me (1/25/2022, 1:22:53 PM): Its been sending emails to my family and friends recently, and theres also accounts that I still cannot access that I would like to be able to

Me (1/25/2022, 1:23:26 PM): As proof, the phone numbers linked to the account are (Phone #1) and (Phone #2)

Me (1/25/2022, 1:23:42 PM): One is out of use, the other is currently owned by some old lady

Raphael Lois (1/25/2022, 1:24:10 PM): I'm sorry to hear that your account has been compromised. Just to confirm the email that you need assistance with is "(old email)".

Me (1/25/2022, 1:24:15 PM): Yes

Me (1/25/2022, 1:24:35 PM): I can send further proof of the account having been mine

Raphael Lois (1/25/2022, 1:24:55 PM): Okay, before we can proceed I'll be needing first to verify your ownership of the account.

Raphael Lois (1/25/2022, 1:25:17 PM): To help us confirm that it's really you, please provide the answers to the verification information currently listed on the account. Also please note, the security questions will be asked in a set. Which means you would need to answer all the questions in the set to the best of your knowledge.

1. List the following info from an email (up to 3) you've sent more than a week ago: subject line, email address, and name of contact. (All 3 items must be from the same email.)

2. Name as many (up to 3) folders you have created for your Yahoo Mail account. (Default folders like Inbox, Sent and Trash are not accepted).

3. Please provide the first and last name submitted on the account at the time of registration.

Me (1/25/2022, 1:26:12 PM): I havent had access to the email in years so #1 is impossible lol

Me (1/25/2022, 1:26:23 PM): Tho I know Ive sent emails to (friend's email)

Me (1/25/2022, 1:26:41 PM): I never made folders as far as I remember

Me (1/25/2022, 1:27:09 PM): The only one I can answer is #3, my name would have been (My name) or possibly (Middle Name)

Me (1/25/2022, 1:27:44 PM): If you want, I can sent pictures of the spam emails sent by hackers from the account, as well as a list of all the services Ive signed up with with that email saved on my google chrome account

Me (1/25/2022, 1:28:02 PM): And like Ive provided earlier, I have both the phone numbers linked to the account provided

Me (1/25/2022, 1:28:17 PM): I can also provide my ID showing that this is actually my name

Raphael Lois (1/25/2022, 1:29:56 PM): Can you please provide me with the old recovery options of the account.

Me (1/25/2022, 1:30:12 PM): (Phone #1)

Me (1/25/2022, 1:30:18 PM): (Phone #2)

Me (1/25/2022, 1:30:40 PM): If there was an email given as recovery, it would either be (current email) or (alternate current email)

Raphael Lois (1/25/2022, 1:31:22 PM): Thank you. One moment please.

Raphael Lois (1/25/2022, 1:34:57 PM): I'm sorry, but it looks like we don't have enough information on this account to securely verify your identity as the account owner. Because we can't confirm it's your account, I won't be able to help you with this particular Yahoo ID.

Conversation 3

Christopher John (1/25/2022, 2:07:25 PM): Welcome to Yahoo Support. My name is Christopher John. Can you please confirm the Yahoo email address you need assistance with?

Me (1/25/2022, 2:07:43 PM): (old email)

Christopher John (1/25/2022, 2:07:54 PM): Thank you. May I know your best contact email address to be used in sending a follow-up email in case the chat got disconnected?

Me (1/25/2022, 2:08:09 PM):(My name), (current email)

Christopher John (1/25/2022, 2:08:27 PM): Got it. May I have your full name, please?

Me (1/25/2022, 2:08:32 PM): (Name)

Christopher John (1/25/2022, 2:08:51 PM): Hello (Name)! I hope you and your family are safe and healthy.

Christopher John (1/25/2022, 2:08:56 PM): Can you please confirm the reason for your chat today?

