

Linda R. Killian
One Forest Lane
Scarsdale, N.Y. 10583

August 8, 2002

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Office of the Secretary
Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

Dear Sir/Madame:

Don't close the books on Microsoft just yet.

Their abuse of individuals' credit card numbers may extend beyond the "Passport" problems. I don't know how Microsoft got access to my credit card number, but I do know that they have made unauthorized charges on my American Express account for services that are not desired or used.

Sincerely,



Linda R. Killian
One Forest Lane
Scarsdale, N.Y. 10583

August 8, 2002

Mr. Michael Dell
Chairman and CEO
Dell Computer
One Dell Way
Round Rock, TX 78682-2222

Dear Mr. Dell:

A year ago, I bought a Dell desk top. The package included free one year access to MSN Internet service. I tested the service one or two times and found it erratic and slow. Then, in May 2002, MSN began billing me \$22 for not one but two MSN services, a total of \$44 per month. I called American Express and explained that these charges were unauthorized and they immediately reversed them. Then, I called MSN. They were unapologetic and only after being told that American Express had reversed the charges, did they agree to reverse the charges. They also admitted that they were "double billing". They refused to tell me how they got my American Express account number. They are also continuing to double bill me and American Express is continuing to reverse the charges.

This is a scam. As the CEO of a reputable company, you should be very concerned that a business partner of yours is getting access to your customers' charge card numbers and making unauthorized charges. I'd also like to know why Dell made my American Express card available to Microsoft in the first place. I have tried to reach you customer service line but no one ever answers the phone. I feel as though Dell has betrayed a basic commercial trust by allowing a third party access to my credit information.

Every customer of yours who had the "free" MSN service as a result of buying a new Dell is a potential victim of this scam.

Sincerely,

CC: John S. Hamlin, VP US Consumer Business
Federal Trade Commission, Microsoft Investigation
The Honorable Elliot Spitzer, Attorney General, New York State