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Apple Is Totally Serious About That Stuff They Put At The End Of Their Emails

Posted Jan 31, 2012 by [John Biggs \(@johnbiggs\)](#)

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Welcome, kids, to TIL – Today I Learned. Today's TIL is "Don't post your correspondence with AppleCare representatives or Apple will totally tell the government on you."

[David Boles](#) had a nice Apple monitor that died on him. He had a little trouble transferring AppleCare coverage to his new monitor after it pooped out and so he posted some advice on his blog.

Nothing major, just "don't forget to connect your AppleCare accounts." Very innocuous.

But then, from out of the inky shadows, comes Apple like the Spanish Inquisition, informing him he's breaking the law worse than Josey Wales:

Hello,

I am one of the policy representatives here at Apple. It came to our concern that our policy was broken. It is illegal to transmit information from voicemails, e-mails, transactions, etc, into public or private blogs and forums, vlogs, as well as documentation onto the internet, except for the proper authorities.

We have been informed that a conversation with a member of our Agreement Administration team has been posted on a blogging website.

We do view all e-mails that are sent to our departments for security reasons. "This transmission may be privileged and may contain confidential information intended only for the person(s) named above.

Any other distribution, retransmission, copying, or disclosure is strictly prohibited. If

you have received this transmission in error, please delete this message from your system." This is a very strict policy that we enforce, and that the government is under watch of. We do ask that you take down the posting of the conversation that you had which was posted on

"http://goinside.com/2012/01/26/warning-check-your-applecare-support-profile/" . If no compliance is made, further action will have to be forced upon.

You will have 24 hours to take the post down.

Thank you.

 *Apple Policy Restrictions*

I suspect that this email didn't come from a native English-speaker ("If no compliance is made, further action will have to be forced upon") and it's laughable that anyone would hold that "This transmission" garbage up as proof that you can't post an email. Heck, I just reposted it so now Apple will have to sic the government on me, too.

Anyway, it's a fun situation that I'm sure will be cleared up by nobody caring about it in a few days.

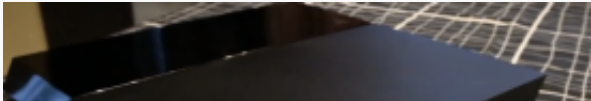
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Posting as David Boles ([Change](#))

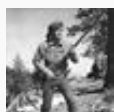
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Matthew Urso · ★ Top Commenter · Queens College

and the irony of that 1984 ad continues to grow and grow.

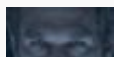
[Reply](#) · [Like](#) · [106](#) · [Follow Post](#) · January 31, 2012 at 5:31pm



Shaun Connell · ★ Top Commenter · Lyon College

Not irony... doublethink. ;-)

[Reply](#) · [Like](#) · [23](#) · January 31, 2012 at 6:36pm



Mark Mucker · ★ Top Commenter



Just like the truth of the logo... (cough, choke)

[Reply](#) · [Like](#) · [1](#) · January 31, 2012 at 10:53pm



James Jansson · [★](#) Top Commenter · Shadow Minister for Eclipse Monitoring at Australian Government

Shaun Connell Stop it with your Newspeak

[Reply](#) · [Like](#) · February 1, 2012 at 4:04am



Beyond Redemption · [★](#) Top Commenter · 16 homes 12 schools

I note I cannot find the original correspondance from apple online So I assume their threatening and bullying behaviour is working, its a pity the company turned into what it has over the last 10 years, perhaps they will realise all the apple evangelists weren't a given, and we can just as easily decide we've had enough of apple, and tell them to sling their hook, and not recommend them to all and sundry, to be honest their share price and cash mountain is reflecting, their disregard for their customers.

[Reply](#) · [Like](#) · [Follow Post](#) · March 6, 2013 at 9:46pm



Joseph Pagano · Northwestern University

"Anyway, it's a fun situation that I'm sure will be cleared up by nobody caring about it in a few days."

Awesome.

