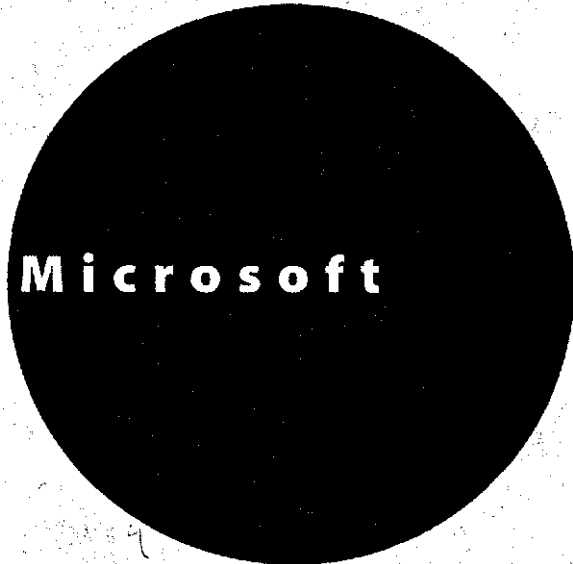


Radio Microsoft



Instead of punishing you with a music-on-hold system that leaves you wondering whether you're lost somewhere in never-never land, Microsoft's technical support line has its own DJ who announces how many customers are in each queue, how long they have been waiting, and how long the average caller must wait for attention:

- "Three customers in the Excel group are awaiting assistance. The longest call wait-time is now at 2 minutes, 15 seconds."
- "Two customers in the Word for Mac group are awaiting assistance. The longest call wait-time is 1 minute, 15 seconds."
- "One customer is waiting for the DOS group. Your hold time is 3 minutes, 45 seconds."

Between these announcements, the DJ spins tunes, offers biographical details about the bands (many of which are local), and chatters about Seattle weather.

Although such a customer support system might seem like technological overkill, it sure beats "Abort, Retry, Ignore?"
- *Simson L. Garfinkel*



TIRED

- Kids with guns
- Clipper Chip
- Freeways
- Redstone
- Relational
- Trade Wars
- Manhattan
- Defense Budget
- Reality Bites
- Russia
- Ollie North
- AOL's "TOS"
- Bud Bowl Commercials



WIRED

► catch: Ex-IBM and editor Rick Weiner is making it his next job, so subscriptions have a price tag: US\$39.95 for 12 issues a year. Call

"Wilhelm." Rules of the Road: TCI announced early this year that it would delay its previous million set-top boxes from Scientific Atlanta and General Instruments. Why? The cable giant is at

Paul and Karla Hit the Net



Paul and Karla and alleged victims, Leslie Mahaffy and Kristen French

Recent events in Canada have proven once again that - for better or worse - the information genie has escaped into cyberspace and can't be put back in the bottle. When an Ontario judge issued an order barring media coverage of a sensationalized murder trial, Canadians used the Net to break the ban.

The case concerns Paul "Bernardo" Teale and his wife, Karla Homolka Teale, who were each charged in the grisly murders of two teenagers. Paul Teale now stands accused of 48 sex-

related charges while Karla Homolka entered into a plea bargain. She pleaded guilty to manslaughter and is ev

The nonsensical coverage prompted Paul's lawyer to ask for a media gag order until the conclusion of his trial, on the grounds that it would be impossible to impanel an impartial jury. Despite legal intervention by several major Canadian media outlets, the court imposed a ban on the publication of the details of the crimes.