







EcommerceBytes Blog

News and insight focusing on ecommerce. by Ina Steiner, Editor of EcommerceBytes.com

Sat Aug 2 2014 12:06:11

eBay Denies Outage Days after Widespread Accessibility Issues

By: Ina Steiner

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After experiencing major problems with its website this week, eBay finally issued a notice on its Systems Announcement Board that it set up years ago to report technical issues and outages. But the tone and timing of the announcement was more "spin" than a genuine message of assistance to users having problems.



eBay did not deny its website had issues - the title of the announcement was "Intermittent Technical Issue" - but it's lack of details left more questions than answers.

Here's the fulltext of eBay's announcement, published Friday night, a few hours after we reached higher up the PR food chain to get answers:

"We have seen reports of an eBay "outage" recently, so we wanted to address them. Here is what actually happened: We recently experienced a minor technical issue that resulted in the homepage and Daily Deals page to load slowly or be intermittently unavailable to a small portion of customers. General site functionality remained intact during this time and the issue has been fully resolved. We apologize for any inconvenience or delay this may have caused."

The message implies that reports from its customers, the media, and independent monitoring sites were overblown, and it doesn't address specific problems users

were reporting beyond two slow-loading pages.

Stating "we have seen reports of an eBay "outage" implies that no one ever asked them about it.

Yet EcommerceBytes had several email inquiries in to eBay's public relations department and actually spoke to Amanda Miller, a high level eBay spokesperson, about reports of technical issues. (She said she would have someone get back to us, but no one ever did.)

Reporter Chris Merriman of the Inquirer said in his article on Friday that he also inquired about the outage ("Once again, there is no word from eBay, but we have asked it to comment. One would think that after the pasting it took over its attitude to the password breach, it might be more forthcoming.")

Slashgear wrote about the problem on Wednesday ("Believe it or not, eBay appears to be down in the United States"). And although it didn't say whether or not it had reached out to eBay for comment, its report came 2 days before eBay acknowledged reports of an outage on its announcement board.

eBay yet again gets failing grades when it comes to communicating with its customers and to reporting technical issues in a timely manner.

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eBay Denies Outage Days after Widespread Accessibility Issues



by: Philip Cohen

Web Site

Sat Aug 2 12:20:58 2014

Ilf Johnny Ho could not see the problem from his corner office then it never existed—in his febrile mind ...

eBay Inc, where the incompetent mingle with the malevolent and the outright criminal, and the just plain stupid ... http://bit.ly/11F2eas



by: Rexford

More of the same from the eBay spin machine.

Honesty is not a strength that the company seem to possess. Denial and failing to address issues is the norm.

One would expect more from a \$60B company, but when you are held accountable by no one I guess that it is quite easy to go rogue.

eBay Denies Outage Days after Widespread Accessibility Issues



by: Ming the Merciless

Sat Aug 2 16:10:06 2014

If ebay were to admit to ALL the "technical issues" they experience on an hourly basis, Wall Street should permanently relegate ebay stock to a penny stock.

The fact is that ebay's chief strategies in its business model have historically included software piracy, intellectual property theft, lying, concealing, abusive behavior, and widespread theft from sellers that has worsened exponentially under John Donahoe.

For ebay admit to additional problems post Hack would signal to Wall Street they've lost control of their platform which The Ho would do ANYTHING to avoid.

Further The Ho will lie cheat and steal to avoid reimbursing sellers for ebay negligence and incompetence so The Ho just denies and obfuscates to evade telling the truth which marcisstic sociopaths like him are constitutionally incapable of doing.

Ebay plants and employees: Read the saga of Ruth Handler who lied to increase the value of Mattel stock.

Many of you could be held legally responsible for the lies and damage you've caused.

Ebay might pay for your legal counsel in a civil case, but what some of you are doing is CRIMINAL both figuratively and literally.

Who will pay your criminal defense fees in the thousands of dollars when you're charged?

Don't think deliberately issuing false and misleading public statements is a federal crime?

Handler was sentenced to PRISON.

Not ebay. YOU will.

Is there ONE honest ebay employee willing to disclose what he or she knows to Ina?

Perhaps Anonymous will bring some karma to ebafia on August 20.



eBay Denies Outage Days after Widespread Accessibility Issues

by: Ming the Merciless

Sat Aug 2 16:18:20 2014

Ebay employees who participate, aid, or abet stock fraud by failing to report, conceal, minimize, or other wise mislead as to the extent and duration of these outages:

Check out the cost per hour of criminal defense attorneys in the greater San Jose/San Francisco area.

Then do your wallet, conscience. and professional future a favor and contact the Steiners about disclosing the full amount of fraud that's going on on the ebafia campus.

eBay Denies Outage Days after Widespread Accessibility Issues



by: Philip Cohen

Web Site

Sat Aug 2 17:10:48 2014

... only don't use your eBay cubicle internet connection to blow the whistle—dummies ...

eBay Denies Outage Days after Widespread Accessibility Issues



by: bitbybit

Sat Aug 2 21:50:24 2014

So what will ebay tell Sothebys when outages occur?

eBay Denies Outage Days after Widespread Accessibility Issues



by: iheartjacksparrow

Sat Aug 2 22:08:16 2014

The outage wasn't "intermittent" for me. I tried for four hours to access the site to check on tracking for an item I was waiting for. I think Ina should do a poll to find out where the people who were contacting her about this issue reside to find out if the outage did affect the entirety of the U.S. or a "small portion" like eBay states.

eBay Denies Outage Days after Widespread Accessibility Issues



by: Ming the Merciless

Sat Aug 2 22:33:54 2014

My outage wasn't "intermittent," either. It lasted completely for more than 16 hours before even partial site usage was restored.