Me (1/25/2022, 2:09:13 PM): I need help recovering an older email I had, (old email)

Me (1/25/2022, 2:09:27 PM): You're the 4th person I'm speaking to, two of them have disconnected while I was typing

Me (1/25/2022, 2:09:37 PM): Another timed out while he was helping me

Me (1/25/2022, 2:09:42 PM): I've been at this for days now

Christopher John (1/25/2022, 2:09:56 PM): Thanks for the details. Let's work together to see what we can do to find the solution to the problem.

Me (1/25/2022, 2:10:08 PM): And I'm really hoping you can help me, I have plenty of proof to show I own the email

Christopher John (1/25/2022, 2:11:20 PM): Can you tell me what happened to the first few chats that you've had with the previous agents?

Me (1/25/2022, 2:12:10 PM): The first one disconnected me because he said I didn't have enough proof, and didn't even give me a chance to actually send any of the information I actually had

Me (1/25/2022, 2:12:29 PM): The second one, Ryan, was actually very helpful and it seemed like we were getting close but for some reason the chat timed out

Me (1/25/2022, 2:12:50 PM): The third one just disconnected the chat at the very start while I was answering him, I'm not sure why

Christopher John (1/25/2022, 2:13:12 PM): Thank you for the information. Please wait.

Me (1/25/2022, 2:14:04 PM): ok

Christopher John (1/25/2022, 2:14:15 PM): I just need to know more information about how you access your email. What device are you using? What application? What browser?

Me (1/25/2022, 2:14:56 PM): I've been trying on my PC, Google Chrome

Christopher John (1/25/2022, 2:15:05 PM): When was the last time that you were able to access your account?

Me (1/25/2022, 2:15:12 PM): 2 years ago, some time in 2019

Christopher John (1/25/2022, 2:15:44 PM): What's the error message that you've been getting whenever you try to access the account?

Me (1/25/2022, 2:16:15 PM): I don't get one, the account has been taken over by hackers and I no longer have access to both recovery phone numbers

Christopher John (1/25/2022, 2:16:46 PM): I see. If that's the case, then let's try to verify the account.

Me (1/25/2022, 2:17:02 PM): I have the recovery phone numbers, past emails, the name associated with the account, the answers to security questions as well as all the accounts that have been made with the email

Christopher John (1/25/2022, 2:17:07 PM): For the privacy and security of the account, let's verify you as the account owner. I just need some important information.

Me (1/25/2022, 2:17:12 PM): Sure thing

Christopher John (1/25/2022, 2:17:46 PM): Do you still have access to the recovery option associated with the account?

Me (1/25/2022, 2:18:44 PM): (Phone #1) is currently out of service and (Phone #2) is owned by someone else, I called to try and get them to send me the 8 digit recovery number last night but they're an older woman and therefore were not able to figure out how to copy paste it to me

Christopher John (1/25/2022, 2:19:21 PM): I'm sorry to know that. Please wait.

Me (1/25/2022, 2:19:31 PM): Sure thing

Christopher John (1/25/2022, 2:20:31 PM): Thank you.

Me (1/25/2022, 2:21:16 PM): o7

Christopher John (1/25/2022, 2:21:24 PM): I'm sorry?

Me (1/25/2022, 2:21:35 PM): I'm just typing something so it doesn't time out lol

Christopher John (1/25/2022, 2:21:44 PM): I see. Alright.

Me (1/25/2022, 2:22:49 PM): .

Christopher John (1/25/2022, 2:24:20 PM): My apologies, I know the time and effort you put in on reaching us out today. Unfortunately, we're unable to proceed with your request or provide you with any further information about the account without confirmation of your identity as the account owner. We are unable to verify you as the actual owner of the account.

Me (1/25/2022, 2:24:28 PM): Wait

Me (1/25/2022, 2:24:36 PM): I haven't even given any information yet

Christopher John (1/25/2022, 2:24:38 PM): For now, is there anything else that I can help you with?

Me (1/25/2022, 2:24:58 PM): No wait Christopher like I've said I have so much more information to show I own the account

Me (1/25/2022, 2:25:06 PM): Other agents have asked me for more than just this

Christopher John (1/25/2022, 2:25:44 PM): Unfortunately, we can no longer proceed.

