
Subject: EA's response to serial email problem
Posted by [snipesimo](#) on Thu, 22 Jan 2004 20:11:19 GMT
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There is good news and bad news. First the bad news, #1 the tech is unallowed to put me in direct contact with the tech's who have access to the box and #2 he said that should it be fixed, it is likely that all outstanding emails will never be sent. He told me we will have to make new nicks and re-request serials, but that isn't FOR SURE. The good news is he contacted the tech's and said to try making a new name and requesting a serial in a few days. He also said be sure to wait at least one day after asking for one before assuming it is still broken. If it still doesn't work, I can re-open the trouble ticket with the same tech and move on to the next step in fixing this.

Response (Box Frank L.) - 01/22/2004 01:14 PM
Hello,

Unfortunately, the contact I have with the networking group is internal-only. The only thing I could suggest would be to reply to this message in a few days if it still doesn't work. Even after the system sets the case to 'solved', replying to it will re-activate it.

Thank you for contacting Electronic Arts Online Support,

Frank L.
EA Technical Support
