

**From:** Dirk Valcke  
**To:** Microsoft ATR  
**Date:** 1/28/02 1:28pm  
**Subject:** Microsoft Settlement

Dear Sir or Madam:

As a consultant in the computer industry I come in contact with many people in many different organizations.

These organizations range from first class Financial Institutions to small enterprises with only a few employees. For all these organizations and especially for the thousands, even millions of small and mid-sized companies Microsoft\* provided an easy to use, cheap, out-of-the-box usable computing environment.

As you probably know and experienced yourself, even a child can install and use the Windows\* and Office\* platforms. To find a platform that is as easy to use and that keeps the whole computing experience affordable we can only look at Apple\*. The giants in the industry, especially SUN, could take some lessons in user-friendliness, ease of use and low-cost from both Apple\* and Microsoft\*. The initiative of the Linux\* group seems to go in the right direction, but the product is not yet at the level we are used to (user interface, ease of use, support).

When I consider the enormous number of companies and people, who earn their living by building on an ever-evaluating platform, persons that study these new versions and implement ever more complex and at the same time ever easier to use software, I am amazed.

When I try to imagine the number of people that use these inexpensive, easy obtainable systems, at work, at school and home, I am amazed.

When trying to imagine even the very Internet that allowed me to send you this message, without the low-priced, easy to use computers, I wonder if it would have been possible!!

The inexpensive computers and software are a result of volume.

The volume is the result of popularity.

Popularity is the result of content and happy users!

I hope you advice and ruling will allow current and future enterprises to work on even more mind blowing and fantastic applications and systems. That it will allow the customers/users to benefit from ever more features and possibilities.

With kind regards,

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