



September 4, 2003

Microsoft, Inc.
Bill Gate

Dear Mr. Gate:

My name is Max Martin and president of TriniTech, Inc.(a manufacturer of PC Diagnostics for computer hardware) located in Largo, Florida.

For the past fifteen years I have been promoting technical assistance to the computer industry in the area of troubleshooting PCs by manufacturing diagnostic technical tools for PC hardware. I would like to present my case to you because you are a world class leader in the computer industry and request assistance from you (a cry for help) in confronting the lack of concern and necessary attention to correctly and efficiently train technicians utilizing the necessary tools that this industry has to offer to troubleshoot PC hardware problems. It would sound silly to hear of a trained physician who did not know how to use a common stethoscope. But this kind of example is not uncommon in our industry today.

In speaking to an instructor at a local well known technical school who presently teaches an A+ Certification course, I discovered such an example when the instructor told me he knew about POST codes but did not know how to display such information or even what to do with them even if he could read them. In fact, he teaches only how to swap out parts by guessing at the problem. A very expensive option.

Also, by guessing at the problem, I have often heard and seen much blame placed on the loaded software and/or the PC's operating system causing a large consumption of time by repeatedly loading and reloading the operating system and software. Hence, Microsoft gets a bad rap constantly for flawed programming when in reality it could have been a hardware problem all along. But without testing down to the component level with the proper tools and knowing for sure that the hardware indeed is okay all becomes just a guessing and blame game instead. This kind of mind set is **very** prevalent in the PC industry and educational sector.

Constantly in the field, I get technicians telling me they are satisfied just to rely on their "training" and "experience" for their troubleshooting needs without even being remotely interested in utilizing any tools to help pinpoint more accurately and efficiently their troubleshooting problems. In fact, besides swapping out parts, the second most common troubleshooting option is to just throw out the system and upgrade to another or send it back to the manufacturer. What a waste of money, time, and resources.

If you are in agreement with me that this kind of disregard for professionalism, high standard of education, and quality of service needs to be rectified, then I implore you for help and support by using your industry prominency to promote such action that will bring these issues to light to the educational institutions and in the field as well as to public awareness.

You can contact me at 727-647-3742 to further discuss this topic if you like. I firmly believe this problem truly merits serious attention. I will be eagerly awaiting your response and thank you for taking your time to consider this matter.

Sincerely,

Max Martin
President and CEO
TriniTech, Inc.