
Subject: Re: PV_WAVE HELP helps
Posted by [plutchak](#) on Tue, 25 Jun 1991 17:45:03 GMT
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In article <1991Jun21.213057.9204@eagle.lerc.nasa.gov> uuvince@ariel.lerc.nasa.gov writes:
> Yesterday I posted a message to this group which expressed my displeasure with
> the attention I was not getting from the Precision Visuals HELP service on
> some WAVE problems I had reported to them. I now have their attention
> in spades.
> ...I think it is only fair that I
> now thank them for their swift and effective help over the past 24 hours. Now
> keep it going PV!

One should also keep in mind that it took a world-wide broadcast of your displeasure, in a forum chock-full of current and potential Precision Visuals customers, to get their attention. What happens to customers who don't have access to this forum, or who don't have the time to read news? Unfortunately, this scenario seems to be the emerging standard for customer support.

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