

To:
Electronic Arts Headquarters

Subject: Origin

Ladies and Gentlemen,

We are passionate gamers and concern ourselves with digital media for a considerable amount of our spare time. Some of us even manage to make a living this way.

We are huge fans of your games, especially the Battlefield series stunned most of us. Many have been awaiting the release for months, cheering about every announced detail regarding technique and gameplay. But also other games such as Fifa, Mass Effect or Command and Conquer enjoy an excellent reputation among us.

Concern about data protection

More and more clans and e-sport clubs are concerned about privacy and protection of minors. Publishers must not request to gain access to or even control of private computers, be it through the use of anti cheat tools that scan the gamer's computer completely during gameplay or through internet activation processes that many bought games require nowadays. Especially children and teenagers are victims of these intransparent policies as they often do not understand what they agree to in terms of legal and technical issues.

Installing the software Origin allows that application to completely access private files. In times of huge scandals regarding privacy and safety of private data, more and more users feel a great anxiety. What exactly does the application scan? There has been proof already, e.g. on Youtube, that Origin seeks private data. Yet it remains unclear what Origin does with the gathered data. Here, it is of crucial importance that the software is designed in such a way so that it can only scan and collect data which is required for it to function properly. We are also in favour of the behaviour of the software regarding this data gathering to be open and disclosed.

"Date of Expiry" for Software

Under 7. of the updated (German) EULA you explain that you consider yourself to have the right to quit the existing contract. We have had to observe already that you exercise that right and thus render the game bought by the user useless. Software bought in the EA Store before September 2009 cannot be used any more. This behaviour proves to be contrary to your explained goal of having created Origin as a product that would be, in many aspects, better than competitors' platforms. It has

become customary to provide the community with a patch that unbinds a software from a platform when that platform is discontinued. Thus games will not be rendered useless but are still available for clients.

Conclusion

We have been happy to observe that you have already considered some of the issues and successfully fixed them. However, as of today these are only improvements regarding the EULA. It is of decisive importance for you to concern yourself with the issues raised above so we, as clients, can once again trust you.

Yours sincerely,

Patrik Schönfeldt
Ertem Albayrak
Nils Jäkel
Guido Jauernig
Stephan Possin
Thomas Beyer
Andreas Niebauer
Ralf Albrecht
Dirk Lubrich
Christian Duwe
Christopher Dargel
Eric Schwär
Roland Müller
Patrick Oettinger

(In the name of thousands, who feel the same.)