

Joe Blackwell Eric Winston Doug Lemons Jay Alfer Technical Support Manager Technical Support Engineer Technical Support Administrator

TO: Parts & Service Managers

DATE: August 13, 1998

SUBJ: FAX RESPONSE SURVEY: HOW WOULD YOU LIKE YOUR CODE UPDATES?

Explanation:

In our continous efforts to provide you with the appropriate game code updates and game code libraries a survey must be taken as to what you, our customers, are using as far as hardware to retrieve this data. We use the Needhams EMP Programmer which is virtually interfaceable to all PC's (this is an inexpensive solution to handle all your ROM programming needs). Typically, we have been sending out this data in self-extracting zipped files on 3.5" diskettes. Providing libraries of code requires many diskettes. *Please Note:* <u>We no longer have the capability of sending data on 5.25" diskettes</u> as we have upgraded our PCs.

To provide you with the easiest way to retrieve this data safely and in a timely manner, please fill out the below survey and **FAX BACK** quickly to: **708-345-7889**. We will study this data and make the appropriate changes if warranted.

Survey (Please answer each question & provide us with any additional comments):

1	Would you like us to send you game code updates via EMail?	0	YES	0	NO
2	Would you like us to send you game code updates via 3.5" Diskettes?	0	YES	0	NO
3	Would you like us to send you game code updates via ROM ?	0	YES	0	NO
4	We are considering the use of a writeable CD Drive to provide the entire Game Code Library on CD ROM instead of 8 or more 3.5" Diskettes. Do you have a CD Drive?	0	YES	0	NO

Question 3: If prefer only on ROM, old ROMs must be sent back as these ROMs become expensive.

Questions 4, 5 & 6: We need to determine what route to take as far as optional electronic transferring of files. Depending on responses and resources, one of these may be implemented. We will keep you posted of any new developments.

IMPORTANT! Please fill out the following & print legibly (or type):

YOUR NAME:

DISTRIBUTOR NAME:

If you answered YES to question 1, your EMail address:

COMMENTS:

Any questions or concerns please contact Technical Support at the below numbers.

• 1990 Janice Avenue • Melrose Park, IL 60160 • Tel 708-345-7700 or Toll-Free (USA/Canada) 1-800-542-5377 • Fax 708-345-7889 •