



September 6, 2005

## Priority Technical Support Service

Samsung Telecommunications America strives to continually improve the level of service provided to our Authorized Dealers. The latest improvement is targeted at improving the ability of our Platinum Partner Dealers to receive priority service when calling Samsung Technical Support.

### Priority Technical Support Service Guidelines:

Using Samsung's Priority Call Queuing feature, identified priority callers will be placed at the front of the Technical Support call queue when calling from a registered telephone number.

- Platinum Partners will be allowed to register up to five (5) telephone numbers which will receive priority queuing.
- Dealers must qualify for the Platinum Partner Program under the program guidelines each qualifying period to qualify to receive Priority Technical Support Service. Dealers who cannot maintain Platinum Partner status will be removed from Priority Technical Support Service.

### How to Register:

Simply fill out the attached form and return it to Samsung's Technical Support team to register or change your preferred telephone numbers.

If you have any questions regarding this notice, please contact your Regional Sales Manager or Technical Support Representative via email at [BCS.Support@Samsung.com](mailto:BCS.Support@Samsung.com).