



March 2, 2006

Dealer/Distributor Info Request

Our goal is to maximize technical support for Samsung authorized Dealers and Distributors. As a result, we are implementing a new procedure that requires Technicians, who call in for Technical Support, to answer up to two “secret questions” (Mother’s maiden name and Mother’s birthday). The questions are used to identify technicians who qualify for technical support on the product(s) for which they are certified.

We are developing a database of all technicians that currently work for each Dealer/Distributor. Please use the following form to gather the required information, and then e-mail or fax the completed form to us as soon as possible (e-mail is the preference). We need your input no later than March 31, 2006.

Samsung Telecommunications America
Business Communications Systems
1000 Klein Road, #200
Plano, TX 75074

Phone: 972-801-6105; Fax: 972-801-6195
Email: BCS.Training@Samsung.com

800-876-4782

www.samsung.com/bcs

Dealer/Distributor Info Request

Please complete this form for each Samsung Certified Technician on your staff.

Account Number	
Distributor Name	
First Name	
Last Name	
Samsung certifications issued to this person (example 2BXXXX) OR Enter N/A	
For verification purposes when Technicians call in for technical support, please provide the following:	
Mother's Birthday (mm/dd)	
Mother's Maiden Name	

Please send completed form(s) to:

BCS.Training@samsung.com.

Fax: 972-801-6195

Please contact the Training Department if you have any questions.

BCS Training
972-801-6105

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