

Press information – Vienna, April 2014

STRONG cooperates with new After Sales Service Partners for receivers and accessories in Austria and Germany

*New partners for product service and support:
DEC Service GmbH in Austria and AHEAD International B.V. in Germany*

STRONG, a leading provider of digital TV reception systems in Europe, has selected new service centers for After Sales and repair service for STRONG and THOMSON receivers and accessories in both Austria and in Germany. In Austria, STRONG cooperates with Digital – Electronic – Center Service GmbH for its national product service. In Germany STRONG has selected AHEAD International B.V. as new service partner.

DEC Service GmbH as service partner in Austria

Since the end of last year STRONG and THOMSON customers receive competent After Sales support through DEC Service who has taken over the processing of all warranty and repair cases for STRONG and THOMSON receivers and accessories in Austria. DEC Service is a professional partner with intense technical know-how and experience in repair services for home entertainment and electronics. Next to sending a device for service by postal service, customers also have the possibility to return it together with the completed warranty card personally at the DEC Service facilities in Vienna during the opening hours: Mondays to Thursdays from 8:30 am to 5 pm and Fridays from 8:30 am to 1:30 pm. Customers will continue to reach **STRONG's** Hotline at the familiar number **0820 400 150** and the **THOMSON** Hotline at **0820 400 044**.

AHEAD International B.V. as service partner in Germany

STRONG has selected AHEAD as its new German service center to manage all its warranty and repair services for receivers of both brands, STRONG and THOMSON, from April 2014. AHEAD is a specialized service provider for receivers, modems and other consumer electronics and will implement the STRONG and THOMSON service from its operational service center in Almelo in the Netherlands. Customers in Germany can send defective devices to the office in Wielen, Germany. For telephone assistance concerning technical problems, customers will continue to reach **STRONG** via the Hotline number **0180 501 4991** and **THOMSON** via the Hotline number **0180 599 9625**.

Martin Kogler, Sales Director at STRONG: "Qualified partners enable faster and more efficient repairs in order to serve customers even better. Both DEC Service and AHEAD are competent and experienced partners with high-tech repair facilities in Europe which are able to meet our quality and time expectations very well." DEC Service and AHEAD are listed on the STRONG and THOMSON websites as service partners and printed on all warranty cards as the responsible STRONG and THOMSON Service Centers.

FSMS remains as competent service partner for THOMSON TVs in Austria.

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About THOMSON:

For over 120 years, the THOMSON brand is a key player in the electronics industry. The THOMSON range of consumer products includes TV screens, digital decoders, audio and video equipment & accessories, digital cameras, computers & tablets, cell & home phone, electrical appliances, lighting and monitoring solutions for house, health and welfare at home. The THOMSON brand is recognized for the quality of its innovative products at the forefront of technology and design, offering high quality and ease of use. That's why generations of families around the world continue to trust the THOMSON brand for their entertainment and comfort at home.

THOMSON is a trademark of TECHNICOLOR S.A. www.thomsonconsumer.com

About STRONG:

STRONG is one of the leading providers of consumer Digital TV reception equipment in Europe offering an extensive range of Digital Terrestrial, Satellite, Cable and IPTV receivers as well as their related accessories. Further, STRONG is licensee of the THOMSON brand for digital set-top boxes, both Free-to-Air and with Operators access control, distributed through retail in Europe and the Middle East. Fashionable products with attitude and a variety of comfortable standard features characterize the range of products for different reception systems, markets and embedded Conditional Access Systems.

The STRONG Group is represented in Europe by its Sales Head Office in Austria and fully operational subsidiaries across Europe. STRONG offices are equipped to cater for local market trends and needs, as well as being home to a highly equipped and innovative Research and Development department.

For many years, STRONG provided a comprehensive product range of set-top boxes to retail and operator markets. Focusing on the different customer needs, STRONG supplies receivers for free-to-air reception, with Common Interface, built-in hard disk, embedded CAS, such as Irdeto, Viaccess, NDS, Nagra and Conax, as well as the latest generation of interactive MHP and IP receivers. With extensive experience and know-how, STRONG built a Pan European distribution structure reaching over 50 countries and providing sales, marketing and, above all, After Sales Service with call centres.

By leveraging the power of the THOMSON brand and STRONG's profound experience and know-how, STRONG also distributes a comprehensive range of THOMSON Audio Video, TVs, Health Care as well as THOMSON mobile phones, small home appliances, air conditioners and heaters in selected countries across Europe.



For details to STRONG, please visit www.strong.tv.



For more information on THOMSON receivers which are sold via retail in Europe, please visit www.thomsonstb.net.