

Subject: Re: CSUP1921545CR, RE: Re: CSUP1909135CR, RE: Disappointed

From: Barry Drake <b.drake@ntlworld.com>

Date: 25/04/13 21:13

To: Currys Customer Services <customer.service@knowhow.com>

I think Stuart is entirely wrong in what he is saying. You do not currently supply computers with a Linux operating system - EXCEPT Android devices, of course. However, you stock a great many peripherals such as printers, scanners hard-drives and other storage. Many of these devices are Linux compatible. If you are saying that you are not prepared to support Linux compatible peripherals, then I will certainly refrain from using your stores, and will certainly advise the Linux forums and mailing lists that you are actively hostile towards us. Please clarify!!! You might want to discuss this further with someone a little more senior.
Kind regards, Barry Drake.

On 25/04/13 20:00, Currys Customer Services wrote:

Message

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

Dear Barry,

Thank you for email dated 20th April 2013.

I appreciate that a manager may have expressed interest in the possibilities of offering on site training in Linux 2 or 3 years ago. We did at that time have some netbooks available with Linux installed so we may have been able to look into this to support our customers.

We do not stock any Linux enabled devices now so we would be unable to look into offering support on this operating system. Should Head Office take the decision to start selling Linux enabled computers again this is something that they may decide to support via in store training.

Thank you for taking the time to contact us.

Kind regards,

Stuart Baird
The KNOWHOW™ Team

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

Hi there ... Since I received the very helpful reply from Sophia Paveen, I remembered that two or three years ago, I was in contact with the then manager of the Nottingham branch of PC World (the Canalside branch) offering to give some time to demonstrating Ubuntu Linux and to offering some on-site training free of charge. The manager seemed to be very interested, but said that he would need to talk to someone at national level. After that, he did not get back to me, and never seemed to reply to further e-mails. I wonder if now would be a good time to repeat that offer. It does include offering compatibility advice and testing etc. For example, I am now in a position to provide detailed written instructions to get the Advent Touch Print printer fully up-and-running under Linux.

I would also mention that there are Linux volunteers in every part of the country (and indeed every part of the world) who would be delighted

to offer their time in this way.

Kind regards, Barry Drake.

On 19/04/13 15:43, Currys Customer Services wrote:

> Message

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

>

>

> Thank you for your email, I am sorry for the delay in my response. I

> would have liked to discuss this matter with you via phone, but was

> unable to locate a contact number.

>

> I am concerned to learn of your recent experience in our Nottingham

> store. The store should have assisted in the relevant specification

> which you were interested in as we do have a wide range of printers to

> suit your needs. However there are some printers which would not be

> compatible with Linux. I assure you that this is not the standard

> level of service which we strive to uphold for our customers,

> therefore this matter will be raised to the store management team to

> look in to internally and to make necessary amendments to the service

> which was provide to you.

>

> I apologise for the inconvenience which has been caused.

>

> Kind regards,

>

> Sofia Parveen

> The KNOWHOW™™ Team

>

> How did I do? Leave your feedback here:

> <https://www.surveymonkey.com/s/KNOWHOW?c=>

>

> ----- Original Message -----

>

>

> Hi there I am writing to express great disappointment towards

> what appears to be company policy at Curry's/PC World.

>

> I went in to your Nottingham branch with the intention of buying an HP

> Deskjet 2510 all-in-one printer. The branch does not stock that model,

> but a very helpful staff member pointed me towards the Advent Touch

> Print all in one which has a similar price and a better specification.

> So far, so good Then I asked about compatibility, and began to

> feel a bit like a leper when I said that my system is Linux ... I was

> very much out on my own, and the only help I received was the

> opportunity to research compatibility online.

>

> I bought the Advent printer, and have it fully up and running and am

> delighted with the product. I am very disappointed with the lack of

> help both from staff and from the web-site which clearly declares that

> Linux in 'not supported'. This seems to me to be a very short-sighted

> policy when things are changing rapidly, and Linux is fast becoming a

> growing force in the market.

>

> I have to say that my expectations of any result from this e-mail are

> very low indeed. It is convenient to be able to pop into a local store,

> but I imagine this may have been the last time for me.

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