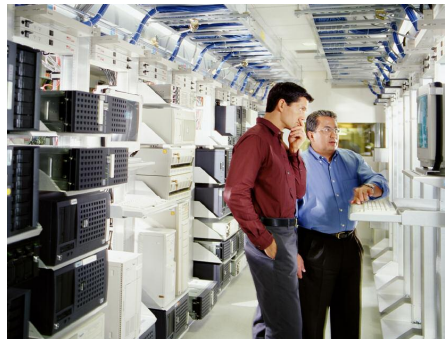




# Installation Service

Getting the Job Done Right

- **Certified Hardware Installation Personnel**
- **Full Hardware Installation Services Available**
- **Site Surveys to Determine Your Exact Needs**
- **Installations Completed On-Time with No Hidden Costs**
- **Global Reach**
- **Quality System Certified to ISO 9001:2000**



## OVERVIEW

Installation is not just about putting a piece of hardware into place. Whether it is a time and frequency processor module, an NTP time server, or a GPS time and frequency generator, it is important to keep in mind that we are offering solutions to issues, not just products. Installing the unit properly can mean the difference between solving the issue or not.

We know our products and how to install them. When you order an installation from Symmetricom Global Services (SGS), you get the consistent and successful installation of your Symmetricom product anywhere in the world.

To make sure the job is done right, we offer complete installation services on Symmetricom hardware products. We adhere to strict quality controls and always use our certified installation personnel. An installation by Symmetricom Global Services (SGS) means the job will be done correctly and completed on-time.

## INSTALLATION SERVICE

SGS can install Symmetricom equipment either during or after normal business hours. We can also schedule a rush installation if you need it done right away. We only consider the installation complete when your Symmetricom equipment

is in place and working properly. When you purchase our installation service for multiple units, we automatically include project management and status reporting at no additional charge to help you stay in control of the project.

### SITE SURVEY

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. In short, 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 ISO 9001:2000, Telcordia GR-2981-CORE and TL 9000. 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.

### SYMMETRICOM GLOBAL SERVICES

Symmetricom Global Services (SGS) is the dedicated services division of Symmetricom, Inc. We offer services designed to help you lower costs, streamline processes, ensure quality and save time. We are 100% focused on service, delivering the support you need to increase customer satisfaction and grow your business.

### CONTACT US

Please visit us online at [http://www.symmetricom.com/Products/Global\\_services](http://www.symmetricom.com/Products/Global_services). 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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