

Re: Pocket Informant

Source: <http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc/2006-01/msg00597.html>

- *From:* "Alan" <alan@xxxxxxxxxxxxx>
 - *Date:* Mon, 9 Jan 2006 17:22:10 -0000
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"WebIS" <alexkac@xxxxxxxxxx> wrote in message
<news:1136784979.027744.279110@xx>

> Alan – I'm sorry that you haven't gotten the emails. However:

>

> 1) The last newsletter we sent was in October. It took until November
> to send. Then the previous one was in September. These newsletters
> provided new update information as well as coupon information for other
> releases we have. These are HTML emails. Its possible you only paid
> attention to the coupon info and not the updates (which are at the
> beginning of the newsletter).

>

> 2) Actually we hear the exact opposite. Almost every review I've read
> says that PI is faster than AF. Read the AF forums. You'll find that
> many people there were complaining for many months with no updates from
> AF from spring until just last month. I rarely ever comment about PI vs
> AF, but I felt that in this case it was necessary because the
> information was factually incorrect.

>

> 3) No you aren't expected to re-register. I am not making excuses but
> explaining what are some possibilities. We keep logs of all emails
> sent. Time, date, and email address. If I knew your email address I
> could prove to you that we sent you the emails – OR that your mailing
> prefs are set to not get it. I don't know if that would be of any use,
> but if you ask I can do it.

>

> Honestly I am disheartened by your response because you're equating an
> email notification to support when #1 our website offers full human
> support via email and #2 we have a full access forums where I and my
> other engineers participate constantly spending several hours a day
> nearly seven days a week talking directly to customers. You will NOT
> get that with Developer One. Support is not an email notification of
> new releases.

>

> So again I'm sorry you didn't get any emails and I wish I could give
> you a direct reason why, but beyond knowing that it got sent from our
> server there is no audit trail for me to look at. If you are really
> interested in knowing why you didn't get an email, feel free to email
> me privately to this gmail account and I'll check up on it.

Re: Pocket Informant

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Thank you for your post. It doesn't seem worthwhile going backwards, it seems more reliable to try and remember to look on the site occasionally and to hope someone posts in the newsgroups when updates are released.

Talking of which I suppose I might as well look now to see if I've missed another update

• *Follow-Ups:*

- ◆ **Re: Pocket Informant**
◇ From: WebIS

• *References:*

- ◆ **Re: Pocket Informant**
◇ From: Alex Kac
- ◆ **Re: Pocket Informant**
◇ From: Alan
- ◆ **Re: Pocket Informant**
◇ From: WebIS

- Prev by Date: **Re: SQL server app**
- Next by Date: **Re: Pocket PC 2003 and Windows Mobile 5. Compatible or not?**
- Previous by thread: **Re: Pocket Informant**
- Next by thread: **Re: Pocket Informant**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**