

**From:** ARobertWSimmons@cs.com@inetgw  
**To:** Microsoft ATR  
**Date:** 1/23/02 8:04pm  
**Subject:** AOL-Netscape vs Microsoft

Netscape became netscrap due to their inability to innovate and update to KEEP there customers. Customers especially happy customers keep you motivated to do better, Netscape was not able or capable of listening to their consumers. Microsoft a newcomer to the browser market had what I would call a lousy product in the beginning. With their consumer follow up and product hotline they took the heat made product changes and today they have a great product that works well with just about any program. Netscape via AOL today will kick you from programs and you have to reboot to get back into that program.

AOL knew or at least I hoped they knew that what they were buying was a oversize peice of software that needed alot of work to make it a streamlined player iun the game of Browsers. Don't use the feable excuse that Microsoft bundle the product with Windows that caused Netscapes problems that just not true. You still had to buy the Windows program and you paid alot of money for that software. I was glad to get anything and everthing they had for that purchase. It works great then and it works great today. I've bought Netscape Gold, Netscape Premium, and Netscape programs to assist me in other online programs in the past, and after a month trying to work anyone of the programs I deleted the programs and went on with another program. If AOL is so hot on Netscape I have three different progams that Netscape came out with I'll be more than happy to send them back for credit.

Microsoft products and Internet Explorer works well, with ease, and does not take up alot of memory.

Tell AOL to market their product the right way and listen to the consumers whobuy the products, and maybe they may have a chance in getting back market share they have given upon hoping that the DOJ would help them with. Let the consumer be the judge of what products are good, and what product systems they wish to buy.

Thank you, I was just going to say a few words but I got on a consumer roll.  
RW Simmons