

COMPLAINT

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-03/6746.html>

From: George (*dfr8_at_iafrica.com*)

Date: 03/30/04

Date: Tue, 30 Mar 2004 00:20:33 -0800

On Monday 26.03.2004 I checked the Windows XP site and found no critical updates. However, Windows XP checker recommended two driver upgrades. One for the ATI driver and two the sound card driver. I chose both. Since that moment my problems started! I get random freezing of the computer. Nothing works anymore and I have to reboot every time. The error report attributes this to the ATI driver. I tried to contact Microsoft by email to no avail. Their support site has become so cumbersome, so user unfriendly, so remote and distant from the consumer that one does not even want to continue asking for support anymore. Nobody can even complain to them directly, let alone get descent help. Their on-line tech support refers me to the ATI site to get support from them. When I tried to get online support and entered the product ID required they referred me back to the hardware manufacturer because the software is OEM. After all it was on the Microsoft site that the driver upgrade was recommended and installed. I want to complain not because I like it but because it is after their recommendation (on-line checker) that I upgraded the ATI driver which now gives me endless problems. It is unacceptable! And it is even more aggravating that one cannot even have direct access by email to them and tell them how arrogant they have become.

This message is sent on this site in the hope that somebody at Microsoft will notice it and who is not so arrogant to service the public who after all made Microsoft what it is today. This whole incident is outrageous!

Georges Kriemadis

Fax: +1-973-4538195, Email: dfr8@iafrica.com