



























 System	11:46:47 PM
Initial Question/Comment: Buying/Bidding/Searching	
 System	11:46:52 PM
Thank you for contacting eBay Live Help!	
 System	11:46:52 PM
You are successfully connected to eBay Live Help. Please hold for the next available Live Help Agent.	
 System	11:47:47 PM
We appreciate your patience. You will be able to type in your question as soon as you are connected with a Live Help Agent. Please continue to hold for the next available representative.	
 System	11:48:38 PM
Samuel R. has joined this session!	
 System	11:48:38 PM
Connected with Samuel R.	
 Samuel R.	11:49:03 PM
Hello, thanks for waiting and welcome to eBay Live Help! My name is Samuel. How may I help you?	
 mattcallen	11:49:09 PM
hi samuel	
 mattcallen	11:49:16 PM
my auction got cancelled	
 mattcallen	11:49:26 PM
can you bring it up and take a look?	
 Samuel R.	11:49:38 PM
Oh, I'm sorry to hear about that.	
 Samuel R.	11:50:33 PM
Since it is ended by the "Trust and Safety" department, we don't have appropriate tools to access and investigate the reason.	
 mattcallen	11:50:45 PM
that's not good	
 mattcallen	11:51:00 PM
i've invested thousands of dollars into this auction	
 Samuel R.	11:51:03 PM
However, I'll provide you the link to write an e-mail to the "Trust and Safety" department and they'll get back to you.	
 mattcallen	11:51:09 PM
with press and advertisements	
 Samuel R.	11:51:15 PM
I apologize for any inconvenience caused.	
 mattcallen	11:51:26 PM
and, the reasons that are listed are not true	
 mattcallen	11:51:55 PM
i've got THOUSANDS of dollars into this auction and don't really have time to wait for an email reply	
 mattcallen	11:52:09 PM
i need a better way to resolve this issue	
 Samuel R.	11:54:19 PM
Since the "Trust and Safety" department address such issues, I can provide you the link for that department.	
 mattcallen	11:54:31 PM
what other options do i have?	
 mattcallen	11:54:41 PM
is there someone i can talk to on the phone?	
 mattcallen	11:54:51 PM
i've been an ebay member for TEN years	
 mattcallen	11:54:57 PM
and have 100% feedback	
 Samuel R.	11:54:59 PM
AT present that department don't have phone support.	
 mattcallen	11:55:08 PM
this is the biggest thing i've ever auctioned	
 mattcallen	11:55:37 PM
and YOU, being ebay, cancelled it without even contacting me for an unjust reason	
 mattcallen	11:55:46 PM

is there a number i can call in the morning

 mattcallen 11:55:57 PM


i've spent thousands of dollars promoting this auction

 mattcallen 11:56:09 PM

to pay for ads on sites and PR firms

 Samuel R. 11:56:17 PM

We value your business and we would like you to know the reason as to why your item was removed by our Trust and Safety team.

 mattcallen 11:56:42 PM


Dear mattcallen(matt@icecreamman.com),

You recently listed the following auction-style listing:

270254178648 - Sponsor Ice Cream Man, Help Give Away Free Ice Cream

The listing was removed because it violated the eBay Search and Browse Manipulation policy. The violation occurred when you included the following information in your listing:

Also listed in: Computers & Networking > Web Domains & Services > Email Addresses

 mattcallen 11:56:44 PM

that is one

 Samuel R. 11:56:49 PM

This is the reason we want you to contact the Trust and Safety team.

 mattcallen 11:57:11 PM

and... if you look at my history with chat, you'll see i addressed this issue less than an hour after posting

 Samuel R. 11:57:14 PM

You can simply reply to that e-mail and send an e-mail to them.

 mattcallen 11:57:26 PM

I don't have the time to wait

 mattcallen 11:57:47 PM


i need direct contact with someone at ebay, NOW, or first thing EST in the morn

 mattcallen 11:57:52 PM

email ain't gonna cut it

 Samuel R. 11:57:58 PM

I apologize. However, they are the only ones who can answer you accurately.

 mattcallen 11:57:59 PM

do you have a superior i can speak with please?

 mattcallen 11:58:29 PM

I am contacting my lawyers now

 mattcallen 11:58:38 PM

everything should be on file on both our, and your end

 mattcallen 11:58:50 PM

i'm out thousands of dollars and am taking this very seriously

 Samuel R. 11:59:14 PM

Please hold on, while I transfer you to my supervisor.

 mattcallen 11:59:18 PM

thank you

 Samuel R. 11:59:29 PM

You're most welcome.

 mattcallen 11:59:41 PM

don't mean to get upset at you, just upset at the situation

 System 12:00:30 AM

Samuel R. has left this session!

 System 12:00:35 AM

Mark L. has joined this session!

 System 12:00:35 AM


Connected with Mark L.

 mattcallen 12:00:40 AM


hi Mark

 Mark L. 12:00:57 AM


Hello!

 Mark L. 12:01:02 AM


I am Mark. I am the supervisor to Samuel.

 mattcallen 12:01:05 AM


thanks

 mattcallen 12:01:14 AM


samuel was helpful but couldn't deal with my issue

 Mark L. 12:01:25 AM


Could you please allow me some time while I go through the chat transcript that you had with Samuel.?

 mattcallen 12:01:26 AM


can you please pull up any info you have on me and my auction?

 mattcallen 12:01:31 AM


yes

 Mark L. 12:01:47 AM


Thanks.

