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LAPTOP Goes Undercover to Find Out Which Notebook Vendors Succeed—And Which Fail--in Customer Support

New York, NY – August 16, 2006: When something goes wrong, who delivers the best service? Whether it is insufferably long hold times, by-the-script technicians, language barriers, or transfers between untrained reps, the inability to find a quick fix can add to your frustration. LAPTOP went undercover to assess just how good or bad the tech support of the major laptop vendors is, and to see how well and swiftly each was able to solve our problems.

We tested the phone and online tech support of each of the following laptop vendors: Acer, Apple, Dell, Fujitsu, Gateway, HP, Lenovo, Sony, and Toshiba (in alphabetical order). We then graded each vendor based upon the availability of information and the ease with which it was located. Phone grades were based upon wait times, the quality of service, and a positive resolution of the problem. Of the nine vendors tested, two received the LAPTOP Editors' Choice Award for excellence in tech support.

To learn more about LAPTOP's tech support showdown and to see how each notebook manufacturer fared, please visit <http://laptopmag.com/Features/Tech-Support-Showdown.htm>.

For more information or to schedule interviews with LAPTOP's editors, media may contact Maggie Carr, Marketing Manager.

About LAPTOP Magazine

LAPTOP-Mobile Solutions for Business & Life celebrates the infusion of mobile technology into our daily lives. *LAPTOP* delivers hands-on product reviews, groundbreaking coverage of the latest tech trends, and helpful how-tos. *LAPTOP* continuously provides business travelers, IT professionals, and mobile enthusiasts with the information needed to stay connected effortlessly. In addition to the monthly issues, the six specials include *Ultimate Mobility*, *Mobile Entertainment* (spring and fall), *Ultimate Wireless & Cellular Guide*, *Gadget Gift Guide*, and *Mobile Tech Buyer's Guide*. *LAPTOP* and its special issues are published by Bedford Communications, Inc.