

**MICROSOFT SOBRIETY 3.1** June 7, 2005

*(Netta is sitting at a computer and getting frustrated)*

NETTA: Oh come on don't freeze up on me again! No no no! Oh I don't believe it! Forget it! I'm gonna call tech support.

*(picks up phone and dials)*

VOICEOVER: Thank you for calling Microsoft. For English press one.

*(Netta presses 1)*

VOICEOVER: Main menu. For products press 1. For tech support press 2.

*(Netta presses 2)*

VOICEOVER: Tech Support. We are sorry but all customer service representatives are busy serving other customers. The average wait time is two minutes. Your call is important to us that's why we're going to put you on hold and play annoying songs from the seventies. Thank you.

*(“Escape the Pina Colada Song” plays for a while then is interrupted)*

TECH SUPPORT: Tech Support, with whom am I speaking?

NETTA: My name is Annetta Webb.

TECH SUPPORT: Hi Ms. Webb, how can I help you today?

TECH SUPPORT: Well, for starters you can just call me Netta. Everybody calls me Netta .

TECH SUPPORT: Okay Netta, what can I do for you?

NETTA: Well, I just bought your new product, Microsoft Sobriety 3.1<sup>©</sup> and it doesn't seem to be working.

TECH SUPPORT: Congratulations on your purchase, Netta. Microsoft Sobriety 3.1<sup>©</sup> is the absolute cutting edge in recovery software. We are confident that it will make meetings, physical sponsors and other cumbersome parts of the AA program obsolete. Your software probably just needs to be properly configured. What sort of operating system are you using?

NETTA: Willingness 4.0<sup>©</sup>.

TECH SUPPORT: Okay, then that's fine, that's not the problem. Let's see, did you install the sponsor program?

NETTA: No, I thought that was optional.

TECH SUPPORT: Well, Netta, technically it is optional and you can choose to run the Microsoft Sobriety program without it, but it runs much better with it.

NETTA: Okay, I'll install it. (*clicks her mouse and presses buttons on her keyboard*) Oh cool, I get to pick which kind of sponsor I want?

TECH SUPPORT: That is correct! Our new improved software makes it easier for you to pick just the right sponsor for you.

NETTA: But how do I choose? There are so many of them!

TECH SUPPORT: Well, Netta only you can make the final decision, but many customers have found the Big Book Thumper sponsor very useful. Others have chosen the Service Nazi sponsor and been helped. There's also the Egotistical Control Freak sponsor, the Scary-Looking But Tender-Hearted Biker sponsor, the Wise Guru/Yoda sponsor, and the ever-popular Fire Me Elmo sponsor.

NETTA: Um, none of those sound good to me. Is that all there is?

TECH SUPPORT: No, there's more. These are the Series 2 sponsors which we've just added for the 3.1 version. Go ahead and click the box marked "preferences" in the upper right hand corner and you can pick one of the many default sponsors we offer (*waits two seconds*). Got it?

NETTA: Yes. Oh there's a lot more! Let's see, there's Helpful, Cheerful, Loving, Sympathetic, Stern, and Steadfast. All you need is Dopey and you'd have the Seven Dwarfs!

TECH SUPPORT: Yeah, but we try to stick to our singleness of purpose!

NETTA: Good one! These are all attributes I'd like in a sponsor, but I can't pick just one.

TECH SUPPORT: Luckily with Microsoft Sobriety 3.1<sup>©</sup>, you don't have to! Just click on the button at the bottom left marked "select all" then click "ok". Now you have a sponsor with all those attributes.

NETTA: Great! Hey! Another window just popped up.

TECH SUPPORT: That's our patented Whiny Email Server<sup>™</sup>.

NETTA: So I can just type in something I'm whining about, click "send" and it will go directly to my sponsor?

TECH SUPPORT: Not exactly. When you click send it actually deletes it. That way you get your whining off your chest and your sponsor doesn't have to listen to it. Isn't that ingenious?

NETTA: Uh...I guess. So am I all set now?

TECH SUPPORT: Not by a long shot Netta! Now you need to download the "Your Own Conception of God Higher Power Packet<sup>®</sup>". You should see the icon at the top of your screen.

NETTA: I saw that "HP" up there but I thought it meant Hewlett-Packard! Okay I clicked on it and...wow...here we go with the choices again!

TECH SUPPORT: We did lots of market research on this and we discovered that just having "God" as the Higher Power in our 2.1 version was not satisfactory to many of our customers. That's why we carry a full line of very different yet fully functional Higher Powers for you to choose from.

NETTA: No kidding!