[Reply](#) · [Like](#) · [39](#) · [Follow Post](#) · January 31, 2012 at 5:26pm



Shaun Connell · [★](#) Top Commenter · Lyon College

Wait till MG sees this, he'll show you for trash talking Apple, just you wait and see.

[Reply](#) · [Like](#) · [31](#) · [Follow Post](#) · January 31, 2012 at 6:24pm



Matthew Urso · [★](#) Top Commenter · Queens College

the Death of John Biggs, by MG seigler

[Reply](#) · [Like](#) · [3](#) · January 31, 2012 at 8:02pm



Victor Lawrence Johnson · [Follow](#) · [★](#) Top Commenter · Arlington, Virginia

Its funny how some tech people deify apple and Jobs, and then rally against SOPA, PIPA, and any effort to close off the internet. There should be some cognitive dissonance going on. Between their closed OS, their patent trolling, their customer care, and their top secret work place, they are the antithesis of the free flow of information, and are about as close to a dictatorial regime as a tech company can be.

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John Martins · [★](#) Top Commenter

Yeah, and their products are badass.

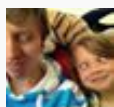
[Reply](#) · [Like](#) · [1](#) · January 31, 2012 at 6:33pm



Russ Christie · [★](#) Top Commenter · University of Calgary

John Martins Depends what you consider badass. I consider them actually quite lame and boring. Until I jailbroke my iPhone I hated myself for signing a contract for it, I found it very plain and dull.


[Reply](#) · [Like](#) · [3](#) · January 31, 2012 at 7:03pm



John Martins · [★](#) Top Commenter

Russel Christie Well... it was something of a tongue-in-cheek comment, but my MacBook has been infinitely more reliable than my previous Windows laptop was. with

far less effort going into getting things to run smoothly. Then as far as MP3 players are concerned, I had quite a few choices, but the compatibility rates of Android apps with the various phone models are abysmal, and I didn't want a phone anyway, so iPod Touch it is. I don't live and die by the company though, if I was forced to declare allegiance to someone I'd probably go with Samsung; beautiful TVs.

[Reply](#) · [Like](#) ·  4 · January 31, 2012 at 7:10pm

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Paul John · University of San Francisco


lol @ "WTF" tag.

[Reply](#) · [Like](#) ·  10 · [Follow Post](#) · January 31, 2012 at 5:13pm



Jeremi Stoker · Video Tech/Warehouse at Video West

pretty sure that i would have included a "GFY" tag. :-P

[Reply](#) · [Like](#) ·  5 · January 31, 2012 at 6:25pm



George Adams ·  [Follow](#)

I think it was Siri which sent this email.

[Reply](#) · [Like](#) ·  9 · [Follow Post](#) · January 31, 2012 at 6:09pm



Rob McMillin ·  Top Commenter · California State University, Long Beach

Dear Apple,

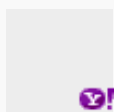
Fuck off.

Signed,

Customers who give a damn (and you should, too).


If we can't hold Apple accountable publicly, they will eventually become teh suck, like every other entity that operates in secret.

[Reply](#) · [Like](#) ·  7 · [Follow Post](#) · January 31, 2012 at 6:23pm



scarfce710 (signed in using yahoo)

We can hold the President of the US accountable, make fun of, post all over the net and news, but you are not allowed to do so to Apple, cause if Apple were to somehow sh*t the bed and all the crazed fanboys wouldn't know what to do with themselves and we would have a mass suicide on hand. Well at least the intelligence in this country would suddenly rise.

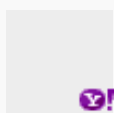
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Mike Berry ·  [Follow](#) ·  Top Commenter · EBay

Isn't their new tag line, "All your blogs are belong to us"?

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scarfce710 (signed in using yahoo)

Apple was also the sole 'innovator' blogs too :) Just as they were the 'innovator' of the smart phone.

[Reply](#) · [Like](#) · January 31, 2012 at 7:12pm



No Nukes - Stop The Reactors Now

What will REALLY happen is Apple will sic its extremely low-cost outsourced work center that is trying to justify its existence by using Google Alerts which send their non-native English speakers

an email whenever content with "AppleCare" is posted, so they can then look up your contact info and email a poorly-worded form message. The question of interest on my mind is: how much of that form message was fabricated in Indonesia, and how much was insinuated by Apple to its vendor?

