



## Your Adobe Chat Transcript For 5/15/20

Adobe Customer Care Virtual Assistant (5/15/20 9:02:55 PM CDT): Hi. I am the Adobe Customer Care Virtual Assistant. Tell me what you need help with. I'll do my best to understand and find the right person to assist you.

Colin (5/15/20 9:03:37 PM CDT): Hi, I paid for the Acrobat Premium subscription on my Android phone, but when I go into the Acrobat app, it still hasn't unlocked the features.

Adobe Customer Care Virtual Assistant (5/15/20 9:03:39 PM CDT): I want to make sure I understand clearly. Which of these categories best describes your issue?

- Fix a download or install error
- Reinstall a product or fix a trial error
- Something else

Colin (5/15/20 9:03:43 PM CDT): Something else

Adobe Customer Care Virtual Assistant (5/15/20 9:03:43 PM CDT): I'm still learning. Could you describe the issue differently or tell me your goal?

Colin (5/15/20 9:03:51 PM CDT): My subscription is not activated

Adobe Customer Care Virtual Assistant (5/15/20 9:03:54 PM CDT): Sounds like you need help setting up, reinstalling, or moving a product. Is that right?

- Yes
- No

Colin (5/15/20 9:03:56 PM CDT): Yes

Adobe Customer Care Virtual Assistant (5/15/20 9:03:57 PM CDT): Ok. Connecting you to an agent who can help.

\*\* (5/15/20 9:03:57 PM CDT): Connecting you with a specialist as soon as possible. \*\*

\*\* (5/15/20 9:04:01 PM CDT): You are now connected to SHUBHAM, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. \*\*

Colin (5/15/20 9:06:59 PM CDT): Hello

Colin (5/15/20 9:09:51 PM CDT): Are you there?

SHUBHAM (5/15/20 9:10:37 PM CDT): Let me transfer you to a specialist who can help with activation.

\*\* (5/15/20 9:10:53 PM CDT): Connecting you with a specialist as soon as possible. \*\*

\*\* (5/15/20 9:10:54 PM CDT): You are now connected to SHAIKH TAUSIF, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. \*\*

Colin (5/15/20 9:12:38 PM CDT): Ok

SHAIKH TAUSIF (5/15/20 9:12:41 PM CDT): Hello, I'll be happy to assist you with activation of subscription. I would like to inform you that there are Lightroom Mobile Premium and Acrobat Premium under this email id cobrien44@gmail.com

Colin (5/15/20 9:12:55 PM CDT): Yes, it's about the Acrobat Premium subscription.

SHAIKH TAUSIF (5/15/20 9:13:24 PM CDT): It sounds like you need help solving a technical issue. Let me transfer you to a technical support agent who can assist you.

\*\* (5/15/20 9:13:35 PM CDT): Connecting you with a specialist as soon as possible. \*\*

\*\* (5/15/20 9:18:35 PM CDT): Sorry for the delay. We're busier than expected. Thank you for your patience. \*\*

\*\* (5/15/20 9:34:42 PM CDT): You are now connected to Ranjan, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. \*\*

Ranjan (5/15/20 9:35:06 PM CDT): Hello. I'll be happy to assist you. What can I help you with today?

Colin (5/15/20 9:40:24 PM CDT): My Acrobat Premium subscription that I paid for is not unlocking in the Android app

Ranjan (5/15/20 9:43:11 PM CDT): We have reached the End of Support for that product. However, we have an active community of experts who could assist you on Adobe User Forums. Try reviewing the questions already posted or posting your question at <https://forums.adobe.com/welcome>

Colin (5/15/20 9:43:27 PM CDT): That's not true. You're still selling it.

Ranjan (5/15/20 9:44:01 PM CDT): Please ignore the previous message.

Ranjan (5/15/20 9:44:03 PM CDT): We no longer provide chat support for that product, but our forums are a great place to find answers. Try posting your question here: <https://community.adobe.com/>

Colin (5/15/20 9:44:51 PM CDT): There is nothing about this in the forums

Colin (5/15/20 9:51:04 PM CDT): I can't find any posts relating to this issue

Colin (5/15/20 9:51:24 PM CDT): And phone support told me they can't help

Colin (5/15/20 9:51:39 PM CDT): So if there is no phone support, and there is no chat support, what am I supposed to do?

Ranjan (5/15/20 9:57:53 PM CDT): Please be informed, we are trained in Adobe Acrobat pro dc desktop support and we have dedicated Phone support - [forums.adobe.com](https://forums.adobe.com).

Colin (5/15/20 10:01:06 PM CDT): So you all are selling a subscription for which you provide no actual support?

Ranjan (5/15/20 10:02:02 PM CDT): We have support but Iphone, Andriod and Tablet support is in [Forums.adobe.com](https://forums.adobe.com)

Colin (5/15/20 10:02:41 PM CDT): Yeah, that's not helpful at all. Actually, I just found another post where someone is having a similar problem, and no one from Adobe has responded at all.

For a list of support phone numbers, please visit our [Contact page](#).

To review your case history, log in to your [Adobe account](#). If you have difficulties logging in, consult the [Adobe ID and Membership FAQ](#).

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