Me (1/25/2022, 2:25:50 PM): Dude come on please

Me (1/25/2022, 2:26:00 PM): That's not true I've worked in customer service

Me (1/25/2022, 2:26:08 PM): I have more proof just tell me what you need

Me (1/25/2022, 2:26:19 PM): I can read out a whole past email that's been sent from the account

Christopher John (1/25/2022, 2:26:22 PM): Please know that every time you attempt to contact us, different information will be asked.

Christopher John (1/25/2022, 2:26:32 PM): For now, is there anything else?

Me (1/25/2022, 2:26:35 PM): Yeah I know that but you haven't asked me for anything

Me (1/25/2022, 2:26:46 PM): All youve done is asked me if I have access to the recovery options

Me (1/25/2022, 2:26:53 PM): You havent actually asked for any proof

Christopher John (1/25/2022, 2:27:15 PM): Again, that's all that I needed.

Me (1/25/2022, 2:27:16 PM): Ive provided the phone numbers linked to the account, how else would I know them if I didnt own the account??

Christopher John (1/25/2022, 2:27:29 PM): Again, is there anything else aside from this one that you need help with?

Me (1/25/2022, 2:27:33 PM): Youre lying to me now lmao

Me (1/25/2022, 2:27:37 PM): Youre actually lying to me

Christopher John (1/25/2022, 2:27:42 PM): I don't mean to cut you off but there are currently customers waiting in the queue.

I will have to close this chat session to give way to our members who are waiting in the queue. For further assistance, you can check our help.yahoo.com . Once again, thank you for contacting Yahoo Customer Care. Have a great day ahead!

Me (1/25/2022, 2:27:44 PM): You havent asked for any proof dude

Conversation #4

Edsel (1/25/2022, 2:28:40 PM): Welcome to Yahoo Support. My name is Edsel. Can you please confirm the Yahoo email address you need assistance with?

Me (1/25/2022, 2:28:46 PM): (old email)

Edsel (1/25/2022, 2:29:22 PM): Thank you for patiently waiting on the line and for providing the information. For verification purposes, may I also have your complete name and the best email to reach you in case we get disconnected from our chat?

Me (1/25/2022, 2:29:33 PM):(My name), (Old email)

Me (1/25/2022, 2:29:41 PM): *yahoo.com

Edsel (1/25/2022, 2:30:10 PM): Thank you. I'm pleased to meet you, (Name)!. May I have the issue that you contacted us about?

Me (1/25/2022, 2:31:29 PM): So Ive been trying for several days now to access my old email account, and every time Ive spoken with an agent whose actually tried to help me, the chat/call has either disconnected or timed out and Im honestly just so tired and disheartened. I lost access to the email in question in 2019 due to it being hacked and along with no longer owning the phone numbers attached to the account

Me (1/25/2022, 2:32:12 PM): I have plenty of proof to show I own the account, including the recovery phone numbers, past emails sent from the account, the name associated with the account, as well as all the accounts that have been created with the email

Me (1/25/2022, 2:32:44 PM): And recently the email has started sending spam emails to family and friends, and I still have not been able to get access to some accounts created with the email

Me (1/25/2022, 2:32:52 PM): So that is why Im trying to get my email back

Me (1/25/2022, 2:33:35 PM): I even paid the 5\$ customer service fee just to be told it doesnt cover Canadian account, Ive tried everything and so many of the agents have just stopped conversation before we can actually get anywhere

Me (1/25/2022, 2:33:49 PM): And like I said, I have been able to get some help but the conversations have timed out

Edsel (1/25/2022, 2:34:00 PM): I see. I'm sorry to hear that you are unable to sign in to your account. Our sincere apologies if you got disconnected during the previous sessions. I will do my best to assist you with your concern. Please give me a minute to check for your account details first.

Me (1/25/2022, 2:34:37 PM): The last agent was very rude with me and only asked if I had access to the recovery phone numbers, before telling me I didnt have enough info to get access to the account yet he didnt even ask me for any sort of proof

Me (1/25/2022, 2:34:48 PM): Sure thing take all the time you need! Its alright

Edsel (1/25/2022, 2:35:10 PM): I'm sorry about that. On behalf of our team, I would like to extend our sincere apologies.