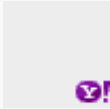
Reply · Like ·  3 · Follow Post · January 31, 2012 at 6:42pm



Richard Whitehouse ·  Top Commenter · Cambridge

Like that's in any way enforceable.

Reply · Like ·  3 · Follow Post · January 31, 2012 at 5:09pm



me (signed in using yahoo)

How is this for irony.

I signed up for an Apple Support Communities account with my real name as the username. I posted a few guides and answered a few questions. After some time, I realized I made a mistake using my real name as the username and wanted my account to be deleted, along with my content, so it cannot be indexed by search engines.

Yes, there are times when you don't want to use your real name in a public discussion.

Apple provides no way to contact them about forum accounts, so I tried the support feedback and waited for a few days. There was no response, so I emailed appleid [at] appleid and waited. Again there was no response, so I emailed support [at] appleid and sent them another support feedback (today) since they did not reply and my discussion account still exists.

I have used Apple products starting with... [See More](#)

Reply · Like · Follow Post · April 24, 2012 at 1:49pm



Ryan Lee Cox ·  Follow ·  Top Commenter · Ball State · 1,567 followers

Wow this is laughable. So they want people to get screwed? lol Stupid.

Reply · Like ·  2 · Follow Post · January 31, 2012 at 7:09pm



Henry M. Lopez ·  Top Commenter · Owner at Lopez Webworks

"This is a very strict policy that we enforce, and that the government is under watch of. "

Whose government? The US government? Under what law? I have to wonder if this is make believe on behalf of the representative and the he-she is simply trying to intimidate this person with the specter of legal entanglement. Either way, a sickening way to do business.

Also, thanks for the Josey Wales reference. Here's mine:

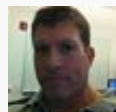
Bounty hunter #1: You're wanted, Wales.

Josey Wales: Reckon I'm right popular. You a bounty hunter?

Bounty hunter #1: A man's got to do something for a living these days.

Josey Wales: Dyin' ain't much of a living, boy.

Reply · Like ·  1 · Follow Post · January 31, 2012 at 5:20pm



Alan Carl Brown ·  Top Commenter · San Jose, California

darn it. the government is under watch of you reposting that. under watch, I say!

Reply · Like ·  2 · January 31, 2012 at 7:08pm



Michael Simpson ·  Top Commenter

Anyone in something like Apple Policy Restrictions would have a list of pre-written emails that are vetted by dozens of well-paid attorneys. The language is written like a poorly educated American, something that Apple wouldn't hire. This sounds like some bogosity which all of you "Apple is evil" types will now repost on Facebook, and it will become some dumb meme. Meh.

Reply · Like ·  1 · Follow Post · January 31, 2012 at 6:42pm



Michael Simpson · ★ Top Commenter

David W. Boles Headers can be spoofed.

[Reply](#) · [Like](#) · February 1, 2012 at 2:51am



Hua Zhong · ★ Top Commenter

OK, it's final - I am NOT going to buy an iPhone 4S. To protest what Apple has become. My iPhone 4 still works great. When is iPhone 5 coming out again?

[Reply](#) · [Like](#) · [1](#) · [Follow Post](#) · January 31, 2012 at 10:07pm



Red Solar Dragon

sheez. what a waste of blog space.

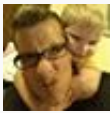
[Reply](#) · [Like](#) · [1](#) · [Follow Post](#) · January 31, 2012 at 7:06pm



Adam Jenkins · Web Developer at ViewPoint.ca

I call bullshit on this one.

[Reply](#) · [Like](#) · [1](#) · [Follow Post](#) · January 31, 2012 at 9:22pm



Jason Lovejoy · ★ Top Commenter

Not to mention, just bc they state it's confidential, doesn't make it confidential for the blogger. We didn't agree to anything in writing and this isn't China. In fact, that pisses me off so badly that I'm gonna make a web site with nothing but conversations and emails w Apple Care. **** you, Apple.

