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Subject: I contacted EA about the game log problem..  
Posted by [p0opies](#) on Fri, 14 Mar 2003 11:21:47 GMT  
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I searched through several EA games to find a online support. Thx to E&B i talked to a Rep.  
Here's what i got.. Not very helpful info..

EA Tech Sean: Hi, my name is EA Tech Sean. How may I help you?

You: This isnt a problem regarding E&B but with another one of your games that wasnt listed

EA Tech Sean: Yes please.

You: As you may know WS was shutdown and EA took over the Westwood games. Command and Conquer: Renegade has a problem online now

You: The ladder system is messed up somewhere and it doesnt keep logs of games anymore

EA Tech Sean: Nate, I'm sorry, but we only offer Technical Chat support for Motor City Online, Earth & Beyond, The Sims Online, and Ultima Online.

EA Tech Sean: For other games, please use our knowledge base at <http://eatech.custhelp.com>. Click "Click Here" tab under "TECHNICAL SUPPORT" section to search the knowledge base.

EA Tech Sean: If you are unable to find a solution there, click the "Ask a Question" link to submit your question, and a technical support representative will reply to you as soon as possible.

You: Do you know who i can talk to?

You: It's your servers not a technical problem i can fix

You: It's not my game, its your own servers

You: it doesnt affect me it affects everyone

You: Is there anyone who can help me with this issue?

You: Hello?

EA Tech Sean: I apologize for the inconvenience caused to you, I would request you to please e-mail your issue and I assure you that you will recieve a resolution to your issue at the earliest.

EA Tech Sean: Is there anything else I can assist you with?

You: Perhaps an e-mail address? I mean c'mon it is your company, can you at least give me an e-mail address?

EA Tech Sean: Please visit <http://eatech.custhelp.com>. Click "Click Here" tab under "TECHNICAL SUPPORT" section, click the "Ask a Question" link to submit your question, and a technical support representative will reply to you as soon as possible.

You: thx

EA Tech Sean: Is there anything else I can assist you with?

You: nope

EA Tech Sean: Have a good day Nate, and thank you for contacting EA.com Technical Chat support.

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