

To: Service Technicians of authorized Thomson Consumer Electronics Service Centers

From: Technical Training Department, Thomson Consumer Electronics

Subject: Guide+ Gold Servicing Procedures

When troubleshooting a problem where the EPG is suspected, it's important to realize that the problem is most likely not a "hardware" failure but could well be a customer operational, hookup issues or possibly a "data" download problem. For this reason, *it's very important that the service technician confirms that the customer has called the Thomson Consumer Electronics Customer Care call center (1-800-336-1900) and asked for assistance in resolving any hookup, operational issues or other problems.* The Guide+ Gold troubleshooting staff at the TCE Customer Care call center are specifically trained to handle problems in the area of hookup and customer operation and also are trained in "front line" troubleshooting of the EPG system.