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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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Subject: I contacted EA about the game log problem..

Posted by [Sir Kane](#) on Fri, 14 Mar 2003 11:26:34 GMT

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EA = Teh suxx0r!

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Subject: I contacted EA about the game log problem..  
Posted by [p0opies](#) on Fri, 14 Mar 2003 11:37:23 GMT  
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if anyone else wants to harrass them on their online Live tech "help"  
here's the direct url  
<http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/live.php>

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Subject: I contacted EA about the game log problem..  
Posted by [Sk8rRIMuk](#) on Fri, 14 Mar 2003 11:47:34 GMT  
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p0opiesif anyone else wants to harrass them on their online Live tech "help"  
here's the direct url  
<http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/live.php>

Right the Sk8r is gonna see what he can do ...

\*Puts bandana on\* Your gonna get it EA.

EDIT: Damm they take ages to reply.

OK the bitch never replied so I tried to ask a Question and got this:

Thank you for visiting Electronic Arts Online Support. We are sorry, but the "Ask a Question" feature is not available for this question.  
We have recently updated our support website. For all in-game issues and account questions, please visit [http://westwood.custhelp.com/cgi-bin/westwood.cfg/php/enduser/std\\_alp.php](http://westwood.custhelp.com/cgi-bin/westwood.cfg/php/enduser/std_alp.php) or refer to your game manual.

updating this as new issues arise. You may also receive additional game support and tips by calling 1-900-288-HINT. (This service does charge 95 cents a minute to your phone bill. If you are

Contest Questions.

For known technical issues and resolutions, choose the "category" Technical Support. For

technical issue.(Game play questions are not addressed by technical support.)

Once again, thank you for your purchase, and we hope you enjoy your Electronic Arts game.

Thank you, EA Online Support

Fuck I hate EA I had to submit it under another category .

-Sk8rRIMuk

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Subject: I contacted EA about the game log problem..  
Posted by [Commando no. 448](#) on Fri, 14 Mar 2003 12:29:18 GMT  
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Maybe you should ask them a really airhead question like "What tools do you recommend for opening the renegade box?" or "I just bought renegade and have the box sitting in front of me. How do I get to play it?" and ask them for a step by step guide on how to open the box, put it in the cd rom drive, install it, and play it. Might be hard pretending you honestly don't know though. But you will certainly give the tech support guy a hell of a story to tell his co-workers while the headache subsides.

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Subject: I contacted EA about the game log problem..  
Posted by [Demolition man](#) on Fri, 14 Mar 2003 14:10:24 GMT  
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EA Tech Sean is a bot.

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Subject: I contacted EA about the game log problem..  
Posted by [Jim Goose](#) on Fri, 14 Mar 2003 16:54:40 GMT  
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Silent KaneEA = Teh suxx0r!

Imao, I love this guy's signature

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