

Jagielski, Karen

From: cindy mccrae <cindy.mccrae@delldata.com>
Sent: Friday, May 24, 2013 11:57 AM
To: iot
Subject: Sharing is not always a good thing

Dear FTC,

I have searched your site, this the third time. The first time the closest documentation to what I am experiencing is "botnet". That was in March 2013. Let me start a 'Readers Digest' short version from the beginning.

On March 1, 2013 I took my first brand new notebook out of the box. So excited to learn and experience the new Windows 8. Turned it on and it went straight for any wireless connection to "activate" my Dell product. Within an hour or two things started to act funny. I could no longer personalize or open simple files like recovery.

I ended up purchasing a subscription to the Geek Squad (they are awesome and very very patient!), and together we have endured this journey. Dell...not so much! They wanted ALOT of money to attempt to fix what other could not, even replaced the hard drive to no avail. Long story short after 43 days in "Dell Hell" they agreed to take it back. And Yes, I did threaten to complain to you and the FBI.

But my story doesn't end here. I then purchased a brand new Acer Aspire, and I love it!!! Touch screen and its sleek and cool and after a couple dayswham! Same thing.

Shouldn't happen if its two different computers and two different companies. So I went after my ISP for assistance. They 'researched' and decided they aren't the problem so 'they're done'.

As I write this from my Fathers' computer because my new Acer is at the Geek Squad since Tuesday 5/22/2013. I took it out of the box on April 17, 2013 at the Geek Squad counter, where I also purchased the squad's virus program and asked the tech to install and help me set up to avoid this problem....he refused! This is the third time this device has been in the shop and after countless reinstalls, factory resets, bla bla bla bla! I'm so done!

Here is the punchline! The first time I brought my Dell (back in March) to the Geek Squad the tech looked at it for a few minutes and said to me: "Well, you have two options. Either we can fix it or you can have a new one". !!!! really, Dell wouldn't do that and you will. "Oh she says, you didn't buy it here. Well, we can fix it"! The Acer I did buy at Best Buy/Geek Squad and so far that option has never been mentioned. And when at 30 days I said that's enough my response was "your past the 15 day return policy"! Seriously, and you knew it had problems well within that time.

So, now that you have a little of the background of my frustration, here is my question: Does Intel, Microsoft or any other seller of software programs have the right to require you to let them access your system, take over your system, manage your system? Because it sure seems that this is who I am battling. I'm told its a virus, it's malware, it could be a botnet. But whatever.....it checks and unchecks the checkboxes all by itself. Just before taking it in I had over 100 "ACPI compliant systems" attached according to my device manager. I finally


started taking screen shots with my cell phone since "it" won't let me use the printer. Sometimes I can't access the internet, I've given up loading my office suite program -- it takes 45 minutes to download and install each time I restore (which had been every night). I have never been able to put anything 'personal' on either of these laptops due to the fact that I am constantly restoring.

About these companies, there are files OEM installed that are 'listeners' and they access the internet from my computer, and without my permission. Sometimes even when I can't access my internet connection! And when I try to take control of my own system they cut me off and take away parts or all of my system. At any given time when I turn on my computer program from Intel management and microsoft management hit the internet. I'm told it's normal to have some programs that access the internet, but 77 is abit much! And they are using this bluetooth technology as wireless. 30 feet nothing! There aren't that many people in my neighborhood! I live in the mountains near Yosemite National park, not downtown Fresno! I'm on 3 acres, there isn't anyone within 30 feet of my computer with a bluetooth! So why are there 13 to 25 bluetooth devices attached to my computer, and most of them hidden!

I am about to make a formal complaint after hearing what the Best Buy store manager has to say. Tomorrow they will have had this brand new device for 5 days. If it's fixed I'm a happy camper. If it's not I want it replaced. Seems fair. I haven't been able to use my new device for 5 hours much less 15 days. I just want my privacy and I don't want to SHARE with anyone that I don't know! If I want to share I will email or Facebook. I don't want manditory sharing, even if it is Intel or Microsoft. Who made them the ruler over home pc users?

Please help, and if you need further or more detailed information just let me know. The things that I've been experiencng will blow your mind. Even some of the geeks have said "Wow, I've never seen anything like that!!" !!!

Sincerely,
Cindy A. McCrae


don't be concerned about me giving out my info....who know who has it or where it's gone after all this bs.

Thank you