[Reply](#) · [Like](#) · [Follow Post](#) · February 8, 2012 at 12:25pm



Trev Page · Owner at InnoVeight Web Development

Here's a true story because it happened to me: Back in 1997 I bought one of the 20th Anniversary Macs that was Apple was selling at the time. Shortly afterwards I, like many others, was having problems with the Bose sound system that it had integrated (no surprise there). Anyhow, I sent an email to Steve's email account at Apple. I didn't hear back from Steve but did get an email from Apple saying they were instigating a repair program and that I could apply online to get it repaired. I did this, received the packing box and sent it back for repairs. Got it back and everything was fine.

During this time I posted in a Mac forum, which one escapes me right now as it was so long ago, that Apple was performing repairs to the sound system for those with the issue. Nothing more, nothing less. Shortly afterwards I got a letter from A... [See More](#)

[Reply](#) · [Like](#) · [Follow Post](#) · February 1, 2012 at 7:22am



Max Bane · Quantitative Researcher at Two Sigma Investments, LLC

Regarding the email headers you posted: email headers are *easily* spoofed. Pretty much the only part you can trust is the final "Received:" header prepended by the server you ultimately fetched the message from, assuming you trust that server (in this case, gmail, it looks like) and your connection to it. In particular, note that gmail received this message from psmtip.com -- some kind of hosted email service apparently affiliated with google (but distinct from gmail) -- and that this host intervenes between gmail (you) and the supposed origin of mail-out.apple.com.

Some third party could have sent you the message from their psmtip.com account (or whatever it is -- check out <https://secure.psmtp.com/s/login?b=tnb> for a sketchy example), and simply spoofed all of the headers beginning at "Received-SPF: pass...", probably by copying the headers from a genuine apple-originated email they received at some point (and updating the timestamps accordingly). This process can easily be automated by spoofer. Note that psmtip.com (or "postini" as it seems to be called) advertises the ability to integrate with a user's custom google-apps, so someone could have written an app for automating this spoofing process to send supposed Apple emails from their psmtip account. Shit sucks on the internet.

[Reply](#) · [Like](#) · [Follow Post](#) · February 1, 2012 at 12:57am

**George-Cristian Birzan**

Try again. psmtp.com has the MX records for his domain. Furthermore, postini is owned by google. So if the headers are faked by anyone, they are faked by Google, in an attempt to discredit Apple.

[Reply](#) · [Like](#) · February 1, 2012 at 3:41am

**Edwin Cruz** · [Follow](#) · Attorney at Fowler White Burnett

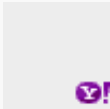
If the recipient agreed to maintain confidentiality prior to receiving the correspondence, I can see Apple having a point. If, however, Apple sent the email to the recipient and then attempted to enforce some sort of ex-post facto confidentiality, I don't see why the legitimate recipient can't do whatever he pleases with the message.

[Reply](#) · [Like](#) · [Follow Post](#) · February 3, 2012 at 5:59pm

**Victoria Jones**

"This is a very strict policy that we enforce, and that the government is under watch of." Nice sentence. So who's doing the watching? The government, or is Apple now watching the government? Regardless, it will resolve itself due to lack of anyone caring-they'll be too busy laughing at the stupidity.

[Reply](#) · [Like](#) · [Follow Post](#) · January 31, 2012 at 6:58pm

**potroast75** (signed in using yahoo)

blink As a former Apple employee (including with AppleCare) - I don't recall ever seeing any such notice, and certainly wasn't required to add a footer.

I think I'll have to call shenanigans until we see more information. Or maybe some proof.

[Reply](#) · [Like](#) · [Follow Post](#) · January 31, 2012 at 10:07pm

**Owen Van Damme**

Yikes. Reminds of this classicK:
http://en.wikipedia.org/wiki/We've_Come_for_You_All

[Reply](#) · [Like](#) · [Follow Post](#) · January 31, 2012 at 6:32pm

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