

<http://www.pocket-lint.com/news/11930/microsoft-compensates-xbox-live-problems>

## Xbox Live Gold subscribers to get compensation?

Microsoft apologises over Christmas glitches

by Katie Scott published on 3 January 2008

Microsoft is to offer compensation to Xbox Live Gold members after disruption over the Christmas period.

Rumours are now circulating on the web that the computing and games giant is now working on a peace offering for subscribers - some of which claim to have missed up to a week of their service.

According to online reports, some Xbox Live Gold subscribers were unable to sign into the online games while others experienced issues accessing their online accounts.

Problems were even reported for accessing single player games that use Live for things such as leaderboards and time uploads.

Xbox blogger Major Nelson recently apologised for the problems, stating: "The entire Live team has been working day and night to ensure that you can have a great Live experience".

"While we're not done yet, I wanted to let you know that things are getting better each hour and that no one on the team is going anywhere until the job is done."

Gamesblog The Bitbag has claimed that Microsoft, having held up its hands and admitted the problem, is now set to pacify subscribers to the service with some freebies.

It quotes a Microsoft spokesperson as saying: "We will definitely be doing something for our Gold members that weren't able to get online over the last week".

