

nician at your door if you need one. If you have a falling-out with your service company, you can call another dealer for that brand (with the hardware warranties for most brands intact). If you have a falling-out with GotVMail, you're stuck.—Jonathan Vine

Cut Apple Some Slack, Louderback

I read the Apple section of Jim Louderback's column in the September 18 issue ("That VuDu That U Du," page 50) and felt compelled to respond. Jim oversells his argument when he says Apple sees everything through the iPod lens. It pains me to have to point out that Apple is first and foremost a computer company. It sold computers before Microsoft existed (some argue that it invented the personal computer—debatable, I know), and the company still sells computers today. And they're good computers too!

I can tolerate a certain amount of bias from "PC" Magazine, but I think this article goes a bit too far. Let's be honest. Apple computers are good. iPods are good. The iPhone is expensive, but it's at least pretty good. People continue to pay a premium for all these, and Apple's market share is increasing, despite all the criticism in magazines such as yours. And Apple's products can be good at the same time that many PCs are good. So express a point of view, by all means, but don't abandon all objectivity.—Ron Embry

PC MVP: Neil Rubenking

I want to let you know how much I appreciate the help I have received from Neil Rubenking. I have e-mailed him several times with problems that I couldn't solve and gotten an answer almost immediately. Only once was he not able to figure things out, because he couldn't replicate my problem. I solved it by getting a new computer!

The other times he has been extremely helpful, and I never would have been able to get things right without him. I have thanked him myself, but I want to let you know what a helpful service he provides. I've been a PC Magazine reader for 25 years, and I feel as if

the names and faces I see in your magazine are my friends.—Isabel Berney

A Pat on the Back

Your September 4 issue is the best in a very long time. A lot of good stuff on PCs and not much on new cars! Lance Ulanoff's column on page 11 seems to promise this. Ask Neil is terrific, and Home and Business Solutions are fabulous. The "Reinvent Your PC" feature story is also excellent. And Jim Louderback's final First Word has made me happy to stay with Win XP. (at least until the second iteration of Vista).—Bob Lurie

Double Your Pleasure

Thanks for the tip in September 18's Ask Neil ("Two Yahoo! Log-Ins at Once," page 78) I am now able to view (on screen) two financial and brokerage accounts at the same time! For example, I can view my spouse's account and my own account at the same time. Previously, I always had to log out and log back in.—Troy Crowder

Vista, Schmista

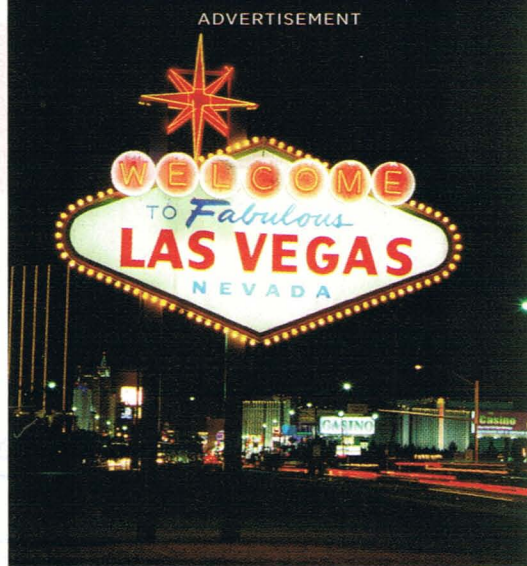
I enjoyed Sascha Segan's column, "The Vista Irrelevancy" (September 18, page 56). Not only are consumers uninterested in Windows, they are fleeing from it in droves. I'm an IT veteran, and for the past ten years have been consulting primarily for consumers and small businesses. When I started, it was Windows, all Windows—and my fellow geeks chuckled when I mentioned my Mac experience.

These days, my Windows customers sob for help, while my Mac folks contentedly go about their business, asking only for the occasional upgrade or help with a font issue. While the Mac is enjoying record sales, nobody wants Vista. When buying new PCs, my Windows users are demanding Win XP. Those who wind up with Vista do so primarily by accident, and are, at best, unimpressed.

So am I. Vista is nothing but Windows dressing, fancy graphics sprucing up the same tired problems. My customers aren't willing to pony up for the godlike hardware required to run this sorry excuse for an OS. People aren't starting to look for alternatives, they've already embraced them. As far as the consumer and small business market goes, both Vista and Windows are irrelevant.—Triona Guidry

CORRECTIONS AND AMPLIFICATIONS

In John Dvorak's Inside Track column of September 18, we incorrectly cited the name of one of the two companies that years ago "dominated the flash-memory business." The correct name of the company is Lexar Media Inc.



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