



**Better Business Bureau®  
of Central and Northern Alberta**

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## **Media Release**

### **August 2007 Top 10 Complaints & Inquiries**

*Edmonton, AB (September 12, 2007)* During the month of August 2007, the Better Business Bureau® of Central and Northern Alberta received the following complaints and inquiries about businesses in the following industries: (Ranked from highest to the lowest)

	<b>Complaints</b>		<b>Inquiries</b>
<b>1</b>	Auto Dealers-New Cars	<b>1</b>	Movers
<b>2</b>	Movers	<b>2</b>	Auto Dealers-New Cars
<b>3</b>	Sweepstakes	<b>3</b>	Home Improvements
<b>4</b>	Home Builders	<b>4</b>	Roofing Contractors
<b>5</b>	Furniture-Retail	<b>5</b>	Work-At-Home
<b>6</b>	Computers-Dealers	<b>6</b>	Home Builders
<b>7</b>	Windows	<b>7</b>	Contractors-General
<b>8</b>	Telephone Communications	<b>8</b>	Furniture-Retail
<b>9</b>	Lawn Maintenance	<b>9</b>	Plumbing Contractors
<b>10</b>	Landscape Contractors	<b>10</b>	Landscape Contractors

### **Backgrounder**

The following are Consumer Tips from the Better Business Bureau of Central and Northern Alberta that provides background information about complains inquiries that we received. For further tips, visit [www.edmontonbbb.org/BBBtips.html](http://www.edmontonbbb.org/BBBtips.html)

#### Buying A Computer

The following is general information on computer buying.

When deciding to purchase a personal computer, make sure to research first. Information is readily available in books and magazines. These publications may recommend brand names or products.

Hardware is the computer and its components. Software is the programs and applications. The hard-drive is the permanent memory of the computer - information is stored and accessed here. RAM (random access memory) is the think pad of the computer.

Decide what your needs will be and what the computer is to be used for, such as word processing, games, or household finances? This will determine the type of hardware that will be required. The

technological advancement of computers is steadily increasing, so a program or system you purchase today may be obsolete in a short period of time. Consider your long-term plans when either purchasing, or leasing for this reason.

One advantage of leasing is that you can upgrade your system for less cost. Know your choices and options before deciding. If you have a basic understanding prior to your purchase, it will be easier when you speak to a computer sales representative.

Check any computer store's reliability with the Better Business Bureau before dealing with them.

This tip was brought to you by the [Better Business Bureau of Central and Northern Alberta](#).

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