Me (1/25/2022, 2:35:33 PM): I used to work in customer service and know how hard the job and customers can be, Im willing to be as helpful as possible to get this account back

Me (1/25/2022, 2:35:54 PM): I just dont understand why no one will take any of the proof I have:(

Edsel (1/25/2022, 2:36:16 PM): I understand where you are coming from. Please give me a minute to check for your account details first.

Me (1/25/2022, 2:36:22 PM): Sure thing!

Edsel (1/25/2022, 2:36:27 PM): Thank you.

Me (1/25/2022, 2:37:22 PM): no problem! (just replying so that it doesnt time out)

Edsel (1/25/2022, 2:37:33 PM): Thank you.

Edsel (1/25/2022, 2:37:42 PM): I'm still here. Please give me more time.

Me (1/25/2022, 2:37:47 PM): Sure

Edsel (1/25/2022, 2:37:57 PM): I appreciate it.

Edsel (1/25/2022, 2:40:02 PM): Thank you for waiting. Unfortunately, it looks like I won't be able to verify you on our call today. Please take some time to think of other potential answers, and if you're confident, you'll have another opportunity to verify in the future.

Me (1/25/2022, 2:40:07 PM): Wait

Me (1/25/2022, 2:40:15 PM): But I havent been asked any questions

Me (1/25/2022, 2:40:34 PM): You havent asked me any questions I dont understand

Me (1/25/2022, 2:41:08 PM): Please I need this account, I just want to be asked questions but nobody is asking me anything they just say they cant help me Ive paid money and everything:(

Me (1/25/2022, 2:42:51 PM): Please give me a chance, I just want to be asked questions, I have so much proof please

Me (1/25/2022, 2:43:17 PM): The recovery phone numbers are (Phone #1) and (Phone #2)

Edsel (1/25/2022, 2:43:27 PM): I'm sorry for the confusion. It appears that I won't be able to verify you on our call today because of some issues on our verification process which we cannot disclose to you for security reasons. My sincere apologies.

Me (1/25/2022, 2:43:31 PM): Wait

Me (1/25/2022, 2:43:37 PM): That makes no sense please

Me (1/25/2022, 2:43:41 PM): You havent asked me anything!

Me (1/25/2022, 2:43:47 PM): What do I have to do!

Me (1/25/2022, 2:44:22 PM): I had someone who was going to give me the account around 30 minutes ago

Me (1/25/2022, 2:44:28 PM): But the conversation timed out

Me (1/25/2022, 2:44:44 PM): You should be able to see that in the customer inquiries history

Me (1/25/2022, 2:45:28 PM): Please I havent been able to get any help this is ridiculous, Ive been a customer for so longer and Ive even paid money for customer service that should be free! I just want someone to talk to me like a human being and not be discarded

Edsel (1/25/2022, 2:45:34 PM): I understand your situation and your need to get access to your account, but it looks like we don't have enough information on this account to securely verify your identity as the account owner. Because we can't confirm it's your account, I won't be able to help you with this particular Yahoo ID.

We take account privacy and security very seriously at Yahoo. Therefore, I suggest you try to regain access to your account using the Sign-in Helper,

<https://login.yahoo.com/forgot?> . If you continue to have issues regaining access to this account, I recommend you create a new Yahoo ID,

<https://login.yahoo.com/account/create?.lang=en-US&.intl=us&.src=yhelp> .

Unfortunately, you won't be able to re-create the same account you're requesting assistance with.

Me (1/25/2022, 2:45:49 PM): BUT I HAVENT BEEN ASKED FOR ANY INFORMATION

Me (1/25/2022, 2:46:12 PM): I already have a new yahoo ID and everything, Ive paid money

Me (1/25/2022, 2:46:18 PM): You arent asking me anything!

Edsel (1/25/2022, 2:46:36 PM): It looks like we've provided all the information we can regarding this issue. Because of this, we can't provide any additional assistance at this time. I will now be disconnecting this chat. Thank you for contacting Yahoo Customer Care. Have a nice day!

