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Subject: Re: How to contact IDL ?

Posted by [Paul van Delst](#) on Thu, 20 Dec 2001 14:42:58 GMT

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David Fanning wrote:

>

> trouble (the\_cacc@hotmail.com) writes:

>

>> Someone sent me a different email address to try:

>> info@ResearchSystems.com. So I tried sending a message there.

>>

>> First time - no response.

>> Second time - no response.

>> Currently attempting a third time.

>>

>> I'm astounded that in three weeks I can't even get a single comment.

>> Compare this with Matlab, who I have also written to, who (i) have

>> loads of contact address and (ii) replied on the same day each time I

>> wrote.

>>

>> Anyone else have a similar story or is it \*just me\* ?

>

> Uh, have you thought about changing your name?

> What you have doesn't inspire retailers to get

> involved with you. :-)

I agree. If I got an email from someone who's email address was like yours (Mr. Trouble I mean, not Dr. Fanning), I'd simply delete it - not even opening it. No offense meant to you, but it looks like spam (despite an erudite subject heading).

paulv

p.s. I think it's just you :o) I've never had a problem contacting RSI... I've even had some of their engineers [\*] call \*me\*!! Who woulda thunk it? And they've always solved any problems I had too.

[\*] I always though engineers built bridges and buildings and stuff

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