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Symetric Computer Systems Inc.  
40485 Encyclopedia Circle,  
Fremont,  
California 94538,  
USA.

Tel: +1 415 651 6090

Dear Lynne Mesner,

I STILL AWAIT A RESPONSE TO MY LETTER OF 16 JANUARY 1988:

The TAPE DRIVE on my machine was FAULTY ON ARRIVAL. PLEASE SEND a REPLACEMENT 60M tape drive for me to install. For symptoms, and other information see previous letter, copy enclosed.

I suggest replacement be sent marked as an 'exchange/replacement spare part - zero differential value' or some such labeling, to (hopefully) avoid or reduce customs bureaucracy.

I attended the European Unix Users Conference in London last week, & enthused about the price to specification ratio to numerous people, however, I had to admit the tape drive on my unit remained faulty 3 months after receipt - I would prefer to be in a position to give Symetric unqualified approval.

Best Regards,



Julian H. Stacey