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Topic Title Adobe please read this

Date Posted:

08/01/2007 12:08:10 AM

Posted By: cj0nes (Junior Member)

- and give me a good reason why I shouldn't look elsewhere for my audio/visual needs.

Notes History (from Customer Support Portal)

Notes from Customer

Monday, July 2, 2007 2:35:40 AM PDT

Hello there,

For some time I have been intending to upgrade Premiere 5 to Premiere Pro 2 in order to take advantage of the "free CS3 upgrade" offer, which was stated as being available until August 28. However, on visiting the Adobe site today I was somewhat alarmed to find that Premiere 2 was no longer available anywhere for purchase. There was no indication that this was going to happen, so I saw no need to rush into buying it (I had been waiting for the announcement of a CS3 release date, and was still considering whether to opt for the full suite). I feel that I have been misled. Had there been any indication that this would happen, there is no question that I would have upgraded yesterday.

I did my homework thoroughly to ensure that something like this would not happen. There was nothing to suggest that I couldn't download the upgrade to Premiere Pro 2 for the advertised \$249 all the way up to August 28, and then upgrade to CS3 for free when it became available (there was also a September deadline that was mentioned, which made things confusing). I should also note that I emailed the Pacific region customer support a couple of months ago to make sure I had my facts straight on this, and it wasn't until five weeks later that I received a response - and the response was entirely unhelpful.

I called the support centre today, and after they initially denied that the offer even existed or that the product was available as a download, they finally agreed that I should be entitled to all that I have described (Premiere Pro 2 for \$249, and consequently a free CS3 upgrade), but they said they are powerless to do anything to help. Their only suggestion was to find a reseller who still has Pro 2 (they themselves were unsuccessful in finding one), and pay for the packaged version at a grossly inflated price.

And thus here I am trying to reach someone of higher authority who can sort this out. It would be most unfortunate if I had to delay the release of my current project and repeat many months of difficult research to find alternate products on which to build my business. I know a great deal of effort goes into the strategies for releasing all your packages, but surely there are also procedures for making concessions when some of those strategies go slightly awry. I would be most grateful if there was some way to avert my predicament.

Thanks for any help, I look forward to your response.

Chris

(Case was closed 2 1/2 weeks later without a response from Adobe)
(Case re-opened by me)

Notes from Customer
Thursday, July 19, 2007 12:25:39 AM PDT

I don't understand - why was this case closed? I received an email response from Adobe Asia Pacific on the 5th of July - was that supposed to be a response to this case? I had assumed it to be in regard to an old enquiry which had (typically) arrived far too late. Shouldn't there be a response here in the "Customer Support Portal"?

If it was a response to this case, then obviously the time wasn't taken to read or comprehend what I had written. All that has been suggested is that I find the nearest reseller in my area. Please re-read my post and understand why it is that my patience is wearing increasingly thin.

Thank you.

(Case was closed 13 days later without a response from Adobe)
(Case re-opened by me again)

Notes from Customer
Tuesday, July 31, 2007 11:31:05 PM PDT

Ok, so obviously I'm being swept under the carpet along with the evidence. Or is this "customer support portal" just for decoration, designed to give the illusion that Adobe actually cares?

I really don't understand why I have been treated in this manner. Now that Premiere 2 is no longer available anywhere, I've missed out on the deal, my project has been set back and I am forced to pay several hundred dollars more than I should. Thanks Adobe for the kick in the head.

Date Posted:

08/01/2007 03:31:50 AM

Posted By: Newsgroup User (Senior Member)

You need to Contact Adobe through the Contact button on their web site.

This forum here is for feedback on how the forums themselves function (barely better than Customer Service since the Macromedia acquisition).

You're preaching to the choir here. We're just a bunch of users like you.

Date Posted:

08/10/2007 08:25:42 AM

Posted By: KameSensei (Junior Member)

O.K. first off, when a new product is released the older version is only sold for a certain amount of time after the announcement date. It is not Adobe's fault that you waited too long to purchase the product. So just shut your mouth, quit whining and buy the damned product if you need it. You should have upgraded when the announcement happened if you needed it so damned bad NOT waited until the last possible minute. Who cares if they didn't tell you to do that? It's called common sense! I work in a call center too and do you REALLY think that us poor customer service agents know anymore than you do? We don't, we get a certain answer that we have to give no matter what. SO shut your yap and either call or write Adobe corporate about this or just deal with it. I hate getting calls from you whiny jerks!

Date Posted:

08/10/2007 11:45:26 AM

Posted By: cj0nes (Junior Member)

quote:

*Originally posted by: **KameSensei*** do you REALLY think that us poor customer service agents know anymore than you do? We don't, we get a certain answer that we have to give no matter what.

Well there's a large part of the problem right there. By the way, is your post representative of the kind of etiquette they're teaching in customer support school these days? That would make a lot of sense.

Let's recap the situation - try to absorb some of what I've written this time - and see if I am still a "whiny jerk". Adobe's promotion stated that if I get Premiere Pro 2 before August 28, I am eligible to receive a free CS3 upgrade. It is not unreasonable to assume that this means that Premiere Pro 2 will be available up until August 28. I emailed with several questions about this, and didn't receive a reply until 5 WEEKS LATER. The reply did not even answer a single one of my questions. The first of July passed, and suddenly Premiere 2 became unavailable. Their free upgrade offer also, suddenly, disappeared from their site, even though it is still in effect. Questionable ethical conduct, don't you think?

My subsequent emails were not replied to. I called the Australian support, and all they had to offer is "you'll have to buy it from a reseller" - knowing full well that that's not possible. I asked for other means

of contacting someone higher up at Adobe, and they claimed there aren't any! Completely isolated from Adobe HQ, apparently. Eventually they gave me another Australian customer support email address through which they assured me I would get a reply. Nine days and still no reply. You say I should write to "Adobe corporate". Got an address for that?

Now all this time I have been patiently awaiting a SINGLE RESPONSE from their "customer support portal", and not only do they not bother to reply, they repeatedly shut down my case without explanation. I never said or asked anything unreasonable. All I am trying to do is buy the product I am entitled to, *as it was advertised*. Instead I have been treated with inexplicable disregard.

Now imagine having to endure all of that negligence and apathy, and taking one last crack at attracting the attention of a caring Adobe official by posting in one of the forums. And now re-read your post, and see if it doesn't come across as more than just a tad out of line.

Date Posted:

08/16/2007 08:54:46 AM

Posted By: KameSensei (Junior Member)

If you read below you'll see that it says "Important Note: These online forums are for user-to-user discussions of Adobe products, and are not an official customer support channel for Adobe. If you require direct assistance, or prefer to contact Adobe support staff directly, please contact Adobe support." so no one from Adobe is going to read this. And I'm sorry if you found my response rude, but you really should have called in and spoken to someone, a lot of times if you ask to speak to a manager they can find a resolution for you. A lot of times the companies that we work for as customer service agents don't bother to tell us things. Why the company that I work for bought out another company a few months ago and no one here in the callcenter knew about it until we got calls from customers regarding it! So it is not the callcenter agent's fault but Adobe the corporate monster itself. I'd suggest trying to call their corporate offices and don't even bother with the customer service regarding this issue. if you go to contact us you'll get to a page that says "Adobe offices worldwide" and you can get the corporate numbers there. again, sorry if I was rude, but it is really frustrating when customers blame us agents and not the actual company itself.

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