

Subject: DIX1928366CR, RE: very mixed response

From: "Dixons.co.uk Customer Services" <customer.service@knowhow.com>

Date: 29/04/13 19:36

To: b.drake@ntlworld.com



The service available at, Currys, PC World, Dixons.co.uk and Pixmania.com

Dear Barry,

Thank you for your email. I apologise for the delay in my response. I would have liked to contact you by phone today, however, I have been unable to locate a contact telephone number for you, please provide this in any future correspondence.

For the pre-loaded Linux operating system on the product, the manufacturers directly provide technical support. For PC peripherals such as printer there is an option for customer to download drivers for different operating system like Windows, Linux and MAC. We would recommend customer to check or ask the store whether these drivers are available from the manufacturer direct. Our store endeavour to provide any assistance of different versions of operating system, however, this cannot be guaranteed all the time. I have logged your complaint under reference CC2000722.

I apologise for any inconvenience caused by this matter.

Kind regards,

Mohammed Gulfraz
The KNOWHOW™ Team

How did I do? Leave your feedback here:
<https://www.surveymonkey.com/s/KN0WH0W?c=19633>

----- Original Message -----

Hi there On 11th April, I wrote to express great disappointment about the attitude of staff at the Nottingham branch of PC World towards Linux users. I received a very helpful reply - attached as currys_1. I replied to this offering free assistance from the huge volunteer base in the Linux community.

Yesterday, I received a reply which seems to indicate that company policy is the opposite of that suggested in the first reply. I have attached this also. Please let me know your actual company policy and if the Linux community might assist in any way. At the moment, the Linux community assumes that your group is generically hostile towards Linux and our community. I hope that this is not the case, but the situation at local level could be improved greatly.

Kind regards, Barry.

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Barry Drake is a member of the the Ubuntu Advertising team.

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