

Brevard Users Group

Managing Editor Jim Townsend

Assistant Editors Ed McEwen,
Jack Nash

Contributing Editors George Rymer
Jim Hally

Newsletter Volunteers:
Distribution: John Williams

Home Page: <http://bugclub.org>

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Articles, Reports, and new Advertisements should reach the Managing Editor or Desk Top Publishing SIG by 5:00 p.m the Friday before the third Wednesday (Monthly Bug Meeting) of the month. Items received after the deadline will be held for the following month's issue.

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All questions, correspondence, and other items pertaining to the Newsletter should be directed to one of the Editors.

Questions involving advertising should be directed to **Advertising** at the address below.

Articles or items of interest for inclusion in the newsletter should be sent to **The Editor** at:

Brevard User's Group
PO Box 2456
Melbourne, Fl. 32902-2456 or
Jim Townsend 728-5979
jimtownsend@earthlink.net

**THE NEXT MEETING OF THE
BREVARD USERS GROUP
WILL BE ON
Wednesday, December 17th, 2003
AT 7:00 pm
IN
the Melbourne Library
Visitors welcome!**

**Visit the BUG CLUB web site
for the latest schedule.
<http://bugclub.org>**

**There will be a drawing for Door Prizes!
You must be a member and present to win!**

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**The Second version of the Newbies CD is
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See Jim Hally at any of the club meetings.**

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RESUMES • GRAPHIC DESIGN • BLACK & WHITE LASER PRINTING • PER'S

Treasurer's Report

By Ted Glaser



Expense

Repairs/Maint \$ 116.08

Newsletter

Printing \$ 191.28

Mailing \$ 65.00

Sub Totals \$ 372.36

Income

Dues \$ 200.00

CD Sales

Donations \$ 1.00

N'ltr Ads

Sub Totals \$ 201.00

Renewals:

Cassel, L - #1087

Principato, C - #1022

Rosheim, O - #1192

Slane, T - #1035

Starke, R - #1014

Litke, O - #0553

New members:

Abernathy, J - #1220

Collin, M - #1221

Peterson, H - #1222

For Sale

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Rebate Ripoffs or Not

By Jack Nash, Bug Member

This is a tale of those who honor their rebates and those you should watch out for. In March of this year I purchased a Buslink CDRom burner from Best Buy. This unit included two mail in rebates, one from Best Buys and one from the Manufacturer Buslink.

I installed the unit as a replacement for an old slower burner. The installation and operation went fine, so having no problems I filled out both rebate forms and sent them off. As we all know rebates take from 4 weeks to 3days after forever.

About a month later, I received a check from Best Buy for that rebate, everything is going great. After the 8th week I pulled up the Buslink website and looked for somewhere I could ask about the rebate. Finding the right place, I sent off an e-mail query asking the status of this rebate. The next day my e-mail had an automated response from Buslink saying I would be contacted within 2-3 business days. Two and ½ weeks later a message from Buslink asking which department I had sent the rebate to? This information was included in my first e-mail, but I dutifully sent off the requested information. There followed a resounding silence from Buslink, nothing nada. After another few weeks I sent another e-mail asking for an update—no response.

What now? I wrote letter to the Buslink address, including a copy of my original submission and copies of all follow on e-mails. There was no answer, no e-mails, no phone calls no letters. It became apparent that Buslink had no intention of honoring the rebate.

It was now September, 6 months after the original rebates were submitted. I had one remaining hope of getting the rebate, so I called Best Buys 800 number and got to their rebate center, I talked to a young lady who after understanding the problem said she would try and establish a conference call with Buslink. If that failed she would leave them a message to call me. Great, so I'm on hold for maybe 2-3 minutes and she comes back saying there was no real person at Buslink but she left voice-mail message for them to call me. Then she instructed that if I didn't get an answer within a three day period to call back to

Best Buy and gave me case number to reference. As you would expect there was no call from Buslink, so I called Best Buy and they requested a copy of the original Buslink rebate forms, etc. I sent that off as directed.

This week a rebate check from Best Buy (Not Buslink) in the amount of the Buslink rebate appeared in my mail box. Persistence sometimes pays off, but so does dealing with reputable suppliers.

My advice is to buy from companies that back up their product, obviously Best Buy does. I did not expect that Best Buy would honor the Buslink rebate, but hoped they might be able to pressure Buslink to respond. The next step would have been to file formal complaint with the Attorney-Generals Office and the FTC, but that was a last resort.



JOSEPH MEDLEY - SATELLITE BEACH

Joseph Francis Medley, beloved husband and father, passed away Monday evening, October 27, 2003, at home. He is survived by his wife of 59 years, Florence Medley; his son, Joe Medley Jr.; and daughter, Florence Medley Crisp. Joe was born in Paterson, New Jersey on October 3, 1918. He married Florence Irene Arneith on October 3, 1944. They lived in New Jersey until 1956, where Joe worked for the Curtis Wright Company. After a year in California, Joe and family settled in their current home in Florida. Joe worked for Martin Douglas then at the Patrick Air Force Base Golf Club until he retired. Florence worked for Pan American World Airways until joining him in retirement. Joe was a geek and spent many happy hours at his computer, editing and illustrating the Pan Am Retirees Newsletter, forwarding jokes to friends and family, making digital photos of the model airplane collection he lovingly made, and most recently, making digital videos with the camera Joe Jr. gave him for his birthday. Joe died laughing and singing. There will be no memorial service. However, there will be a Celebration of Life service for Joe in November to which his friends and acquaintances will be invited. Arrangements by Beach Funeral Home in Indian Harbour Beach.

