

From : j[REDACTED]n@yahoo.com  
Sent : 2/17/2016 6:32:10 AM  
To : "[estore@asus.com](mailto:estore@asus.com)"  
Subject : Antenna (RT-N66U)

[CASEID=PTM20160217200368]

I am in need of all three replacement antennas for my Asus RT-N66U router. For over a year, I have visited the Asus online parts store on a periodic basis, though each time, this item has stated "sold out" (<http://us.estimate.asus.com/products/13q01e003000>). I even called Asus eStore telephone support about a year ago regarding this product. The representative I spoke with at that time told me that they would look into seeing whether this item has been discontinued or just why it's always stated as being "sold out". I have yet to see any changes or availability of this item.

Would you please advise on availability of this product, how I may be able to obtain it or recommend another company that manufactures a third-party antenna for this router?

Thank you in advance for your assistance with this matter.

Jeff

From : j[REDACTED]n@yahoo.com  
Sent : 2016-02-17 6:44:34 AM  
To : "techsupport@asus.com"  
Subject : <TSD> Wireless RT-N66U (VER.B1)

[CASEID=WTM20160217144433847]

Apply date : 2016/02/17 06:44:33(UTC Time)

[Contact Information]

Name : Jeff  
Email Address : j[REDACTED]n@yahoo.com  
Country : United States

[Product Information]

Product Type : Wireless  
Product Model : RT-N66U (VER.B1)  
Product S/N : CCIAQ8DD3451  
Date of Purchase : 2014/07/01  
Operating System : MAC OS

[Problem Description]

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bienvenido\_v <estore@asus.com>  
To: j[REDACTED]n@yahoo.com  
Re:Antenna (RT-N66U) [ID=RPTM20160217200368-396]

February 17, 2016 3:07 PM

ASUS CASEID=RPTM20160217200368-396



Dear Valued Customer

Thank you for your inquiry.

We apologize, but we do not have the item as of this moment.

Please allow us to check it with our warehouse. We would send you an email as soon as we get an update from them.

You may also check the availability of this item to this/the following authorized reseller/s:

- [http://promos.asus.com/us/where\\_to\\_buy/](http://promos.asus.com/us/where_to_buy/)

Hoping for patience.

Regards,

Benny V.

ASUS Customer Service  
855-755-2787

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----- Original Message -----

From : j[REDACTED]n@yahoo.com  
Sent : 2/17/2016 6:32:10 AM  
To : "estore@asus.com"  
Subject : Antenna (RT-N66U)

[CASEID=PTM20160217200368]

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Thank you in advance for your assistance with this matter.

Jeff

mohanraj\_l\_s<techsupport@asus.com>  
To: [REDACTED]@yahoo.com

February 17, 2016 3:37 PM

Re:<TSD> Wireless RT-N66U (VER.B1) [ID=RWTM20160217144433847-119]

ASUS CASEID=RWTM20160217144433847-119

 Reply

#### Feedback

Is the answer helpful to your question?  YES

If not, please tell us the reason.

- 1 The solution is not specific or detailed
- 2 Agent asked me to do unreasonable test
- 3 Agent provided me wrong information
- 4 My product need to be repaired
- 5 Other

Dear Jeff,

Thank you for contacting ASUS Customer Service.

I understand that you called our estore department over a year ago regarding the replacement antenna for your router. I apologize for the inconvenience caused. I will be more than happy to help you.

In this case, I request you to contact our estore now and check if it is available to purchase. Here is the contact information to our estore:

Monday - Friday 8:00 AM to 5:30 PM PST (excluding weekends and / or holidays)  
Phone Number: 855-755-2787  
Email: [estore@asus.com](mailto:estore@asus.com)  
<http://us.estore.asus.com/>

If you need any further assistance, please feel free to contact us anytime.

Thank you for choosing ASUS.

Regards,

Sammy S.

Customer Service Center.  
ASUSTek Computer Inc.

Component Product Support: 1-812-282-2787

Mon - Fri 5:30AM - 11:00PM PST; Sat - Sun 6:00AM - 3:00PM PST

RETAIL Product Support ONLY: 1-877-339-2787 Available:24/7

System Product Support: 1-888-678-3688 Available:24/7

ASUS Live Chat Support

<http://www.asus.com> :: <http://service.asus.com/>

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----- Original Message -----

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Sent : 2016-02-17 6:44:34 AM  
To : "techsupport@asus.com"  
Subject : <TSD> Wireless RT-N66U (VER.B1)

[CASEID=WTM20160217144433847]

Apply date : 2016/02/17 06:44:33(UTC Time)

#### [Contact Information]

Name : Jeff  
Email Address : [REDACTED]@yahoo.com  
Country : United States

#### [Product Information]

Product Type : Wireless  
Product Model : RT-N66U (VER.B1)  
Product S/N : C[REDACTED]1  
Date of Purchase : 2014/07/01  
Operating System : MAC OS

#### [Problem Description]

I am in need of all three replacement antennas for my Asus RT-N66U router. For over a year, I have visited the Asus online parts store on a periodic basis, though each time, this item has stated "sold out" (<http://us.estore.asus.com/products/13g01e003000>). I even called Asus eStore telephone support about a year ago regarding this product. The representative I spoke with at that time told me that they would look into seeing whether this item has been discontinued or just why it's always stated as being "sold out". I have yet to see any changes or availability of this item.

