



Symmetricom Global Services

Your Expert Service and Support Partner

KEY FEATURES

- 100% Focused on Providing Support Services
- Expertise on Symmetricom Products and Related Technologies
- Cost-Saving Programs to Service and Maintain Your Equipment
- 24x7x365 Technical Support
- Complete Installation Services Available
- Calibration for High Reliability Frequency Sources (Rubidium, Quartz and Cesium)
- Repair Services
- Quality System Certified to ISO 9001/2000, as well as TL 9000 for Particular Offerings



OVERVIEW

Symmetricom Global Services (SGS) is the dedicated services division of Symmetricom, Inc. We are 100% focused on service and can provide the assistance you need at anytime, anywhere.

Symmetricom serves a wide variety of domestic and international markets, each one with their unique issues. Our team of professional specialists can provide daily service and support solutions for:

- Synchronization for Global Communications Networks
- Time and frequency solutions for Aerospace and Defense applications
- High precision frequency standards, including Cesium atomic clocks, Hydrogen Masers, Rubidium and Quartz
- Time and frequency generators for public utilities and energy management
- Network time servers and other synchronization and timing solutions for enterprise networks

Because we understand that each business within these markets has unique needs, we have established processes, people and systems that are organized to address their specific requirements.

Your feedback is also very important to us. We take your satisfaction seriously. Through annual surveys and satisfaction questionnaires, we actively encourage your comments. We are always striving to exceed your expectations. If you have any comments, you can always email them to us at: customer_relations@symmetricom.com. We look forward to hearing from you.

Our service products are organized into four main categories:

- Maintenance
- Training
- Audits, Consulting and Special Projects
- Installation

MAINTENANCE

Our maintenance programs make things easier and less expensive for you. Whether you are involved in secure communication, test and measurement, metrology, range instrumentation, IT networks, or avionics, we will work with you to not only solve issues but also to find more cost effective alternatives to current processes. Basically, our goal is to add value to your operations. Our maintenance offerings include Technical Support, On-Site Maintenance, Extended Warranty, Spares Support, Express Loaner Service, Direct Cesium Tube Replacement, Calibration service and Repair services.

Technical Support

Technical Support is available globally 24 hours a day, 7 days a week, 365 days a year. Coverage is available for all Symmetricom hardware and software. From answering equipment questions to troubleshooting problems, we have the expertise to quickly and efficiently assist you.

On-Site Maintenance

On-Site Maintenance is an on-site service to resolve issues with Symmetricom equipment. Our technical expert will travel to your location and troubleshoot the equipment, making repairs if necessary (spare parts are supplied by the customer or Symmetricom's Spares or Express Loaner Service). On-Site Maintenance services are available on an annual contract basis with guaranteed response times or on a case-by-case basis as you need the support and staff can be scheduled to visit your site.

Extended Warranty

Extended Warranty contracts are available for Symmetricom hardware products. They extend your initial return-to-factory repair warranty services and help you avoid the time and expense necessary in requesting, purchasing and processing payments for individual repairs by providing you with a contract return authorization number. An Extended Warranty contract is the most effective method for you to obtain repair services for your Symmetricom products and includes guaranteed repair turnaround time. As an alternative, customers may request and purchase repairs on a case-by-case basis.

Spares Support

Our innovative Spares Support program is a cost effective alternative to the purchase of extended warranty or individual repairs for your Symmetricom products. Spares Support also eliminates the need to purchase, store and maintain spares yourself.

With a Spares Support contract, we'll maintain and dispatch your spares inventory and always keep it updated to the latest revision level.

All together, our maintenance programs are designed to offer you helpful support, costs savings and peace of mind.

SPECIALIZED MAINTENANCE PROGRAMS

Time Server Express Loaner Service

Our Time Server Express Loaner Service, available in the United States and Canada, ships a loaner network time server overnight to your location in the event your time server fails. With your Express Loaner contract, you simply place a call to Symmetricom Global Services (SGS) and tell us the model of your Symmetricom time server. We then ship that model overnight to your specified location. Once delivered, you install it and SGS will be available by telephone if you need help with the installation.

Included with the Express Loaner are completed shipping documents that will let you ship back the failed unit to Symmetricom's repair facility. Just place your failed unit in the shipping box, attach the label and send it. We pay all the freight charges.

Once your unit is repaired (usually in less than 30 days) we ship it back to you. We include a return shipping label to make it easy for you to return the Express Loaner. Just place the Express Loaner in the shipping box, attach the label and send it. Again, we pay all the freight charges.

Symmetricom's Express Loaner Service is our answer to supporting maximum uptime for your enterprise.