Conversation #5

MARIA ALEXIS (1/25/2022, 3:02:27 PM): Welcome to Yahoo Support. My name is MARIA ALEXIS. Can you please confirm the Yahoo email address you need assistance with?

Me (1/25/2022, 3:02:57 PM): Hi there, (old email)

MARIA ALEXIS (1/25/2022, 3:03:10 PM): Hi! Thank you. Can you confirm your full name and the best email to reach you at if we get disconnected?

Me (1/25/2022, 3:03:55 PM):(Name), (current email)

MARIA ALEXIS (1/25/2022, 3:04:19 PM): It's a pleasure to be chatting with you today,(Name). How may I help you today?

Me (1/25/2022, 3:04:52 PM): So ive lost access to this email in 2019 due to it being hacked as well as the recovery phone numbers no longer being owned by me

Me (1/25/2022, 3:05:21 PM): Ive spoken with several agents over the phone as well as here on chat, and each agent refers me to a different service each time

MARIA ALEXIS (1/25/2022, 3:05:52 PM): Thank you for that information.

Me (1/25/2022, 3:05:55 PM): Ive been desperately trying to get any sort of help, the last agent didnt even ask me any questions, they just said they could help me

Me (1/25/2022, 3:06:08 PM): Ive even paid the 5\$ customer service fee and was told it doesnt cover canadian accounts

Me (1/25/2022, 3:06:27 PM): Im willing to help in any way possible, I just dont want this account sending spam emails to my friends and family anymore

MARIA ALEXIS (1/25/2022, 3:07:19 PM): I understand you need assistance with accessing the account. I know how important this is for you. I will check what I can do to get this taken care of!

MARIA ALEXIS (1/25/2022, 3:07:20 PM): Please wait for 1-2 minutes while I look up your account in the system.

Me (1/25/2022, 3:07:45 PM): Sure thing! Feel free to ask me any security questions, like I said the last agent wouldnt even do that so anything that helps, Im willing to do

MARIA ALEXIS (1/25/2022, 3:08:52 PM): Thank you.

Me (1/25/2022, 3:10:00 PM): sure thing

MARIA ALEXIS (1/25/2022, 3:11:30 PM): Thank you for waiting on the line.

Me (1/25/2022, 3:12:05 PM): No problem! Take all the time you need, I understand how hard the job can be haha

MARIA ALEXIS (1/25/2022, 3:12:34 PM): Unfortunately, it looks like I won't be able to verify you on our chat today. I'm sorry, but it looks like we don't have enough information on this account to securely verify your identity as the account owner. Because we can't confirm it's your account, I won't be able to help you with this particular Yahoo ID.

MARIA ALEXIS (1/25/2022, 3:12:41 PM): Is there anything else?

Me (1/25/2022, 3:12:44 PM): Maria please

Me (1/25/2022, 3:12:48 PM): I haven't been asked any questions

Me (1/25/2022, 3:12:55 PM): The people on the phone just tell me to contact you guys

MARIA ALEXIS (1/25/2022, 3:12:59 PM): We take account privacy and security very seriously at Yahoo. Therefore, I suggest you try to regain access to your account using the Sign-in Helper, <https://login.yahoo.com/forgot?> . If you continue to have issues regaining access to this account, I recommend you create a new Yahoo ID, <https://login.yahoo.com/account/create?.lang=en-US&.intl=us&.src=yhelp> .

Unfortunately, you won't be able to re-create the same account you're requesting assistance with.

MARIA ALEXIS (1/25/2022, 3:13:00 PM): Is there anything else?

Me (1/25/2022, 3:13:23 PM): I don't know what to do

Me (1/25/2022, 3:13:27 PM): I just wanna cry honestly

MARIA ALEXIS (1/25/2022, 3:13:29 PM): I'm sorry if I cannot further assist you with your account but is there anything else that I can assist you with before we end the chat session?

