

Engineering and Installation

No Hidden Costs

Our engineering and installation services are your best guarantee for a successful and expected outcome. Whether remotely or on-site, we cover all the details from floor to roof with thoroughly trained and certified personnel. For extra assurance, the appropriate level of Project Management is automatically included in each engineering and installation service. Please contact us at 1-888-FOR-SYMM or 1-408-428-7907.

Hardware Installation (Sync and Timing, Broadband Access Products)

Our standard installation package includes the planning, parts, and labor necessary to ensure smooth integration of Symmetricom equipment into your network. Drawing upon our extensive experience, we provide you a statement of work that covers all contingencies—no hidden costs. We can confidently offer our customers an “all inclusive guarantee.” Unless you change the specifications, we guarantee the price we quote covers the entire job.

To ensure your satisfaction with our work, quality controls are an integral part of our process. We follow an installation checklist; we fill out and provide you with a Completion Report at the end of the project; where necessary, we take digital photos of the installation and enter them as part of our site record; and we periodically audit our installation teams on-site. All of this effort results in a project that is completed to your satisfaction, in the fastest time possible.

After you choose Symmetricom Global Services, our team moves quickly to fulfill our obligations:

Project Management

- Coordination of equipment delivery and on-site activity by Symmetricom Global Services staff with customer staff, including site survey completion, installation, test and acceptance, and quality checks

Installation

- Installation materials and labor
- Intra-rack power wiring
- Alarm (50 feet / 15 meters maximum) and timing output cabling (500 feet/ 150 meters maximum)
- For rooftop antenna, includes installation of antenna and antenna cable
- Optional antenna mast and conduit installation available

Test and Acceptance

- Installation of circuit packs and application of power
- Configuration and optioning as defined by the customer
- Verification of operation in accordance with Symmetricom's Test and Acceptance procedures

Test & Acceptance Service

Should you decide to perform the majority of the installation unassisted, Symmetricom Global Services is still available for final test and acceptance. Our engineers are ready to perform the following tasks:

- Verify proper installation of Symmetricom circuit packs
- Perform configuration and optioning as defined by the Site Survey or Optioning Questionnaire (or verify configuration and optioning if it has been performed by the customer or a third-party installer)



- Apply power
- Perform test and acceptance of the equipment in accordance with Symmetricom's Test and Acceptance procedures

Site Survey

Symmetricom Global Services uses a comprehensive Site Survey or Optioning Questionnaire as a means to ensure successful installation. We perform hundreds of site surveys a year, enabling us to quickly determine the most cost-effective and time-efficient method of installation.

During the site survey, our representative performs the following important tasks, freeing your staff for other matters.

- Verify method for site access to perform installation and verify site readiness (e.g., electrical power, rack location) or determine scheduled date that the site will be ready
- Survey proposed location(s) for equipment and antennas
- Confirm or establish appropriate antenna solution
- Measure cable lengths
- For installations that include a GPS antenna, perform feasibility check on satellite receivers and recommend installation location
- Recommend a grounding plan
- Confirm or revise recommended equipment configuration, conduit/interduct cable routing
- Identify any special installer climbing skills or lifting equipment (cherry-picker, etc.) requirements

- Prepare sketches and drawings of location or take photos as necessary
- Complete Symmetricom Global Services Site Survey form

Turnkey Services

In addition to our standard installation services above, we also provide engineering services to document fuse assignments and local power assignments, as well as office drawing updates.

Rack and Stack Services

If you'd rather install Symmetricom hardware yourself, we offer rack and stack services in advance of delivery so that the equipment arrives optioned and commissioned to meet your network requirements.

Software Installation

If your purchase of Symmetricom product includes Network Management Software, Symmetricom Global Services can provide installation, set up and configuration of the software at our factory or at your site.

Symmetricom Global Services offers a comprehensive list of customer focused services. Please contact your Symmetricom Account Representative for more information about any of our products or services:

- *Training*
- *Maintenance*
- *Operations and Growth Support*
- *Consulting*

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