

From: Mike Moskowitz
Sent: Tuesday, May 09, 2000 2:54 PM
To: 'Will Poole'
Cc: Patty Jackson; Bill Schiefelbein; Dan Plastina; Will Friedman
Subject: RE: Burst.com and WMP-7

Hi Will,

Thanks for your prompt reply.

It appears that we will be able to meet with Bill S. tomorrow to go through the technical issues.

We are indeed aware that Betas are meant to shake these issues out, and welcome the opportunity to do so before the WMP-7 RTM.

Thanks again for your time,
Mike

-----Original Message-----

From: Will Poole [mailto:wpoole@microsoft.com]
Sent: Tuesday, May 09, 2000 11:35 AM
To: 'Mike Moskowitz'
Cc: Patty Jackson; Bill Schiefelbein; Dan Plastina; Will Friedman
Subject: RE: Burst.com and WMP-7

We do our best to support our key ISVs through technology changes and upgrades. We do not have any problem if you recommend that your users not adopt the beta version of the new player until you have a new plug in developed and tested. This is why we have preview and beta processes -- to find issues affecting users and developers and to give us and our partners a chance to shake them out prior to RTM. Thanks for working through this process with us.

Will

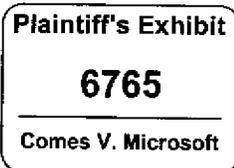
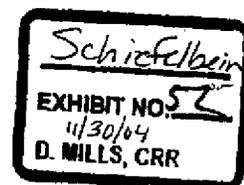
-----Original Message-----

From: Mike Moskowitz [mailto:Mike.Moskowitz@burst.com]
Sent: Tuesday, May 09, 2000 11:28 AM
To: Will Poole
Cc: Patty Jackson; Will Friedman
Subject: Burst.com and WMP-7

Hi Will,

We have been working very well with Will Friedman, and plan to continue to do so. However, I wanted to make sure you were aware of where we are with respect to Burst.com compatibility with Windows Media Player 7.0.

With the pre-release version of WMP-7 of April '00 (v. 7.00.00.1153), we found that sending ASF from



our Burstservers was no longer successful, although nothing had changed from our end.

We received a workaround from Bill Schiefelbein, that requires us to change the extension. That indeed worked, for that release.

With the current WMP-7Beta (v. 7 00.00.1304), we find that this workaround fails.

We are frantically trying to schedule time to talk with Bill and his team to discuss how we can work closer together - obviously, temporary workarounds are not enough.

Any help you can provide in this regard would be greatly appreciated.

Please understand that we will be seriously damaged by this, as each day includes more people downloading WMP7, and thus more users that are incompatible with the services provided by our Burstware SW licensees as well as our Burstware hosting customers.

Thank you for your time.
I am, of course, available to discuss this further at any time.

Best Regards,
Mike Moskowitz

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