

Operations and Growth Support

Maintaining the Integrity of your Installed Base

Accurate timing is the foundation of your digital network. Symmetricom Global Services provides auditing, testing and verification services to assist you in providing an optimum level of service to your customers. If your staff just can't keep up with network growth and maintenance, call the most experienced team in the sync business: Symmetricom Global Services. Through our operations and growth support programs, we help you leverage your existing network investments, provide performance certification and implement changes and upgrades. All our operations and growth support services include comprehensive project status reporting. Our personnel exhibit an unsurpassed level of knowledge gained through years in telecom and networking, from the client side and the vendor side. We understand your business requirements and apply our expertise to provide solutions to help you maintain the integrity of your installed base. Please contact us at 1-888-FOR-SYMM or 1-408-428-7907.

Inventory Audits

If you've ever wasted time trouble-shooting a timing problem by chasing the wrong timing source, you know the value of accurate timing records. Symmetricom Global Services field experts can help you ensure that your records are correct. We perform a physical verification of your offices to identify the source of timing for all network elements as well as the input source(s) to the timing distribution shelf. We will create a record to leave with you and, if you use a database to track synchronization, we can input the information from the physical inventory directly into your database.



In addition to having an up-to-date record of the sources of timing, you will have a means to monitor capacity in order to plan for card and shelf additions as your network expands.

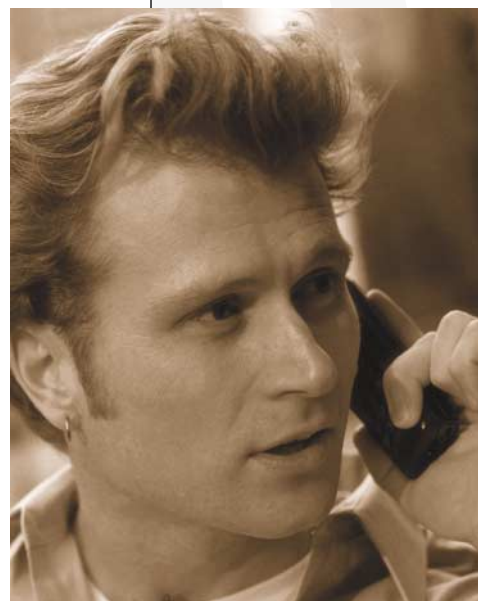
Optioning Audits

Are you confident that the options in your timing equipment are set for the best possible operation? Rest assured when you choose our Optioning Audit Service. We will check options in your equipment against your current standards, correct any discrepancies, and provide a record of all changes made. With our Optioning Audit service, you will know that your network timing equipment is set for peak performance to give your customers the best service.

Performance Testing

Do you have concerns as to whether your sync equipment was ever properly installed or whether it is providing the optimum performance in your network? No matter who provided your sync equipment, we can review offices within your installed base and provide written recommendations for correcting installation errors, optioning issues or improving the overall performance of your network by recommending the best equipment configuration for each site. Performance testing audits can include a check of the sync equipment installed at each location to ensure that it is fully functional and operating in accordance with the manufacturer's specifications.

All Operations and Growth Support audits and testing projects include a comprehensive written report covering the



equipment reviewed at each site, detailed findings and our recommendations for improvement. Audits can be scaled down to check for specific equipment issues or combined to provide a complete, in depth review of your sync network. All audits and test projects also include scheduling management and project progress reporting at no additional charge.

On-site PCN Implementation or Product Upgrades

If you are experiencing manpower issues which make it difficult for you to field enough personnel to perform Product Change Notice implementation or upgrade work on your installed base, Symmetricom Global Services can provide these services for you. Upgrade projects or PCN implementation work can be provided on a project-specific basis or on a contract basis to include routine sweeps through your network to incorporate the changes and upgrades you need. We'll provide the labor to remove, return, and replace parts for you as well as test the equipment to ensure that the change has been properly incorporated. Our personnel can also coordinate seedstock deliveries and handle returns to the factory in your behalf. All work includes scheduling management and project progress reporting at no additional charge.

Special Projects

Do you have a special requirement for on-site work that we haven't mentioned? We can provide on-site expertise and project management to help you with any kind of special project related to your sync network. Give us a call and tell us how we can help you. We have the staff, tools and expertise to solve your problems.



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All-Inclusive Statement of Work

We respect our customers and believe in full disclosure. Our approach to auditing and testing projects reflects this attitude. Before we assume an engagement, we gather information to provide you a comprehensive statement of work. Our thorough methodology and attention to detail means you avoid expensive surprises halfway through a project. You can rest assured that your quotation from Symmetricom is all-inclusive.

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

Maintenance

- Telephone Technical Support
- Hardware and Software Maintenance
- Extended Factory Warranty
- Spares Support
- Disaster Recovery

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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your business
requirements
and apply our
expertise to
provide solutions
to help you
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