

CLASSIC

Working &

ADAM News

*Classic Computer Column
by Faye Deere*

Adam Ombudsman

At ADAMCON 03, we got the word that the ADAM world now has its own Ombudsman. This is a function of ANN (The ADAM News Network), and will be performed by Herman Cherney, Suite B, 198 Sand Point Road, Albany, NY 12215-1817. His duties will be to act as an arbitrator between ADAM software authors, distributors and users.

In case you are wondering what an "Ombudsman" is, the official definition says it's "a government official appointed to investigate citizens' grievances against the government." This isn't the EXACT description of Herman's duties, but it's close enough. I have a feeling he has his work cut out for him.

I have heard that some program writers are not getting royalties from all the people that are distributing their programs, and some of the distributors are selling unauthorized copies of their programs. I have also heard that some purchasers are not getting working copies of programs, or any satisfaction when they complain. They have, in essence, wasted their money. I realize that most of the people who write, sell and service in the ADAM community are not professionals and must therefore be given a certain amount of latitude in their dealings. However, a couple of the instances that came to my attention amounted to out and out fraud.

Don't get me wrong, folks. I, myself, have never run into much of a problem. There have been one or two instances when I was somewhat unhappy, but the dealers and I were able to come to a workable agreement. I also know that most distributors in the ADAM world are helpful, friendly and trustworthy. Remember that these distributors are usually people who are doing this as a hobby, out of their own homes, and in their spare time. They are actually providing us with a much needed service. However, there are always some bad apples in any barrel. That barrel is just too big not to hide a few bad ones. These are the ones that present the problems and cast a bad name on the others.

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You should be able to order from a distributor and receive a working product in a reasonable length of time, or your money should be refunded. In other words, we should be able to expect a reasonable amount of service and a conceivable level of product quality. If you feel you are in need of the services of the Ombudsman, get in touch with Herman at the above address. Give him as much information as possible so he will understand what the problem is, and with whom. Remember that Herman is not being

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paid for these services, and enclose a self-addressed stamped envelope (SASE) for a reply.

800 Numbers

There are now three ADAM businesses that have acquired toll-free 800 numbers to accommodate their customers. This means that you can phone them for products or service, without spending a fortune, in case you don't live close enough to make a local call. The three businesses are: Oscar's Computers, Howard Pines 1-800-858-1007

SM Video, Shon McCallum
1-800-487-1742

ADAM's House, Terry Fowler
1-800-999-5040

Oscar's Computers specializes in ADAM repairs, and is located in Fort Walton Beach, Florida. SM Video is primarily an ADAM vendor, and operates out of Oakton, Virginia. ADAM's House operates out of Pearland, Texas, and can provide you with software, hardware and repairs.

Gallery of Honor

Jerry Vrancks (2936 Evelyn Street, Portage, IN 46368) is this year's director of ADAMCON's Gallery of Honor. This year's committee includes Jerry, Rich Cossaboon, Ancil Schilling and Joe and Helen Alford.

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If you recall, last year was the first year we had the Gallery of Honor, and 10 inductees were voted to receive the honor. They were Tony Morehen, Solomon Swift, Guy Cousineau, Pat Herrington, John Lingrel, Rob Friedman, Lyle Marschand, Alan Neeley, Norman Castro and Syd Carter.

This year, there will be five active and deserving ADAMites inducted into the Gallery of Honor at ADAMCON 04. In addition, there will be one ADAMite, who is no longer active, selected for a special award. This is where YOU come in. Please write to Jerry Vrancks at the above address and nominate someone you think would be deserving of the honor.

Every ADAM owner is eligible to vote for up to three active, and one no longer active, candidate. You can send in only one ballot listing your choice of candidates. Your nomination should be for individuals who have actively supported and helped in the survival of the ADAM computer for at least three years. It should be individuals whose contributions have benefited the entire North American ADAM community in some way, whether they are a software or hardware developer or an organizer or promoter of the ADAM computer and community. Only individuals may be nominated, not organizations or companies.

This award is not intended to be a popularity contest. Personalities should not influence your voting. The purpose of this award is to honor those who have contributed more than their share in the growth, development and survival of the ADAM computer. The committee reserves the right to disqualify a candidate if not in compliance with the criteria.

If you would like to communicate with me, my address is 411-B North Sea Lane, Fort Walton Beach, FL 32548. I appreciate comments from my readers. If you would like a reply, please enclose a legal-sized SASE.

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