

Maintenance and Support

Save time and money

Our maintenance services add our expertise to yours while helping to reduce your costs in spare parts and staff. We offer programs from complete outsourcing of sync network support to programs designed to help your staff support your sync network. Please contact us at 1-888-FOR-SYMM or 1-408-428-7907.

Telephone Technical Support

*24 hours a day, 7 days a week,
365 days a year*

Our expert Customer Technical Assistance Center (CTAC) support engineers are always ready to answer your questions about installation, operation and maintenance of Symmetricon equipment as well as to assist in trouble-shooting and resolving problems. The CTAC staff are thoroughly trained on Symmetricon products and have access to subject matter experts and design engineers for assistance, if necessary.

On-Site Hardware Maintenance

Whether your goal is to keep budgets lean and staff focused, or to leave maintenance in the care of vendor experts, Symmetricon Global Services responds with our On-Site Hardware Maintenance program. When a call to the technical assistance center does not resolve the problem, we will dispatch a Field Service Engineer (FSE) to your site to perform troubleshooting and problem diagnosis. Our goal is complete problem resolution to bring your network back in service as soon as possible.

Optioning and commissioning advice and support by a Symmetricon Global Services expert are also included as part of your hardware maintenance contract.

Software Maintenance

*24 hours a day, 7 days a week,
365 days a year*

Telephone support for questions regarding installation, operation and maintenance of Symmetricon software is available through our Software Maintenance program. We wrote the code, we've got the experts. With this program you receive:

- Assistance in troubleshooting and resolving software problems
- Patches, point releases, maintenance releases and related documentation for the purchased version of software

Optional Expanded Coverage

By choosing the Expanded Coverage option for Software Maintenance, you'll receive software upgrades and new releases, related documentation, plus on-site installation of new releases (one server load per release).

Spares Support

Why Buy Spares?

Spares Support means you'll always have replacement hardware available without the expense of purchasing, holding, tracking and maintaining spares. Under a Spares Support agreement, Symmetricon Global Services will maintain an inventory of spare parts necessary to



support your installed base of Symmetricom equipment at a depot geographically convenient to meet your selected delivery timeframe. Symmetricom Global Services owns and maintains the inventory, ensuring you get the right parts at the latest revision levels without the expense of purchasing and maintaining them yourself. Spares delivery requests are accepted 24 hours a day. This comprehensive service offers you more than extra shelf space—it offers peace of mind. For customers who already have an inventory of spares, we can manage your spares for you.

Factory Warranty Extension

Don't want Spares Support or On-Site Maintenance? We offer the option of purchasing an extension to your initial Symmetricom return-to-factory warranty repair service. Factory Warranty Extension includes factory repairs within a guaranteed turnaround time, an update to the latest revision level (when feasible) and return freight for the repaired unit.

Disaster Recovery Service

Need help to be certain you are in service as quickly as possible after a natural catastrophe such as a flood, fire or earthquake? Symmetricom Global Services to the rescue with mobile Disaster Recovery Units (DRUs) for sync and timing equipment, together with necessary manpower to install them and bring your network back up promptly. We make sure you're ready to respond with our Disaster Recovery Service.



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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

- Product-specific courses on all Symmetricom products
- Training centers in San Jose, California and Winnersh, England
- On-site training upon request
- Custom seminars and training licensing available

Operations and Growth Support

- Inventory and Optioning Audits
- Performance Testing
- On-Site PCN Implementation or Product Upgrades

Consulting

- Network Synchronization Design
- Synchronization Planning (new or expanded networks, disaster recovery)
- Synchronization Audits

Engineering & Installation

- Site Survey
- Hardware Installation (Sync and Timing, Broadband Access Products)
- Network Management Software Installation
- Test and Acceptance
- Rack and Stack

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