

## Send your letters to >

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## CRANKING UP THE SPEED LIKE CRAZY

In *PCW* October 1999 Gordon Laing toasted (in more ways than one) the humble Celeron for making 1GHz of processing power available. November's cover screamed 'Fastest PC ever!' with 800MHz extracted from a single processor – although not quite as affordable. So what do we get if we merge these two ideas? How much over-clocking will a Celeron stand if you chill to -40 centigrade – and then dual it? What if we take Intel's latest 700MHz processor and give it the same treatment? I'm pretty sure this will give you next to 2GHz of processing power on a desktop in the not too distant future. How far away from a Cray on a desktop are we?

ROD M MAIN  
NEWHAVEN

## LETTER OF THE MONTH

## It's a Jungle out there...

I have been a customer of Software Warehouse for some years and welcomed the news that through *jungle.com* (*PCW* November 1999), I can now order products from the web, save on the post and packaging charges and receive an additional gift to the one already received for every order at Software Warehouse.

Too good to be true? You'd better believe it. I connected to the *jungle.com* website on 26 September to order software and hardware and again on 27 September, but I found that the information about products was inconsistent. Some products have dedicated information windows, others none. And I did not find compatibility information for the products I was looking for, which was a certain scanner and an anti-virus program.

The terms and conditions listed were only valid until 31 August 1999, and trying to click on the 'BUY' button was hazardous because the window with the info about the product and the price, etc, only stays open for a few seconds. While trying to click on the item again to read about it further, it was added to my shopping list.

Upshot? I called Software Warehouse's customer service line and was curtly told that 'they have nothing to do with Jungle'. Any request for further information was just stonewalled. In the end, I called Software Warehouse's sales line and ordered direct. The result is that I do pay delivery charges (reduced) and I do not receive the extra free gift promised when ordering online. The fact that Jungle's website made ordering online virtually impossible didn't count. Because, as I was told by the salesperson, 'every company has teething problems!'

I feel that whoever throws these new services at their existing customer base, should make sure everything works before going 'Live'.

ASTRID NEWSHAM  
NEWBURY, BERKSHIRE

## GOING, GOING...

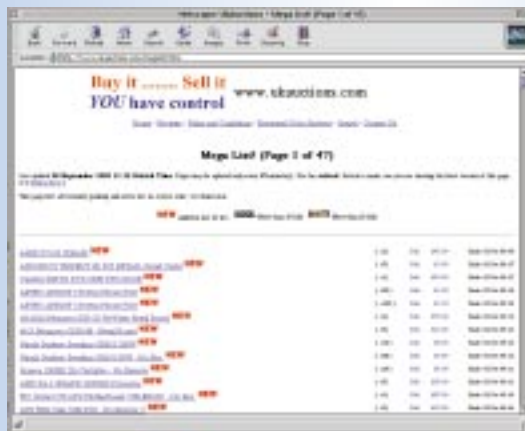
I read with interest your article on online auctions (October 1999). I feel you dismissed [www.ukauctions.com](http://www.ukauctions.com) a little unfairly. I have made many purchases from the site and they have all gone very smoothly, and I have picked up some excellent bargains. I would rather use a site with 'few' quality items than have to plough

through mountains of dross to find what I am looking for. In addition, the site admin team always respond to queries quickly and they're always very friendly and helpful.

JOHN JONES  
[beanies4all@hotmail.com](mailto:beanies4all@hotmail.com)

## THE EDITOR replies >

We didn't 'dismiss' any specific UK website. The article was meant to whet the appetites of our readers and direct them to an important new way of selling and buying second-hand goods. It wasn't meant to be a comprehensive listing of auction sites – in fact there are lots of very good sites (such as the widely known [www.qxl.com](http://www.qxl.com)) that weren't featured in the article.



## WE DON'T SELL PIRATED GOODS

With regard to your news story 'Font Pirates Walk the Plank' (PCW November 1999), I would like to set the record straight. My company, CD Wholesale, specialises in buying and selling end-of-line and liquidated stock. The offending product, a CD containing more than 4,000 fonts, was purchased by CD Wholesale for this purpose. We believed and still believe that this product is not a pirated copy.

To clarify this matter, Linotype Library claims that they own the word UNIVERS. The offending product was called UNIVERSE OF FONTS & ICONS. Although we disagree with their claim, it was quickly established that a few hundred pounds would

appease them. We took a commercial decision to pay them to go away rather than take on expensive litigation.

I would be most grateful if you would let your readers know that we pride ourselves on only offering the best of quality software at cheap prices, and that we do not trade in pirated goods whatsoever.

TONY ANDERSON  
CD WHOLESALE LTD

**THE EDITOR replies >** *It is the policy of our newsdesk never to print a story without getting both sides of the argument. In this case, we slipped up, and we are happy to clarify the situation from your perspective.*

## MAKING A MONKEY OF US

I read with interest your Retro review of the CBS ColecoVision (PCW November 1999) and could not help but notice Gordon Laing's explanation of why the arcade game Donkey Kong was called so.



The game title has nothing to do with a Big Ape being as stubborn as a mule or a donkey, but more to do with a mistranslation of the original Japanese printed on the arcade cabinet.

I believe that the original game was called Monkey King in Japanese, which makes much more sense, but the translator got it wrong.

Of course Donkey Kong was not the only arcade game to suffer from this. Who could forget the unforgettable racing game 'Continental Circus'...

DEAN BELFIELD  
[BelfieD@intgame.com](mailto:BelfieD@intgame.com)

## A GREAT HULL-ABALOO!!!

I am a loyal subscriber and an avid Internet freak who tends to run up BT phone bills at an alarming rate. But then I read in Brian Clegg's column (PCW November 1999) a few sentences that made me foam at the mouth. The words 'Kingston', '£15 monthly charge' and '5.5p per call no matter the length' were like music to my ears. Naturally I went into a state of shock, then I tried in vain to search the web for a link or telephone number so I could get in contact with them to find out more about this dream offer, but

alas, I found nothing. Weeks of depression set in, and for a long while I roamed the streets late at night searching for a release to my problem. Please, please help me and give me more information about this illusive company and its Internet connection plan.

RICHARD LEE

**BRIAN CLEGG replies >** *There is good news and bad news. The good news is that you can find out all about the service by going to*

## NOW DON'T GET ALL CATTY ON US!

I was appalled at the thought of putting a cat on a scanner and scanning it (Projects & Resources PCW November 1999). Can you imagine the damage its claws could do to the glass on your scanner, as it tried to scrabble off? Perhaps these animal lovers should have their pets de-clawed (for their own safety) before attempting to scan them.

JIM HOGG  
DUMFRIES

**THE EDITOR replies >** *We'd also like to draw readers' attention to the problems of furballs in the SCSI interface and catsick on the transparency adaptor.*

## CLARIFICATION ON THE DELL DIMENSION XPS 75

In our 'Ultimate Home PCs Group Test' (PCW November 1999), we reviewed a machine called the Dell Dimension XPS 75. The name and specs were supplied to us, along with the machine proper, by Dell. They have now informed us that the machine is called the Dell Dimension XPS T500. Readers should ask for this machine if making enquiries with Dell.



[www.kingston-internet.net](http://www.kingston-internet.net). Click on the Karoo button in the top bar, then select Karoo Xtra as the product from the RHS bar.

The bad news is there was a bit in my column that said 'Hull [has] its own telephone company'. Which means to use Karoo Xtra you will need to have a Hull telephone number (01482) and use Kingston as your telecom provider. So unless you are lucky enough to live in the right place, like me, you are going to have to wait for BT (or someone else) to get the message!