PENGAD-Bayonne, N.J.
GOVERNMENT EXHIBIT
326

Redacted

Plotner, Greg

From: Plotner, Greg
Sent: Monday, September 14, 1998 12:52 PM
To: Burris, Dean
Cc: Robinson, Jim
Subject: FW: Windows desktop experience issues - EMEA

Importance: High

Dean,

Do you want me to initially draft a consolidated ISP issues document or are you already working on it?

Thanks,

Greg

-----Original Message-----
From: Loevner, Evan
Sent: Monday, September 14, 1998 5:05 AM
To: Robinson, Jim; Leonard, Patricia; Burris, Dean; Plotner, Greg
Cc: Decker, Steve; Gardner, Terry; Bacus, John
Subject: RE: Windows desktop experience issues
Importance: High

Thanks for the reply Jim. Have tried to summarize below what I see as the major concerns. In general, we are getting a lot of mixed signals here as to what we can and cannot remove from the desktop. The things that Celia has articulated to us in the past as being "flexible" are clearly outlined as untouchable in the recent mail below from our local Microsoft rep.

FW: Referral Server

98CV01232
Highly Confidential
COMPAQ/DOJ SEPT.SUB

Concerns over the desktop is as follows:
1. Welcome to Win98 tutorial, with its section on signing users to the Net. Currently no link to CIS within this component, although I understand that we may be able to influence this. Either we need to remove the Internet part of this tutorial, or hook it to CIS.
2. MSN icon still on desktop for some countries - we wish to remove this
3. I.E. 4.0 icon will take user to MS connection wizard if user fails to register with our suggested ISPs at first boot
4. Online Services Folder on desktop - we wish to remove this.

5. **Microsoft Referral Server** contains non-functioning ISPs for some countries - not kept up to date - we wish to remove this for the majority of our markets, as for 1C99 we will have strategic partnerships in place with ISPs for most of our countries (see matrix below).

In sum, the issues above mean (1) loss of revenue to Compaq for ISP subscriptions, (2) loss of revenue due to inability to send customers to our portal, (3) customer dissatisfaction due to confusion over best way to get onto the Internet, and (4) customer dissatisfaction due to non-functioning ISPs.

Thanks,
Evan

-----Original Message-----
From: Robinson, Jim
Sent: Friday, September 11, 1998 6:08 PM
To: Loevner, Evan; Leonard, Patricia; Burris, Dean; Plotner, Greg
Cc: Decker, Steve
Subject: RE: Windows desktop experience issues

Evan,

Greg and Dean are putting together the necessary inputs right now. Would suggest you give Dean a call if at all possible.

Jim

-----Original Message-----
From: **Loevner, Evan**
Sent: Friday, September 11, 1998 8:09 AM
To: Robinson, Jim; Leonard, Patricia; Burris, Dean; Plotner, Greg
Cc: Decker, Steve
Subject: RE: Windows desktop experience issues

Thanks for the mail Jim. What are the plans for corraling the input?? Any meetings set up??

Regards,
Evan

-----Original Message-----
From: Robinson, Jim
Sent: Thursday, September 10, 1998 4:01 PM
To: Loevner, Evan; Leonard, Patricia; Burris, Dean; Plotner, Greg
Cc: Decker, Steve
Subject: Windows desktop experience issues

Evan,

Steve Decker forwarded your voicemail to me concerning your questions about modifying the desktop components. Interestingly enough Greg Plotner and myself had a meeting with Dean Burris the other day on the exact same subject. It was decided that we need to corral all our issues (worldwide) and have a concerted approach in our dealings with Microsoft. Both Greg Plotner and Dean Burris are taking the lead on this issue. Would it be possible for you to work with Dean on the technical issues?

Call me if you have any concerns.

Jim Robinson