



SAMSUNG

**Request Support or
Report a Fault**

SAMSUNG ESN

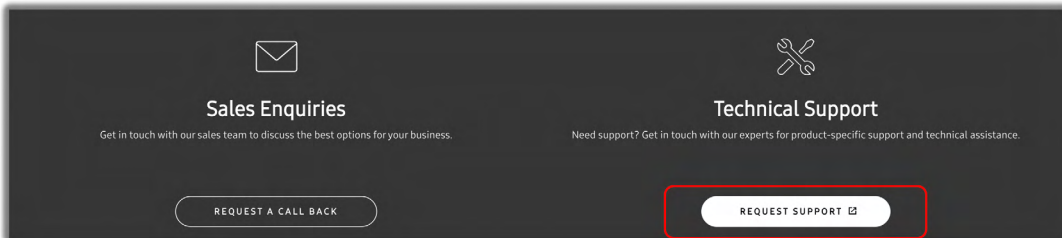
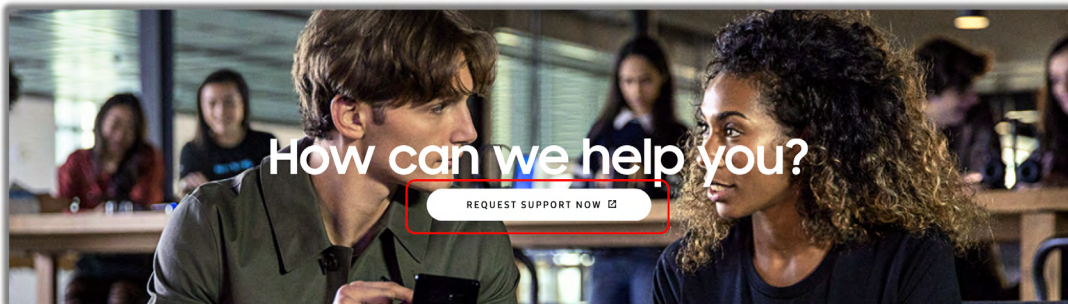


The best and quickest way to contact us is via the online webform. This will provide you with an instant case reference number and allow our ESN agents to pick up the case within 4 working hours. To register a case in this way, follow the steps below.

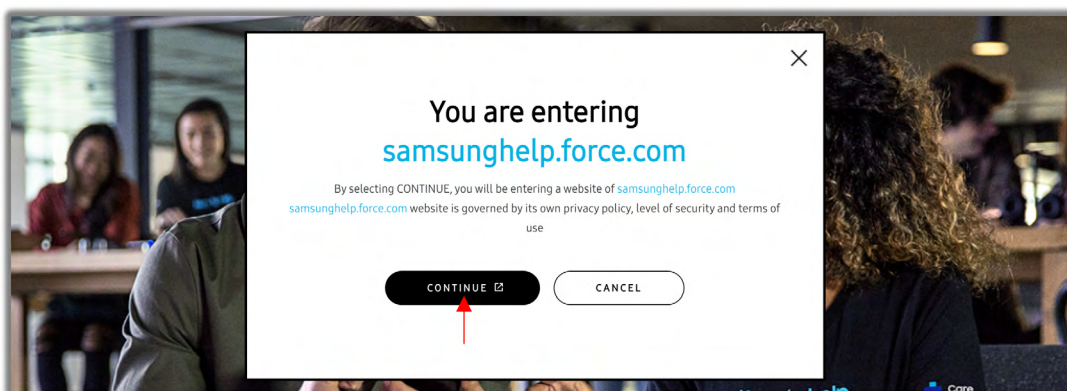
- 1 Navigate to the **'Support'** tab on the ESN Portal via the top left of the menu bar, or scroll down to the grey footer on any of the ESN portal pages.



- 2 From either the support page banner, or portal footer, select the **'REQUEST SUPPORT'** button option.



- 3 You will be notified that you are entering our dedicated support section. Here select **'Continue'** to proceed.



- 4 Then simply fill out the corresponding web form with as many details as possible. From here, our dedicated onshore specialists will quickly deal with your query and be in touch within 4 working hours with the best course of action.