Would you please advise on availability of this product, how I may be able to obtain it or recommend another company that manufactures a third-party antenna for this router?

Thank you in advance for your assistance with this matter.



Dear Customer,

Thank you for contacting ASUS Support. One of our agents has responded to your technical inquiry.

Your request ID: [WTM20160217144433847](#). To view the response from our agent, please click [here](#).

This survey is intended to evaluate the technical support reply quality only, if you would like to leave your feedback regarding any other topic, please use the form on our [web-site](#). Please help us to improve our service further by taking a moment of your time to tell us about the service that you have received so far.

We appreciate your business and would like to make sure we meet your expectations. Below you will find a link for our survey.

[Start to fill the questionnaire](#)

The information collected from this survey will be treated as confidential and will not be disclosed to any outside parties.

Your feedback is greatly appreciated. We at ASUS believe that your valuable feedback will help us to further improve the service we offer for ASUS products.

Thank you very much for your time and participation.

Sincerely,  
Customer Service Center

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If you no longer wish to receive this customer survey, please click [here to unsubscribe](#) This mail has been sent to you by an automated Survey system, please DO NOT reply or forward this message.

J. [REDACTED] <[REDACTED]n@yahoo.com>

To: techsurvey@asus.com.tw

RE: ASUS Online Technical Service Survey (Submitted as web form to Asus, not email)

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READ ALL OF THIS! UNDERSTAND ALL OF THIS IN IT'S ENTIRETY! THIS IS A SERIOUS MATTER REGARDING YOUR CUSTOMER SERVICE.

The email I received from Asus, inviting me to take this survey is ridiculous. The email specifically states "This survey is intended to evaluate the technical support reply quality only" and "we at ASUS believe that your valuable feedback will help us to further improve the service we offer for ASUS products". But Asus has a lengthy record of very poor customer service, without change, and now I have seen for myself.

This is regarding two cases (RWTM20160217144433847-119, RPTM20160217200368-396), submitted at the same time, with the same text! Both of the representatives failed miserably.

Asus Case ID: RWTM20160217144433847-119

YOUR QUESTIONS WERE (and the reason for my reply).

• How satisfied were you with the overall service of our customer service representative?

The overall service? What service? My original "complaint" stated I had visited the Asus eStore for over a year, including having called the eStore. The representative sent me right back to the eStore, knowing that I had gone there for over a year.

• How would you rate our Customer Service Representative's attitude?

The representative stated "I will be more than happy to help you." Yet, if he was happy to help, having read that I had already visited the Asus eStore for over a year, he would not have been so "happy" himself. Do I sense a bit of sarcasm on the representatives part?

• How would you rate our Customer Service Representative's content of reply? (fluency, comprehension...etc.)

See above.

• How would you rate our Customer Service Representative's knowledge/professionalism?

See above.

How would you rate our Customer Service Representative's response time?

14+ hours for a useless reply? Terrible! More than 5 days for this survey? Horrible! For many people, to reopen a wound 5 days later would be utter disrespect.

Furthermore, per Asus case ID: RPTM20160217200368-396

The representative stated an email would be sent to me as soon as they got an update from their warehouse. I NEVER received another email from Asus with that response. Furthermore, the representative referred me to [http://promos.asus.com/us/where\\_to\\_buy/](http://promos.asus.com/us/where_to_buy/). I reluctantly followed that link and clicked on 90% of the retailers/distributors listed. My search inquiry after each click was "Asus antenna" and "RT-N66U". NONE of the retailer/distributors had the OE antenna available that I was looking for. I was very exhausted and very angry. I still (very much) am. In fact, some (at least 6) of the websites Asus provided DO NOT EXIST! One of those retailers has been closed for more than 19 months!!! Ridiculous. You haven't checked your website in more than 19 months? The closed or incorrect websites follow:

[www.americantv.com](http://www.americantv.com)

[www.ecost.com](http://www.ecost.com)

[www.onsale.com](http://www.onsale.com)

[www.rcsexperience.com](http://www.rcsexperience.com)

[www.sedonline.com](http://www.sedonline.com)

<http://www3.vitamobility.com>

IN CONCLUSION: Asus still manufactures and sells this router through the Asus website as well as retailers sites. But you are unable to provide a simple antenna from the assembly you would happily sell? You put me through the runaround for way to long. Extremely poor customer service. I have found errors on your website for you. I am so exhausted. Asus should compensate me and provide a new router at absolutely no cost to me. But, really; does what the customer says or feels really matter to Asus??