** Member needs a ride.**

We have a member in Palm Bay who is looking for a ride to the meetings.

Anyone from that area interested in helping, E-Mail: rossheim779@cs.com

Special Interest Groups

WINDOWS SIG

Meets 7:00 PM Thursdays
1st & 3rd Thursday at Eau Gallie Library.
All Other Thursdays at Melbourne Library on
Fee Avenue.

BEGINNERS SIG

Meets at 6:30 pm. Thursdays,
before the Windows SIG.
This is a trial, if we need more time,
we will make other arrangements.

IMAGING SIG

Meets at 7:30 PM the second and fourth
Thursdays, after the Windows SIG, at the
Fee Ave Library in Melbourne.

NEWSLETTER SIG

Meets twice a month on the Saturdays before
and after the BUG monthly meeting.
Members interested in helping develop the
newsletter are welcome.
Place is Jim Townsend's home
call 728-5979 for directions.

TINKERS SIG

Meets on most Sundays at
Bob Schmidt's house.
Call 952-0199 for directions
and to verify meeting.

BUG Club Information

BUG E-MAIL LIST

To be included in the BUG E-Mail roster,
send an E-Mail to George Rymer at:
grymer@cfl.rr.com.

We will need your full name, E-Mail address and
your BUG membership number. You will then
receive notices and updates on BUG activities,
special events, changes to
schedules, etc.

BUG Board of Directors

Meets the second Wednesday of the month at
the Fee Ave. Library, in Study room 1
Time 6:00 pm to 7:30pm

Sponsorship Rates

	4 Months	8 Months	12 Months
Full Page	\$ 160.00	\$ 305.00	\$ 440.00
Half Page	\$ 85.00	\$ 162.00	\$ 232.00
Qtr Page	\$ 45.00	\$ 86.00	\$ 123.00
Bus Card	\$ 25.00	\$ 48.00	\$ 68.00

Benefits of Membership In The Brevard Users Group

Annual Subscription to the B.U.G. Newsletter.
Participation in Special Interest Groups.
Seminars and Workshops.
Fellowship with other knowledgeable computer users.
Stimulating and lasting friendships.

Brevard Users Group Membership Application

First Name _____

Last Name _____

Address _____

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Home Phone _____

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Family Membership \$25.00

Email address _____

Brevard Users Group Directory

Meetings:

Are held at the Melbourne Library on Fee Ave. the third Wednesday of the month at 7:00 PM.



Membership:

Is by application and payment of \$25.00 annual dues. Membership is for 12 months from receipt of dues and includes a year's subscription to the newsletter.

Mentor Program

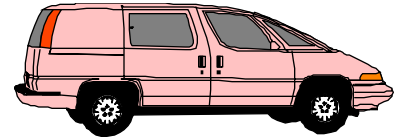
John McNeil 723-5550 AutoCad

Al Buchanan 728-2789 Works 6.0

Bob Staples 255-2623 Win95/98

Bill Ranck. 676-7908 Word Perfect

Rex Cummings 242-9601 Netscape



MOVING?

Don't miss out on any issues of the BUG Newsletter. Send your new address to:

Brevard Users' Group

Attn: Treasurer

P. O. Box 2456

Melbourne, FL 32902-2456

& e-mail to the Newsletter at jimtownsend@earthlink.net

BUG Officers

President:

George Rymer 724-6715
grymer@cfl.rr.com

Vice President

Lucile Wagner 723-1719
sunshinelu1@yahoo.com

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tedjokes@earthlink.net

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mgrant@pciol.net

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Tom Wojnar 729-3013

2nd Member at Large:

Dave Hixon 723-7168

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Beginners Help:

Oscar Litke 409-8002
ozk1joy@wmconnect.com

FACUG Representative:

Bill Ranck 676-7908

Program Director:

Eric Arnold 254-3423

Webmaster:

Eric Arnold
webmaster@bugclub.org

BUG Web Page:

<http://bugclub.org>

Special Interest Groups

Beginners' SIG:

Larry French 837-0962
lhfrench@cfl.rr.com

Hardware (Tinkers) SIG:

Bob Schmidt 952-0199
RSchmidt@cfl.rr.com

Newsletter Publishing SIG:

Jim Townsend 728-5979
jimtownsend@earthlink.net

Win 95/98 SIG:

George Rymer 724-6715
Chuck Boring 454-9455
Bob Staples 255-2623

Imaging SIG:

Ed McEwen
emcwen@cfl.rr.com

Brevard Users' Group

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Your membership expires on the date indicated in the upper left of your address label (YYYYMM). Please allow six weeks for processing the renewal.