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## Upcoming Changes - February 2019

2019-02-07 - Jayson Q. - in Announcements

### ***Desktop Platform***

#### ***Open Source***

We are extremely happy and excited to release the source code for our Desktop client in alignment with our commitment to open source all our projects. This marks a major step for the benefit of the VPN community, security and privacy. We hope this also sets an example for other major players within the privacy sector to follow our example and adopt working methods that encourages open innovation and collaboration for the benefit of all.

The new Private Internet Access Desktop client was built from scratch using C++ and Qt. It's based on a typical split architecture with an unprivileged GUI and a privileged service/daemon component, with the user interface implemented using Qt Quick.

The client is compiled natively on Windows, macOS and Linux (rather than cross-compiled), and we've made an effort to minimize dependencies other than Qt to make it easier to get started. Precompiled binaries for things like OpenVPN and the Windows TAP adapter are bundled in the repository for convenience, but we'll also provide the means for you to compile these yourself.

We will initially be publishing snapshots of our source tree for each public release of the app. In the future however we may make this more granular or even transition some of our own development into the public repository as well, provided we figure out the logistics of it.

The repositories for Desktop will be made available at our [GitHub page](#), where you will be able to clone everything, submit pull requests and make feature requests. We welcome your feedback so that we can continue to improve, and we hope to invite more community participation and collaboration in the privacy sphere as we work together to build products that are accessible and inclusive and help lower the threshold for providing unfettered Internet access for all, regardless of location.

Please also do not hesitate to join us in #privateinternetaccess on freenode or Snoonet if you want to get involved, or fancy chatting about our open source initiative.

#### ***Desktop v1.1***

Desktop v1.1 is due to be released in the first half of February and is currently being

finalized and tested. This will be an incremental release with mostly minor additions and fixes.

### **Website Platform**

#### **Changelogs**

In response to customer feedback, Changelogs will be available within the download section or directly at <https://www.privateinternetaccess.com/pages/downloads>

### **Customer Support**

#### **Live Chat**

Due to the success of our Live Chat within the Customer Control Panel, we will be rolling out Live Chat to the entire site. This will see anyone to contact Customer Support during Live Chat hours (0900 to 1800 MST, Monday to Friday) as part of our commitment to improving the customer experience.

#### **NPS Migration**

February will see the completion of a migration to NPS away from CSAT scores. CSAT offered us a very limited scope into the minds of our customers as it would only generate data from customer who opted in after that contacted Customer Support. This gave an unrealistic viewpoint of our customers views on Private Internet Access and as such we will finalise the migration to NPS, which gives all customers a chance to easily convey their view and opinion of Private Internet Access.