Direct Cesium Tube Replacement

Direct Cesium Tube Replacements are available for many models of cesium instruments manufactured by Symmetricom, Agilent® and FEI®. If you want to renew your cesium tube life span and restore performance at less than the cost of purchasing a new unit, this service is for you. Quality installation at our factory is guaranteed and both standard performance and high performance cesium tubes are available.



Calibration Service

Calibration service is available for selected cesium, rubidium and quartz instruments. Since these products are normally deployed in critical, high reliability timing applications, our calibration service helps ensure your unit's performance is meeting expectations. Cesium units undergo a Frequency Accuracy Stability measurement in our factory, and are calibrated to published specifications from the United States Naval Observatory (USNO). Rubidium and quartz units are calibrated to our factory standard specifications. We also conduct a physical evaluation of each product, so if your unit needs any repairs, we'll let you know.

TRAINING

Most of our customers operate highly sophisticated equipment. Many work in the most hostile and demanding environments. We pride ourselves on offering these customers solutions that are designed for relative ease of use and absolute success. We also make it easy for them to receive all the necessary training so they can succeed in their critical applications.

SGS training courses focus on the application, operation and maintenance of Symmetricom products. Taught by expert instructors, students receive training in functionality, troubleshooting, installation and maintenance. Students graduating our training courses will thoroughly understand the product. A trained staff helps you avoid problems from the start, since they will know the proper methods of installation and maintenance. If a problem does arise that can't be quickly resolved,

they will also be familiar enough with the product to work through troubleshooting and correction procedures with our telephone Technical Support staff. SGS training courses help protect your equipment investment and ensure the proper operation of your system or network.

Training courses are available for all Symmetricom products. Courses at our training centers include hands-on work with Symmetricom equipment, and can be scheduled at our facilities in San Jose (California, USA), Santa Rosa (California, USA), Northampton (United Kingdom), or at customer-designated locations.

If you have a unique training requirement, we can work with you to develop a customized class or seminar. The length and scope of instruction can be tailored to fit your specific needs.

TRAIN-THE-TRAINER

For customers with their own training staff, we offer Training License programs. You receive Train-the-Trainer instruction from our experts, along with the rights to reproduce and modify our training materials for your use. A Training License also includes any course updates we make, for as long as we offer the course. If you have a large number of employees you want trained, this may be the most cost-effective solution for you.

In all our training offerings, we look forward to helping you provide essential skills for your staff.

AUDITS

Using our advanced auditing, testing and verification procedures, we can update your timing source and network element records, check your network's compliance with current telecom standards and determine if your installed equipment is providing you with optimum performance. Audits leverage your existing network investments and

identify maintenance issues before they become critical problems. Audits are always conducted with comprehensive status reports, and finalized with an executive overview of results and a summary of recommendations.

Consulting & Special Projects

If you're changing your sync network or implementing a new one, we can help you develop a plan. Our experienced professionals can assist you with network synchronization design, expansion, disaster recovery planning, Product Change Notice (PCN) implementation, or other special projects. Our experts give you the planning advantage to start your project right. With unmatched knowledge in the synchronization marketplace, we can make sure your plan incorporates the proven best practices and efficiencies it needs to run smoothly.

We can also discuss any other special project requirements you have and develop a custom plan to accomplish it. Scope and pricing can be tailored to meet your specific needs.

INSTALLATION

Symmetricom products are designed to operate in a customer's unique and sophisticated environment. Installed properly, Symmetricom products will exceed your expectations. We offer installation services on all Symmetricom products to ensure a proper and successful installation. We

adhere to strict quality controls and always use our certified installation personnel.

Ordering our installation service means the job will be done correctly and on-time. We can do the work during or after normal business hours. We can also schedule a rush installation if you need it right away. Our trained staff will make sure your Symmetricom equipment is in place and working properly before we leave.

To ensure the installation goes smoothly, we offer our Site Survey service. This includes a pre-installation checklist so we can identify any issues before work begins. It will pinpoint any obstacles so we can plan around them. Basically, a Site Survey tells us exactly what you need for a successful installation, covering all the details like cable length, type of conduit and optimum GPS antenna location (if applicable). We also provide you with our all-inclusive statement of work before any work begins. This covers all installation responsibilities and ensures there will be no hidden costs.

QUALITY GUARANTEED

Our Quality system is certified to TL 9000, Telcordia GR-2981-CORE and ISO 9001:2000. We also maintain ISO Auditors on staff and regularly solicit your comments regarding our support services to continually improve your experience. Your satisfaction is our goal.

CONTACT US

Please visit us online at <http://www.symmetricom.com>. Your Symmetricom sales representative has more information on all our products and services. You can also contact any of our regional offices.

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