

From: Gene Williams
To: Microsoft ATR
Date: 1/11/02 5:35pm
Subject: My experience with Microsoft

11 January, 2002

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Dear Justice Department,

I use Microsoft's word, excel and access software programs and Microsoft's OUTLOOK 2000 email program. I use these every working day and also at home. My job is to support agents in 75 countries.

I urge you to take a strong hand with Microsoft and force them to be more compatible with competing software companies and to cease the practice of forcing upgrades to their software products. Their marketing practice of designing their products so that upgrades are forced on their customers is, very often, unnecessary, expensive, causes delay and increases the cost of doing business.

A specific example is Internet Explorer 98 which I have on my home computer. It will not access secure websites (I cannot use it to order goods and services online). I have to use NETSCAPE to place orders online. I cannot upgrade Explorer 98 - Microsoft will not let me. Two computer repair services have advised me that I must wipe my computer clean and then reinstall Explorer 98 or install a later version.

Another example is the practice of upgrading Microsoft word in such a way that attachments to email sent to recipients who have a lower version of Word cannot open the attachment; they must purchase a word attachment for their computer in order to open the documents in your new version of word.

These practices are petty, demeaning and are low level marketing tactics unbecoming of a major US company.

Best Regards,

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MTC-00010323_0001

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