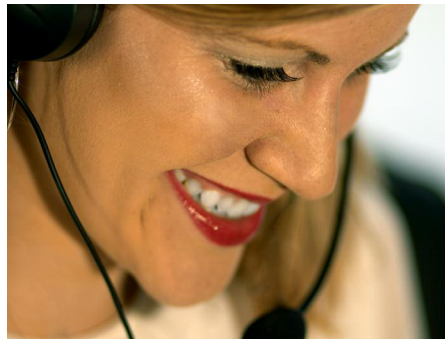


Maintenance Programs

For Saving Time and Money

- 24x7x365 Technical Support
- Expertise on Symmetricom Products and Related Technologies
- Cost-Saving Programs to Service and Maintain Your Equipment
- Remote and On-Site Maintenance Services
- Global Reach
- Quality System Certified to ISO 9001:2000



OVERVIEW

With over 80 specialized products, Symmetricom can meet most time and frequency demands. Solutions include GPS & Time Code Instrumentation, Time & Frequency Distribution, Precision Frequency References, Bus Level Timing, Network Timing and a wide variety of Time Displays.

Through Symmetricom Global Services (SGS), we have the maintenance programs that support the successful application of your Symmetricom products. These maintenance programs are designed to help you increase efficiency and save money.

Our goal is to build a solid partnership with you, so you can take advantage of our expertise and simplify your life. In the process, we will add value while making things more cost effective and easier for you.

Our maintenance programs include:

- Technical Support
- On-Site Maintenance
- Extended Warranty
- Network Time Server Express Loaner Service
- Direct Cesium Tube Replacement
- Calibration
- Repair

TECHNICAL SUPPORT

When you have a question, we are just a call or email away. Our Technical Support staff is available globally 24 hours a day, 7 days a week, 365 days a year. Support is available for all Symmetricom hardware and software. We can answer your technical questions, troubleshoot problems and resolve any issues quickly and efficiently. Our combined staff has over 500 years industry experience. We understand the unique

environments using Symmetricom equipment and can give you the help you need, when you need it.

ON-SITE MAINTENANCE

When you order our On-Site Maintenance service, our expert support comes directly to you. If your Symmetricom equipment problems can't be resolved via telephone, one of our technical experts will travel to your location. We will evaluate the equipment on-site, troubleshoot the problem, and make any necessary repairs (spare parts are supplied by the customer or Symmetricom's 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 the 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.

REPAIR

If you prefer, you can purchase repairs on a case-by-case basis rather than purchasing an Extended Warranty contract. We offer return-to-factory repairs for most current and discontinued products.

Repair work can be requested by submitting the "Request a Repair" form or calling one of our call center locations in the Customer Assistance menu area of our Support website at http://www.symmetricom.com/Contact/Customer_Assistance_Centers/.

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.

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. More information is available online at http://www.symmttm.com/products_pfr_drcbt.asp.

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

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. 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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