Thank you for contacting us. Satish will help you soon.

Satish
Thank you for contacting EA HELP, my name is Satish, may I start with your first name please?

you
Mohit

Satish
Hello Mohit

Satish
Nice to meet you

you
same

you
please do something about this issue

Satish
As I can see that you have created the case you are facing some issue with the fifa Can you give me a little more clarification about your issue so that I can quickly check it for you?

you
it's really annoying me now

you
yeah it is in the world cup mode FUT single player tournament

you
randomly during my progress in the game like few minutes ago I was in the finals of the single player tournament and the progress got reset automatically and I was given a new tournament to play from group stages

you
I lost my 5000 coins and 2 standard packs a lot of times due to this

you
and please get me compensation for this loss

you
I have put a lot of time in it

you
but sadly I lose my coins and packs due to this

you
anybody there

Satish
"Oh no! That must be upsetting for you to get disconnected from the game. We know that 'win' would always be been important for us. Please be assured that we will figure out a way to fix your issue"

Satish
Sorry for the delay response

Satish
Being a gamer, I can relate to what you are saying. Disconnection is not just hampering the game play experience, it's impacting our stats too and I know stats mean a lot to us. I surely will do my best to help you with it.

you
and please provide me a compensation for these couple of progress resets and losing my rewards

you
otherwise I am not going to play this anymore

you
it was not a disconnection, it was a progress reset issue while at the Single player tournament page

Satish
I will surely check with the issue as I could see that you have created many cases regarding this issue

you
yes exactly

Satish
You have been provided the troubleshooting steps as well neither of them worked right?

you
yeah none of them worked because its an issue in game and due to a potential bug, I am a software engineer myself so I know it could be one

you
and please provide me some good packs or coins as compensation due to this issue

you
it's really annoying

Satish
I can realize the issue if I would be at your place would be in same pain as you are in

Satish
But do not worry today I will go above and beyond this case to get this fixed

you
yes that's okay but I need some rewards, I am not going to play this again

you
since it happened to me a lot of times

Satish
As you are the software engineer it is good thing you can realize the issue

Satish
May I have the UO trace report let me check why you are facing this issue again and again

you
if you want to check please check my previous progress you will get to know

Satish
I will guide you few troubleshooting steps

Satish
Can we check with the new old UO trace report

Satish
It would be great to find the error

you
please show some courtesy and respect and provide me couple of packs or coins due to this issue

Satish
I will surely check for the compensation if possible but main concern is that how to fix this issue

Satish
If you again face the same issue then it would bad part

you
yeah please check this with your developers

Satish
Again you will feel annoyed

you
or the bug resolvers, your development team

you
it is some kind of bug

you
and pick my last stack trace for the "World Cup Single Player Tournament"

Satish
Okay I believe you but can you please help me with the uo trace report to check

you
yeah whats that?

Satish
We need to forward this feedback with the some proof

Satish
I will guide you it is the total connection report of your system

Satish
It would let me find the resolution

you
yeah

you
what can I do

Satish
UO trace
1-Download the UO Trace program if you do not already have it from https://eaassets-

a.akamaihd.net/eahelp/documents/uotrace.exe
 />2-Run the program.
3-If a pop-up box appears telling you "UO Server List not found," click No.
4-Click the Options menu at the top of the window, then click Advanced.
5-Type easo.ea.com in the window where you see the server list. This works for most EA titles.
5-If you're having trouble connecting to Star Wars™: The Old Republic™, choose your server location from this list and test your connection to it instead of easo.ea.com:
East Coast: 159.153.92.28
West Coast: 159.153.68.252
Europe: 159.153.72.252
6-Click the Trace Route button.
7-Traceroute button in UO Trace Utility
8-Click the Poll button when it's done.
9-Under the Pkts r/s column, wait for the number of packets to get up to 100 then click Stop poll.
10-The Stop poll button is the same as the Poll button.
11-stop poll
12-When you're done, the UOTrace will be filled out with information about packet loss and ping times.

To send UO trace to EA advisor
1-Click Edit, then Copy.
2-Open Notepad by going to All Programs > Accessories in the Start menu.
3-You can also search for Notepad in the Start menu to find it.

Satish
Please download it

you
okay

you
what will you do with this trace

Satish
I will try to find the resolution why this issue persist

you
I don't trust these third party apps