

### **Changing name or partner of record**

#### **End user systems:**

A scenario may come up in the field where an end user has changed their company name, or been acquired by another company. In order to modify the Software Assurance record to reflect the new information, follow these two steps:

1) Open a ticket with AltiGen's Technical Support Operations. Include the system key ID, the old company name, and the new company name, including name, phone number, physical address, and email address of a technical contact at the new company.

2) Once the ticket has been fulfilled, re-register the system for software assurance. Assuming no licenses have been added and the Software Assurance is not expired, no additional charges will apply.

If a system needs to be registered to a new partner (for instance, if a company had a new AltiGen reseller start servicing the system), the process is straightforward: just re-register the system for software assurance using the new partner's login information. Assuming no licenses have been added and the Software Assurance is not expired, no additional charges will apply. If the system's SA has expired, you will need to contact the inside sales group (888-ALTIGEN, option 2 or sales@altigen.com) for renewal first.

#### **Partner records:**

If the partner's company name or address has changed, forward the new contact information and a copy of your updated state reseller certificate to the inside sales group for processing.

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