 System 12:03:07 AM


Mark L. has left this session!

 System 12:03:07 AM


Thank you for contacting eBay Live Help!

 System 12:03:12 AM


Mike C. T. has joined this session!

 System 12:03:12 AM


Connected with Mike C. T.

 Mike C. T. 12:03:17 AM


Hello! My name is Mike. Please allow me a few moments to review your previous chat. I'll be with you shortly.

 mattcallen 12:03:28 AM


Hi Mike

 mattcallen 12:03:32 AM


no worries, i'm here

 Mike C. T. 12:04:22 AM


Hi! I understand that you got disconnected from Mark.

 mattcallen 12:04:32 AM


oh, didn't notice that

 Mike C. T. 12:04:37 AM


I apologize about that and I'll be helping you with your concern now.

 mattcallen 12:04:41 AM


cool

 mattcallen 12:04:47 AM


he was just reviewing things

 mattcallen 12:04:57 AM


if you could pull up any of my info and my auction info, that'd be good

 Mike C. T. 12:06:09 AM


I understand. Just to clarify, this was about a listing that was removed from eBay, right?

 mattcallen 12:06:29 AM


yes

 Mike C. T. 12:07:14 AM


Thanks for confirming. Kindly give me a moment to check this for you, okay/

 mattcallen 12:07:20 AM


yup

 Mike C. T. 12:07:39 AM


Thank you.

 Mike C. T. 12:08:39 AM


Thanks for waiting.

 Mike C. T. 12:09:04 AM


This is about the listing with the title "Sponsor Ice Cream Man, Help Give Away Free Ice Cream", right?.

 mattcallen 12:09:10 AM

yes

 Mike C. T. 12:09:29 AM

Thanks for confirming.

 mattcallen 12:09:29 AM

there were two reasons it got canceled, according to emails i got

 mattcallen 12:09:53 AM

one is unjust and the other was dealt with an hour after we launched the auction via ebay chat

 mattcallen 12:10:35 AM

i've invested thousands of dollars into this auction with ads and hiring a public relations firm

 mattcallen 12:10:44 AM

i'd like it reinstated

 mattcallen 12:10:58 AM

i've been a member for 10 years with 100% postive feedback

 mattcallen 12:11:14 AM

i wouldn't treat a good customer of mine the way i've been treated here

 Mike C. T. 12:12:55 AM


I completely understand how you feel about this situation. As I work for eBay General Support, I have limited access to process your request. In this case, I strongly suggest that you contact Trust and Safety Team about this matter. May I post a link for you to be able to reach them?

 mattcallen 12:13:31 AM

well..the issue is... i have a LOT of money invested in this auction and don't really have time to just wait for someone to email me back

 mattcallen 12:13:56 AM

i understand you might not be the best person to deal with this but i really need to get in touch with someone ASAP who can

 mattcallen 12:14:02 AM

and email generally isn't the best way

 mattcallen 12:14:08 AM

phone or live chat is good for me

 mattcallen 12:14:25 AM

i'm out THOUSANDS of dollars here and i give away free ice cream for a living

 mattcallen 12:14:38 AM

so... as you can imagine, this is a HUGE hit for us

 mattcallen 12:14:47 AM

especially since i view this as being unjust

 Mike C. T. 12:15:11 AM

I terribly apologize however I'm guiding you to the team that would be able to assist you with this matter.

 mattcallen 12:15:26 AM

thank you

 mattcallen 12:15:50 AM

are there any other options besides email?

 Mike C. T. 12:17:38 AM

I'm sorry, we don't offer a phone support as of the moment.

 Mike C. T. 12:17:52 AM

And that Trust and Safety Team is only reachable through email.

 mattcallen 12:18:15 AM

is there ANYTHING you can do for me besides just tell me to just email them?

 mattcallen 12:18:31 AM

not only have i lost my thousands of dollars and my auction, now i've lost a half hour on here

 mattcallen 12:19:10 AM

do you have a supervisor i can speak with? i feel like my TEN years of supporting ebay isn't worth more than an email address

 Mike C. T. 12:21:42 AM

I understand that urgency of the matter and that you don't have time to wait for Trust and Safety Team to respond to your email. However, when you the listing have been removed, you should have received notification about the action taken.

 mattcallen 12:21:57 AM

yes, i have

 mattcallen 12:22:11 AM

but, i'd like to get in touch with someone ASAP

 mattcallen 12:22:18 AM


and waiting for an email isn't the best way

 mattcallen 12:22:35 AM


please help me here

 Mike C. T. 12:25:07 AM

I'm really sorry, with regard to removed listings, its really best to contact Trust and Safety Team.

 mattcallen 12:25:19 AM

so, you have NOTHING for me then

 mattcallen 12:25:24 AM


and i wasted my half hour

 mattcallen 12:25:32 AM

on top of all the money i've spent to promote the auction

 mattcallen 12:25:51 AM

and all i have are two emails that said a computer decided my auction wasn't legit

 mattcallen 12:26:48 AM

without any real person ever looking at it or contacting me

Connected with a Customer Representative

Session ID: 12357875