Had The Ho and his lying little minions disclosed the TRUTH, every listing on ebay would have had under their own policies to be extended for the full duration.

Among many other reasons, ebay lies about anything that would cost them money if they told the truth.

And, yes, whistleblowers should use public wi fi well away from prying eyes and computers to contact the Steiners.

Of course this scenario is predicated on the hypothesis that there is at least ONE honest person still working for ebay.

Which I personally doubt.

And I'm talking to YOU, Griff, and your hilariously entertaining "seller advocacy."

eBay Denies Outage Days after Widespread Accessibility Issues

by: Xander 🌄

Sat Aug 2 23:40:16 2014

Well the good part about not selling or buying on ebay is- You don't notice when they're site goes offline.

I laughed at the part about ebay not responding to the Steiner's and others inquiries into the site outage.

It seems ebay continues to reach new lows under John Donahoes leadership.

Just think, if buyers and sellers had the power to vote for ebay's upper management, JD would be long gone some time back.

The HO has got to go!

eBay Denies Outage Days after Widespread Accessibility Issues



by: The End

Sun Aug 3 03:03:49 2014

Ebay = US Fidelis



Sun Aug 3 03:30:03 2014

eBay Inc. Research Reports on July 23, 2014: eBay Inc. (eBay) announced the pricing of a \$3.5BILLION underwritten public offering of its senior UNSECURED notes, consisting of \$450 MILLION 2017 Floating Rate notes, \$400 MILLION 2019 Floating Rate notes, \$1.5 BILLION 2019 2.2% fixed rate notes, \$750 MILLION 2021 2.875% Fixed Rate notes, and \$750 MILLION 2024 3.45% Fixed Rate notes. The pricing was fixed at 100% of the principal amount for 2017 and 2019 Floating Rate notes, 99.788% for the 2019 Fixed Rate notes, 99.779% for the 2021 Fixed Rate notes, and 99,899% for the 2024 Fixed Rate notes. The company plans to use the net proceeds of approximately \$3.48 BILLION for "general corporate purposes", including the repayment of outstanding "commercial paper borrowings". The full research reports on eBay are available for download free of charge here:

http://www.analystsreview.com/Aug-01-2014/EBAY/report.pdf

eBay Denies Outage Days after Widespread Accessibility Issues



by: The End

Sun Aug 3 03:31:21 2014

This is not a company to invest in. Go SHORT and get out of the way.

eBay Denies Outage Days after Widespread Accessibility Issues



by: Rexford

Sun Aug 3 06:27:00 2014

"John Donahoes leadership"

Now there's an oxymoron.

eBay Denies Outage Days after Widespread Accessibility Issues



by: Ed Gadfly

eBay says your items will not be visible at all times. You agree to this in the Terms Of Service.

"All times" is vague and could include 5 minutes or 5 days.

eBay gives you exposure and non-exposure just like they promised and you agreed to. EBay tells Wall Street and anyone else they are delivering as promised.

eBay Denies Outage Days after Widespread Accessibility Issues

by: Donkey &

Sun Aug 3 07:42:17 2014

I could not upload tracking information for most of the week to ebay's broken site.



by: Ming the Merciless

Sun Aug 3 20:18:12 2014

eBay Denies Outage Days after Widespread Accessibility Issues

@bitbybit

Ebay will tell Sotheby's to clear their and cookies and reboot.

eBay Denies Outage Days after Widespread Accessibility Issues

by: sellerfish 🏖

Sun Aug 3 23:10:55 2014

If I were slow down for a bit, for any reason, eBay would punish me...

eBay Denies Outage Days after Widespread Accessibility Issues



by: Philip Cohen

Web Site

Sun Aug 3 23:18:19 2014

"a minor technical issue "

See, if the problem cannot be noticed from the executive suite corner office, then it was of no consequence ...

eBay Inc—where the incompetent mingle with the malevolent and the outright criminal, and the just plain stupid ... http://bit.ly/11F2eas

eBay Denies Outage Days after Widespread Accessibility Issues



Sun Aug 3 23:40:42 2014

"eBay gives you exposure and non-exposure just like they promised and you agreed to." In law there is a...

Doctrine of reasonable expectations - Legal principle that, in general, the provisions of a contract are to be interpreted according to what a reasonable person (who is not trained in the law) would interpret them.

This doctrine is particularly applicable in adhesion contracts (such as bank lendings and insurance policies) or where a provision is open to more than one interpretation. It favors the objectively reasonable expectations of the weaker party (borrower or insured) although the language of the provision(s) does not explicitly supports them. Also called reasonable expectations doctrine.



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Ecommerce EKG





Not able to update contact info on seller account.





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