

# D-Link Enhance Technical Support for Customers

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New Dedicated Technical Support Centre Provides Simple Access to Enhanced Service Levels

London, February 1, 2005 — D-Link, the leading global manufacturer of broadband, wireless and networking solutions to the SOHO, SMB and Enterprise environments has launched a new customer helpdesk service, specifically designed to offer full technical support to it's increasing customer base.

Based at the D-Link helpdesk facility in Toronto, Canada, an expert team has been assembled to provide English speaking technical support to D-Link's UK and Ireland customers. The helpdesk service will be available immediately to UK customers from 0800 to 2200 GMT Monday to Friday and 1000 to 1900 GMT Saturday and Sunday.

"With the launch of this new service, D-Link will offer unparalleled levels of service and customer satisfaction," commented Tahira Perveen, Sales Manager, UK and Ireland. "Through centralising our technical support resources, our customers will benefit from an enhanced customer support experience."

The new number for the service is 08456 12 0003 for all support and warranty enquiries. Callers will be quickly connected to a list of options aimed at directing the user to the most appropriate team to assist with their enquiry.

END OF ANNOUNCEMENT

About D-Link:

D-Link is a worldwide leader and award-winning designer, developer, and true manufacturer of networking, wireless, broadband, digital electronics and voice and data communications products. These products provide the ideal solution for digital home, Small Office/Home Office (SOHO), Small to Medium Business (SMB), and Workgroup to Enterprise environments.

Established in 1986, D-Link is completely committed to technology excellence and quality production. Throughout the years, D-Link has strengthened its position as one of the industry's leaders in data networking, wireless, broadband and communication solutions. Worldwide revenues reached US\$728 million for the year 2003.