

LETTERS TO FORTUNE



Flagged Down

In "The Road to Baghdad" (Feb. 3) the photograph appears to be a mirror image of the original. Or did the U.S. change its flag when I wasn't looking?

Rob Peck
Toronto

Good question, but the photograph is not reversed—as you can see from the soldier's helmet (above). According to the Institute of Heraldry (a military website), when an American flag patch is worn on the left sleeve, "the union would appear toward the front and the stripes would run horizontally toward the back. When worn on the right sleeve, the union is at the observer's right to suggest that the flag is flying in the breeze as the wearer moves forward."

No Weighting

Re "Is Fat the Next Tobacco?" (Feb. 3): How about a sin tax for junk food? As a skinny smoking drinker, I'm tired of carrying all the weight.

Sandy Smith
Dallas

Customer Serviced

Re "I'm Leaving Dell" (Alsop on Infotech, Feb. 3): I've purchased Dell computers ever since there was a Dell. About five years ago on a Sunday afternoon, I got a message while booting up that read, "Please insert bootable media." I wasn't sure what that meant, but I knew it wasn't good.

I called Dell's customer support center and was immediately connected to a

technician, who told me to open the computer and pull a couple of connectors from their pins on the motherboard (all in about 30 seconds). Boom! My computer rebooted, and I was up and running—on a Sunday afternoon and at no charge.

Stewart Alsop's experience notwithstanding, no other company on the planet provides the same quality of service. I wouldn't trade that for a fancy box and a couple of hundred dollars in savings!

Michael W. Reece
Simpsonville, S.C.

Corrections

In "Five Degrees of Osama" (First, Feb. 3), FORTUNE erred in stating that Khalid bin Mahfouz is married to one of Osama bin Laden's sisters. Also, FORTUNE's statement in that story that Mahfouz is one of Delta Oil's backers referred to a joint venture in Azerbaijan between Delta Oil and Nimir Petroleum, which is owned entirely by Khalid's two sons. The venture was terminated in 1998, and neither Khalid bin Mahfouz nor Nimir has ever had an ownership interest in Delta Oil, according to a bin Mahfouz family spokesperson.

Also, in "See This Chip" (Feb. 17), we incorrectly reported that the Nintendo 64 and Sony PlayStation 2 use versions of IBM's Power chips. The correct machines are the Nintendo Gamecube and Sony PlayStation 3. **F**

HOW TO REACH FORTUNE

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