

**The end of a 30-minute-long exchange of messages with Microsoft Technical Support staff – 27.9.16**

(Technical Support staff messages in black, Mike Buchanan's responses in red.)

I have check on your account <redacted> and it is on the process of migration into our new Outlook Mail interface. It started on 9/25/2016. Migration process usually takes 5-7 days. We apologize for this inconvenience but as soon as the migration will be completed you will have your email account back fully functional with a lot of new features to utilize.

10:41

You cannot be serious. I won't have full functionality for 5-7 days?!!!

10:42

I know how frustrating this is, we handle a lot of concerns about this, as much as I would love to help I cannot do anything about it since it is more on the server side. Our tool here is only capable of checking your account status. I really do apologize.

10:44

Can I not just remain with the previous software?

10:45

A lot of customer is requesting to for that, but that option is not available as of the moment. We have already raise that concern in our internal forums since it is very alarming most of our customer is using there emails daily and they cannot wait for the migration process, they don't want to be delayed. We do understand the hassle but we tech support don't have the capability to do that.

10:48

Appalling. Simply appalling.

10:51

I completely understand your frustration about this. Please don't get me wrong, I personally want to solve this issue for you. It's just that our hands are tied as of the moment.

10:55