

**From:** CWest51134@aol.com@inetgw  
**To:** Microsoft ATR  
**Date:** 1/4/02 3:29am  
**Subject:** Microsoft Settlement

MICROSOFT ATR@USDOJ.GOV,

The government should be more informed about the whole Microsoft spectrum and not let politics interfere with any decisions it makes to improve the existence of Microsoft in the entire community of the computer world.

Microsoft has a wonderful product in all the versions of Windows and other products in provides to it's customers but there is definitely a cloud of greed hovering over the company's operation. One would think that the sales of their products would produce enough revenue that the tech support would be provided to it's clientele at no charge as many other very successful companies do. Actually for Microsoft to charge for tech support could be interpreted as monopolistic. Once the user goes into Microsoft products it's very difficult to drop Windows and seek a replacement elsewhere.

The exit option is not readily provided to leave a program whenever one wants to. Then there is all the subliminal advertising that is annoying.

The criticism could go on and on but there definitely should be some oversight by some honest, fully knowledgeable and not political authority to give guidance to all computer industry related companies.

Not tell a man how to run his company but when you creat so many billionaires off the backs of your customers who actually support you with their sweat and blood is uncoscionable. The revenue is not apporioned properly in Microsoft so the blame is at the top, the authority of the company.

It is my hope as a long time Microsoft user that the above remarks be seriously taken when it comes time to finalize the settlement.

Sincerely,

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