Hi [name],  
  
I am sorry to hear about your frustration. As we are constantly trying to provide award-winning controls, we have defined a customers-needs-based process in which we want to cover most of the scenarios that our users want to implement with the controls.   
  
When we start working on a control, we always plan what features and functionality will be supported and how to facilitate the efforts needed to use the control in a set of designated scenarios. Unfortunately initially we cannot cover every scenario in which our customers will use our controls and this is why we highly appreciate the feedback we get on them. And as we are constantly striving to improve our controls, we log every case, every issue that the implementation of our controls causes in this case and every feature request in our Public Tracking System. But then we also have to make sure that our set of controls is expanding to allow our customer to create even more powerful applications.  
  
This is why we have a long to-do list which is constantly updated and the tasks it contains are dynamically prioritized based on the customers' demands and requirements. And if you feel that there are issues that are not being addressed and they are preventing you from building your application, please let us know. We will definitely look into them and prioritize them accordingly.  
  
Regards,  
the Telerik team