

# welcome

Having listened to your comments by phone, letter and email over the past year, we've decided to make a few changes to *PC Advisor*. We hope you like what you see

**P***C Advisor* has changed. The first thing you might notice is there's a lot less of this Welcome column. More importantly we've made changes to reviews, our charts, the features, the way we present news and ConsumerWatch.

The Reviews section (page 40) now has more detailed reviews and we've shortened our deadlines so you get our take on the latest products even earlier. There's also a new award – *PC Advisor* Gold – to recognise excellence in our standalone reviews.

Our charts (page 238) combine buying advice and information from the pages of ConsumerWatch to create a new buying guide towards the rear of the magazine.

In features we've introduced a new monthly section, XP Advisor, containing the best independent advice on Microsoft's latest operating system.

## Coming soon

Next month, we're launching another new section, Broadband Advisor, because we believe broadband internet connection will revolutionise the role your PC plays in your life both at home and at work.

In News there's a new Off the cuff opinion column (page 26) and My Technology on page 23, where people in the public eye tell us what they think of the technology they use. In Rants & raves on page 272 we take a sidelong glance at the best and worst of the computer business.

Of course, this isn't the first time we've made changes to *PC Advisor*. If you look at copies of the magazine a year or two ago, you will see how much it has evolved since then. But this is the first time for several years that we've effected so many changes at once.

So why have we done all this? Quite simply, because you told us to.

## Tell it like it is

Listening to your phone calls and reading your emails, letters and postings on our forums ([PCAdvisor.co.uk](http://PCAdvisor.co.uk)), we believe these changes best reflect your comments on *PC Advisor* and how best we can serve your needs for information on PC products and productivity at work and at home.

We hope we've been successful and that we've made *PC Advisor* a more informative and entertaining read. Let us know what you think. Email me at [andrew\\_charlesworth@idg.com](mailto:andrew_charlesworth@idg.com) or fill in our edit tracking questionnaire at [www.pcadvisor.co.uk/editsurvey](http://www.pcadvisor.co.uk/editsurvey). ■

Andrew Charlesworth

We hope the changes will be successful and that we've made *PC Advisor* a more informative and entertaining read

## reader information

### Competition rules of entry

The following rules and conditions apply to all competitions and giveaway offers in the magazine. The judge's decision is final and no correspondence will be entered into. There is no cash alternative to the prize or prizes offered. Employees of IDG Communications, the company or companies donating prizes and their relatives are not eligible for entry. Winners' details will be printed in the next available issue of the magazine. Neither *PC Advisor* nor IDG Communications can be held responsible in the unlikely event that a company is not able to fulfil its obligation and provide a prize, for whatever reason.

### Liability

While every conceivable effort is taken to ensure that all details printed in the magazine are correct at the time of going to press, the publishers cannot accept any responsibility for the accuracy of the information contained in the editorial, nor for the consequences of any actions taken as a result of this information. The views of contributors do not necessarily reflect those of the publisher.

### Cover disc

The publisher shall have no liability without limitation for any losses or damage arising from using this software, including any loss of profit, damage to equipment or data, interruption of business, or any other damage, direct or accidental. It is recommended that you make a full backup of all the programs and data on your hard disk before installing any new software. Telephone numbers given for cover disc software registration may only be valid for a limited period. If you experience problems with the disc call our cover disc helpline on 0870 739 7630.

### Product reviews

Products submitted for reviews in *PC Advisor* are accepted on the basis that the same product will be available to the consumer. This ensures we give our readers the most accurate analysis of commercially available products. If, after reading a review in *PC Advisor*, you contact the manufacturer or vendor and find the specific model is not being offered, please let us know at [reviews@idg.com](mailto:reviews@idg.com). Prices quoted throughout the magazine exclude VAT except where otherwise stated.

### Technical helpline

We cannot answer technical queries over the phone, except via our Expert Advice Hotline (see page 236). Calls are charged at £1.50 per minute, up to a maximum of six minutes. *PC Advisor* offers a full money-back guarantee if you are dissatisfied with the service.

### Consumer hotline

Whether it's consumer-related or a more general enquiry, our experts can help with all your legal problems. The *PC Advisor* Consumer Hotline costs £1.50 per minute. Call 0906 906 0276, 8am to 10pm, seven days a week. English law applies to all advice given.

### October competition winners

**Pioneer DVR-A04 DVD writers:** Mr A Thompson, Warrington; Mrs E Roff, North Devon; Mr R Heinson, Essex. **Oki OkiPage 14ex monochrome laser printer:** Mr David Bumford, Vale of Glam. **Sierra CD labelling software bundle:** Mr S Short, Essex; Mr T Webb, Clacton on Sea; Mr D Sadler, Derby; Miss P Rimmer, Preston; Mr W Walton, Derby; Mr R Brackstone, Norfolk; Mr D Glover, Newcastle; Mr R Kilburn, Cornwall; Mr J Baldwin, Blunsdon; Mr F Smith, Birmingham; Mr J Harper, Alvechurch; Mr D Connor, St Neots. **WebExpress 3.0 design packages:** Mr R Howes, Devon; Mr D Fowes, Drymen; Mr R Breed, London; Mr C Brett, Nottingham; Mr A Hill, Kent; Mr M Hubbard, Bedford; Mr R Drew, Shropshire; Mr D Woodhouse, Reading; Mr I Smith, Forfar; Mrs M Gough, Fillingham.

