From: <[marketing@corp.webtv.net](mailto:marketing@corp.webtv.net)>

To: <[RobbStrycharz@webtv.net](mailto:RobbStrycharz@webtv.net)>

Sent: Tuesday, February 27, 2001 5:51 AM

Subject: WebTV's New Status Board

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<p>Dear WebTV Subscriber,</p><p>On Tuesday, January 23, 2001 WebTV Networks, Inc. introduced our new Status Board to the Help Center in response to the many suggestions and helpful feedback we have received from our customers.  The Status Board gives subscribers immediate access to the operational status of important WebTV&reg; Service features and functionality.</p>     
<p>Customers can now view the performance status of the following items online:  WebTV connectivity, E-mail, Page Builder, Talk City, Favorites, Messenger, Discussion groups and TV Listings.</p>    
<p>There are three coverage levels in use with the Status Board:</p><li><p>Operational (all systems go!)</li>  
<li><p>Limited operation (problem affects a limited number of customers)</li>  
<li><p>Outage (problem affects a larger number of customers)</li>  
<p>To view Status Board, please go to <a href="<http://developer.webtv.net/status_board/stat.html>"> [http://developer.webtv.net/status\_board/stat.html</a></p](http://developer.webtv.net/status_board/stat.html%3c/a%3e%3c/p)>  
<p>In addition to these coverage levels, the Status Board will also notify customers of an estimated time of resolution when the network is experiencing a temporary problem.</p>    
<p>The Status Board updates when a system status changes so that our customers will have the latest news available from our Technical Assistance Center, which is staffed from 6 AM to 10 PM (PST) 365 days per year.</p>  
<p>To find the Status Board from Web Home, choose Help.  Once in Help, choose Latest News.  Next, choose Status Board (located at the top of the page).</p>  
<p>We hope you enjoy this "Network at a Glance" feature - after all, we owe it to you!</p><p>Sincerely,</p><p>Dennis Reno<br>Senior Director,<br>Customer Service  
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