Me (1/25/2022, 3:13:57 PM): I guess not, you guys won't even ask me any questions at this point and I don't know what to do

Me (1/25/2022, 3:14:13 PM): I just want to be directed to some place or someone who can give any sort of help

Me (1/25/2022, 3:14:16 PM): And I'm so lost

Me (1/25/2022, 3:14:25 PM): I'm just so empty right now

MARIA ALEXIS (1/25/2022, 3:14:27 PM): Thank you for contacting Yahoo Customer Care! Again, this is Maria Alexis. Have a great day! Stay safe and healthy.

Conversation #6

PAULO (1/25/2022, 3:15:42 PM): Welcome to Yahoo Support. My name is PAULO. Can you please confirm the Yahoo email address you need assistance with?

Me (1/25/2022, 3:15:56 PM): Look Paulo I'm gonna get straight to the point

Me (1/25/2022, 3:16:08 PM): You're like the 7th agent I've spoken to over (old email)

Me (1/25/2022, 3:16:26 PM): They keep telling me they can't help me without asking me any questions, so it seems like I've been blacklisted or something

Me (1/25/2022, 3:16:37 PM): I just need to know how long that last so I can know when to try again

PAULO (1/25/2022, 3:16:54 PM): Thank you for that info. Can you please confirm your full name?

Me (1/25/2022, 3:16:58 PM): (Name)

Me (1/25/2022, 3:17:02 PM): I can send ID as well to confirm that

PAULO (1/25/2022, 3:17:34 PM): Nice to meet you, (Name)!. Is (current email) the best email to reach you at if we get disconnected?

Me (1/25/2022, 3:17:39 PM): Yes it is!

PAULO (1/25/2022, 3:18:03 PM): Thanks, (Name). I understand that you need assistance with accessing your (old) email address, correct?

Me (1/25/2022, 3:18:12 PM): I have a bunch of proof to show I own the account but nobody will give me any way of providing it cuz nobody is asking me questions lol

Me (1/25/2022, 3:18:16 PM): And yes that is correct

PAULO (1/25/2022, 3:18:39 PM): Alright. Let me help. Let's verify your account.

Me (1/25/2022, 3:18:49 PM): I have screenshots, recording of past phone calls, old emails sent by the account, the recovery phone numbers

PAULO (1/25/2022, 3:19:03 PM): I see that you have a mobile number on file. I can send a code to it and have you read it back to me to verify your account. Can you please confirm the mobile number you'd like to use?

Me (1/25/2022, 3:19:05 PM): All the accounts that have been created with the email, the name on record, the location of where the email was made

Me (1/25/2022, 3:19:23 PM): Thats the issue, I dont own either of those phone numbers anymore

Me (1/25/2022, 3:19:33 PM): One of them is out of service, the other is owned by an older woman

Me (1/25/2022, 3:19:52 PM): ive contacted her but she seems to not be very good with technology and couldnt copy paste the message from yahoo

Me (1/25/2022, 3:20:14 PM): (Phone #1) and (Phone #2) should be both the phone numbers

PAULO (1/25/2022, 3:21:19 PM): I see. I understand,(Name). Thank you for the info. Unfortunately, it looks like I won't be able to verify you on our chat today. Again, I do apologize for the inconvenience this issue has caused you. I will be ending our chat session now. Thank you for contacting Yahoo Customer Care.

Conversation #7

BRIAN (1/25/2022, 3:22:23 PM): Welcome to Yahoo Support. My name is BRIAN. Can you please confirm the Yahoo email address you need assistance with?

Me (1/25/2022, 3:22:31 PM): (Old email)

BRIAN (1/25/2022, 3:22:46 PM): Thank you for the information. Before we proceed, can you please provide your full name and your alternate email address in case we got disconnected?

Me (1/25/2022, 3:22:48 PM): Brian I need to know you wont disconnect this chat, I really need help and nobody is helping me

Me (1/25/2022, 3:22:58 PM):(Name), (Current email)

Me (1/25/2022, 3:23:36 PM): I already know that youre going to say that you cant verify I own the account and cant help me, I get that Ive somehow been blacklisted even though Ive not been asked any security questions

BRIAN (1/25/2022, 3:23:42 PM): Thank you for the information,(Name). I'm sorry to know that you were disconnected form your previous session.