TECH SUPPORT: There's Buddha, Jesus, Mohammad, Krishna, Vishnu, Confucius, Good Orderly Directions, Group of Drunks, Eric Clapton, and of course a doorknob. If none of those word for you, feel free to click the "make your own" icon with the big question mark on the left.

NETTA: Okay, I've made my selection.

TECH SUPPORT: Excellent. Now it's time to install the 12 steps. First make sure your Willingness 4.0 system is running.

NETTA: Yep, it's a go.

TECH SUPPORT: Okay, now click on the Big Book icon on the bottom of the page. A window should open that says "download the 12 steps". Do you see that Netta?

NETTA: Yeah I got it.

TECH SUPPORT: Okay, just click "ok" and with the speed of a broadband connection, you will have worked the 12 steps!

NETTA: All right it's starting to download. Step 1...Step 2...Step 3...Wait a minute! There's something wrong!

TECH SUPPORT: What happened?

NETTA: After it did Step 3 it just stopped and my whole screen is now glowing red! What does that mean?

TECH SUPPORT: It could mean a lot of things. Listen to me carefully  
Netta: right click on your sponsor icon.

NETTA: Okay I did that.

TECH SUPPORT: Now, look under the menu that says "4<sup>th</sup> Step Stoppers". Scroll down and tell me if you see any numbers and letters that are red and blinking.

NETTA: Okay...let's see... "anger" ... "fears"... yes, I found one that's red and blinking. It says RN1. What does that mean?

TECH SUPPORT:: It means your computer is infected with the RN1 virus!

NETTA: What does “RN1” stand for?

TECH SUPPORT: Resentment the Number One Offender!

NETTA: So what does this RN1 virus do?

TECH SUPPORT: Well, it is designed to search through your entire hard drive and find resentments and once it does that it completely immobilizes the Microsoft Sobriety 3.1 © software.

NETTA: So, this virus knows I have resentment? That’s ridiculous!

TECH SUPPORT: Actually it’s not. If you just click on the RN1 symbol it should show you the resentment.

*(Netta clicks the icon)*

NETTA: *(has a dramatic inhalation of breath as if surprised)* It’s a letter I wrote last week to my sister about how sick I am of our mother! I detailed how I wanted to kill her in fourteen different ways for ruining my life! But I deleted that letter! I never sent it!

TECH SUPPORT: Those are exactly the kinds of things this virus is designed to look for. Hidden icons, deleted letters; anything you don’t want others to see.

NETTA: Well, this sucks! I’m beginning to think I should take this stupid software back!

TECH SUPPORT: Now don’t make a rash decision, Netta. This is simply a minor setback.

NETTA: It may be a “minor setback” to you or just some glitch in your software, but to me this is my life! I thought your precious ‘cutting edge sobriety software” was supposed to make my life better!

TECH SUPPORT: Well, Netta...

NETTA: *(cutting him off)* IT'S MS. WEBB TO YOU!

TECH SUPPORT: Oh...okay, Ms. Webb, Microsoft Sobriety 3.1<sup>©</sup> is the best answer for your situation. It is not perfect, but it is light years ahead of face to face AA meetings.

NETTA: Really? Can it make me a cup of coffee?

TECH SUPPORT: Yes, as a matter of fact! You will need to purchase our special hardware Microsoft Coffee and CD burner which connects to your printer and then it is a simple matter of adding your favorite decaf or regular coffee grounds to the cd tray, clicking "brew" on the pop up window and then click "print" and you have a steaming hot cup of coffee to enjoy while you use our product.

NETTA: Yeah, but does it...

TECH SUPPORT: *(cutting her off)* Have a cup holder? Of course, our sturdy CD burner tray doubles as a handy cup holder.

NETTA: What I wanted to know is if it can...

TECH SUPPORT: *(cutting her off again)* Make sobriety chips? You betcha! Whether sturdy metallic ones or high quality plastic keychain models, Microsoft Sobriety 3.1<sup>©</sup> can do it for you?

NETTA: Okay, but can it...

TECH SUPPORT: *(cutting her off yet again)* Collect 7<sup>th</sup> tradition money? You bet your bottom dollar! It can process Visa, Mastercard, American Express and Paypal.

NETTA: STOP INTERRUPTING ME! What I want to know is can your do-all sobriety software give me a HUG? Cause that's what I need the most right now; a hug.

TECH SUPPORT: Um...well no.

NETTA: Well then I think I better go to a "lo-tech" meeting and get a hug. Goodbye. *(she hangs phone up)* Well, at least the CD Microsoft Sobriety

came on is good for something: a coaster. (*she ejects cd and puts her coffee cup on it*).

THE END