



SAMSUNG TELECOMMUNICATIONS AMERICA, L.L.C.
Business Communication Systems
1301 E. Lookout Drive
Richardson, TX 75082
800-876-4782 - Fax (972) 761-7232
www.samsung.com/bcs

Dear Mr. Frankson,
PHD Communications, LLC
4288 Kellway Cir
Addison, TX 75001

I am writing you to express my gratitude for your involvement in resolving an issue for one of our alternate dealers. I want you to know that I have seen PHD on my reports for some time now but most recently I continue to see your company rise above in our dealer network from a performance and execution standpoint consistently month over month. It is always a pleasure to see companies experience growth the way your company has and Samsung has taken notice. As I said, your involvement in this situation allowed us to put to bed a 4 month issue that was lingering and was unable to get resolved. After our discussion, as I anticipated, you were able to get involved and resolve the technical problem within a day. This expertise is hard to find and very appreciated. Jerry I have had the opportunity to meet with you personally and I have to say it is refreshing to see your passion for success and your relentless desire to be #1. These are the same characteristics that Samsung goes to market with.

Often you can find dealers that can sell a product; I know this because I am responsible for the thousands of dealers across the country. What makes PHD stand out in my opinion is your knowledge of our products, your dedication to becoming the best and your overall passion to help your customers become better at what they do. I heard you express this when we met in Dallas some months ago. In closing I would like to offer my assistance anytime the need arises and know that you have the entire Samsung team behind you in helping you achieve the greatest success possible.

I have no doubt that you will rise even further as our relationship continues to grow. Thanks again and please pass on to your entire team our thanks from Samsung management. We appreciate you.

Sincerely,

Terence W. Bloom

Terry Bloom
National Sales Manager for BCS Distribution
214-952-4300
tbloom@sta.samsung.com