Me (1/25/2022, 3:23:44 PM): I just need to know how long that lasts until I can try again

Me (1/25/2022, 3:24:07 PM): because nobody is telling me how long I have to wait or even given me an email where i can send all my proof that I own the account

Me (1/25/2022, 3:24:30 PM): I have screenshots, the password, recovery phone numbers, past emails that have been sent, ID, everything

BRIAN (1/25/2022, 3:24:30 PM): I see. Thank you for the information you have provided.

Me (1/25/2022, 3:24:40 PM): I just want someone to give me some sort of info

Me (1/25/2022, 3:24:57 PM): I ve been on hold for over 45mins as well and have been at this for almost 4 hours now

Me (1/25/2022, 3:25:35 PM): Ive even paid you guys too

Me (1/25/2022, 3:25:48 PM): Nothing is working

BRIAN (1/25/2022, 3:26:04 PM): As much as I love to provide assistance, Yahoo proudly offers multiple help channels where you can find answers to many of your technical questions. While direct support for (old email) isn't available, there are places to go for help:

Yahoo Help Central - A self-help guide to all of your favorite Yahoo products where you can find troubleshooting steps, how-to articles, and general information.

Twitter - Get Yahoo accounts and product tips by following our Twitter page

Yahoo Plus Support - Our Yahoo Plus Support service provides access to an English-speaking agent 24x7 over the phone and includes help with much more than account issues (available in the US and in select European and Middle Eastern countries).

Me (1/25/2022, 3:26:17 PM): Ive tried all of those

Me (1/25/2022, 3:26:22 PM): Im actually on the phone right now

BRIAN (1/25/2022, 3:26:29 PM): I apologize I won't be able to provide further assistance.

Me (1/25/2022, 3:26:32 PM): I know all your systems inside and out, Ive been at this forever

Me (1/25/2022, 3:26:34 PM): Brian please man

Me (1/25/2022, 3:26:37 PM): Dont disconnect

Me (1/25/2022, 3:26:42 PM): I just need an email to contact

Me (1/25/2022, 3:26:51 PM): or some sort of info to tell me how long Im blacklisted for

Me (1/25/2022, 3:27:00 PM): I just need some sort of information please

Me (1/25/2022, 3:27:06 PM): Nobody is helping me

Me (1/25/2022, 3:27:20 PM): I just feel so empty, Ive never been so disheartened

Me (1/25/2022, 3:27:44 PM): I know this chat is being monitored, Im begging for any sort of help

BRIAN (1/25/2022, 3:27:53 PM): I understand that you need an email to contact. However, there is nothing we can do here on our end. As much as I would like to provide assistance, there is nothing we can do here on our end. I am sorry for the inconvenience it has caused you.

Me (1/25/2022, 3:27:56 PM): Ill pay another 5\$ if I have to

Me (1/25/2022, 3:28:04 PM): I know thats not true though

Me (1/25/2022, 3:28:20 PM): Theres no way a company as large as yahoo doesnt have any sort of further assistance

BRIAN (1/25/2022, 3:29:04 PM): You can try going through this link

https://www.yahoo.com/subscriptions/products/yahoo-plus-support-help?ncid=mbr_ryha cqlnk00000005 or this one <https://help.yahoo.com/kb/account> for more information.

Me (1/25/2022, 3:29:13 PM): Ive tried both

Me (1/25/2022, 3:29:32 PM): Like I said, I know your guys customer support system better than Id like to admit lol

BRIAN (1/25/2022, 3:30:07 PM): Again, I apologize for the inconvenience and sorry we won't be able to provide further assistance. I may need to end this chat session now since I have already provided the information needed.

BRIAN (1/25/2022, 3:30:09 PM): I appreciate your time in reaching us. Thank you for contacting Yahoo! Have a great day and take care.

Me (1/25/2022, 3:30:10 PM): Please