
Subject: Re: Downgrade in support for non US users?
Posted by [Dick Jackson](#) on Tue, 17 Feb 2015 00:01:15 GMT
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On Monday, 16 February 2015 15:30:21 UTC-8, timoth...@gmail.com wrote:

> Last week I reported via a support request what I believed to be a regression in IDL 8.4 (listed below).

>

> In the past I have found the direct access to the IDL dev's very useful and have had feature requests implemented, bugs logged, and performance issues improved.

>

> However my latest support request has been redirected to IDL's Australian distributor (ESRI Australia), which I can only see as a downgrade in service.

> Has anyone else from outside the US seen this change recently? Or is it just an Australian change.

Speaking for myself, a Canadian client, I can say that Exelis continues to give me the fine support service I've always had, as you've described in your past. Even in the last two weeks, I got prompt, effective email response to an issue I had logged at exelis.com as a Support Request.

Cheers,
-Dick

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