W. Michael Petullo
CMR #440 BOX #55
APO, AE 09175

04 March 2001

*Action*tec
760 N. Mary Avenue
Sunnyvale, CA 94086

Dear Sir or Madam:

For quite some time now, I have been unsuccessfully trying to get my *Action*tec Internal Call Waiting modem to consistently work with the 2.4 series of Linux kernels.

First, let me state that I am a seasoned Linux user. I have been using the GNU/Linux operating system since 1996. I am also somewhat experienced in kernel development.

Second, let me state that I am willing to help *Action*tec develop 2.4 series Linux kernel support for their modem. In fact, I have already spent a lot of time trying to do so. I want the 2.4 series kernel to automatically detect your modem with no work on the user's part. With my code, this is almost possible. However, occasionally the modem is not detected, apparently due to a chipset bug.

Unfortunately, thus far I have had no help from *Action*tec as I develop this kernel support. In addition, I question whether *Action*tec's modem supports Linux, as it states in bold type on its box. I am beginning to feel that *Action*tec is simply jumping on a bandwagon to enlist customers – with no clear plan to actually provide the support they claim.

For example, *Action*tec provides firmware updates for their modem. However, in order to apply these updates, one must own a copy of a Microsoft Windows operating system. Three times, beginning on Tuesday, January 9th, I asked the question, "What does the firmware update you provide fix?" to your technical support department. I am still awaiting an answer to this very simple question.

In addition, I have offered your technical support department code demonstrating potential bugs in the Lucent Venus chipset, which is used in your modem. I have sent very specific descriptions of operations that sometimes fail on the chipset, which should succeed. I have sent the primary Linux serial driver maintainer your modem's PCI signatures so that he may include them in future code. I have offered you exactly when in the Linux serial driver code the detection of your modem sometimes fails. *Action*tec has not even acknowledged the emails I have sent them.

You seem to have no plans to actively support the 2.4 series of the Linux kernel.

I want to get this modem working. I want to share my work with others, perhaps directly benefitting *Action*tec. However, I feel I am not receiving any support from *Action*tec.

If you don't want to support Linux, then stop claiming you do. If you do want to support Linux, please accept my help.

I may be contacted at the above address or by email at actiontec@flyn.org.

Sincerely,

W. Michael Petullo