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[Customer Service Doesn't Help Harassed Boy on Xbox Live](#)

More complaints needed to start an investigation, they say

One gamer has been left "utterly disappointed" by the [Xbox](#) Live Customer Service after no actions were made following his reports that somebody is [harassing](#) his little brother through Xbox Live. The guy even has the needed proof and actually knows who the person really is, but nothing can be done, according to the Customer Service. Everything started, as egmfan89 reports on his [livejournal.com](#) page, when he started to play Mass Effect and received a message that was sent to his little brother. A person pretending to be a Microsoft employee said in that message that he is tracking hackers and found that the teen had been "stealing Xbox Live". Even though the older brother tried to sort the things out, three more messages arrived from the same guy who called himself "Microsoft Employee #A3", and they all contained ban threats, as well as credit card problems. A quick search for the Xbox username found a MySpace match - it was the same 14 year old bully that bothered egmfan89's brother for three years, harassing him at parties, school and phone calls. It was then when the older brother called the Xbox Live Customer Service to report the whole thing but got a strange "no-no" answer. Even though the woman on the other end of the line agreed that a minor should not be harassed online, she said that they will investigate if more people complain about the user. Of course that would be impossible, since the bully has only one target. So everybody can understand the frustration this person felt when being left outside by the service he is paying money to. The guy also sent an e-mail to the customer support, but received no answer. And the same "more complaints needed" line was given to the boy's mom when she called for help. And that is a nice one, as egmfan89 notices: "So now Microsoft expects more to complain about this boy harassing MY little brother. How likely is that to occur, really?".