Consumer Reports asks Microsoft to keep supporting Windows 10

Consumer Reports is calling on Microsoft to extend the October 14th deadline that will cut off free security updates for Windows 10 computers. In a letter to Microsoft CEO Satya Nadella, *Consumer Reports* says the move will “strand millions of consumers” who have machines incompatible with Windows 11.

As noted by *Consumer Reports*, data suggests that around 46.2 percent of people around the world still use Windows 10 as of August 2025, while around 200 to 400 million PCs can’t be upgraded to Windows 11 due to missing hardware requirements.

In the letter, *Consumer Reports* calls Microsoft “hypocritical” for urging customers to upgrade to Windows 11 to bolster cybersecurity, but then leaving Windows 10 devices susceptible to cyberattacks. It also calls out the $30 fee Microsoft charges customers for “a mere one-year extension to preserve their machine’s security,” as well as the free support options that force people to use Microsoft products, allowing the company to “eke out a bit of market share over competitors.”

Consumer Reports asks that Microsoft continue providing support for Windows 10 computers for free until more people have upgraded to Windows 11. A Public Interest Research Group (PIRG) has also petitioned for an extended deadline, saying “as many as 400 million perfectly good computers that can’t upgrade to Windows 11 will be thrown out.”

https://www.theverge.com/news/779079/consumer-reports-windows-10-extended-support-microsoft