



Symmetricom Global Services

Your Expert Service and Support Partner

- 100% Focused on Providing Support Services
- Expertise on Symmetricom Products and Related Technologies
- Cost-Saving Programs to Service and Maintain Your Equipment
- 24x7x365 Technical Support
- Complete Installation Services Available
- Calibration for High Reliability Frequency Sources (Rubidium, Quartz and Cesium)
- Repair Services
- Quality System Certified to ISO 9001:2000



OVERVIEW

Symmetricom Global Services (SGS) is the dedicated services division of Symmetricom, Inc. We are 100% focused on service and can provide the assistance you need at anytime, anywhere.

Symmetricom serves a wide variety of domestic and international markets, each one with their unique issues. Our team of professional specialists can provide daily service and support solutions for:

- Time and frequency solutions for Aerospace and Defense applications
- Synchronization for Global Telecommunications Networks

- High precision frequency standards, including Cesium atomic clocks, Hydrogen Masers, Rubidium and Quartz
- Time and frequency generators for public utilities and energy management
- Network time servers and other synchronization and timing solutions for enterprise networks

Because we understand that each business within these markets has unique needs, we have established processes, people and systems that are organized to address their specific requirements.

Your feedback is also very important to us. We take your satisfaction seriously. Through annual surveys and satisfaction questionnaires, we actively encourage your comments. We are always striving to exceed your expectations. If you have any comments, you can always email them to us at: customer_relations@symmetricom.com. We look forward to hearing from you.

Technical Support

- Available 24 hours a day, 7 days a week, 365 days per year
- Available on all Symmetricom hardware and software products

On-Site Maintenance

- Troubleshoot and repair hardware and software products at customer location
- Available on an annual contract basis

Extended Warranty

- Extends initial return-to-factory repair warranty services for Symmetricom hardware products
- Contract return authorization number provided for fast and easy return service
- Guaranteed repair turn around time

Time Server Express Loaner Service

- Available in the US and Canada
- In the event of a failure, Symmetricom ships a loaner time server to your location over night. You ship the failed unit back to Symmetricom
- Symmetricom pays for all shipping charges

Direct Cesium Beam Replacement

- Replacements available for Agilent 5061 and Symmetricom cesium instruments
- Standard and high performance tubes available
- 8 year warranty on the replacement tube

Calibration Service

- Available for selected rubidium and quartz frequency references
- All measurements traceable to USNO via TWSTT link
- Certificate of conformance supplied with each unit

Training

- Available at select Symmetricom locations or on-site at customer locations
- Training covers product functionality, troubleshooting, installation and maintenance
- Training license program available to customers with in-house training staff

Installation

- Installation provided by expert technicians
- Service includes site survey and product installation
- Available during or after normal business hours

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.

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.

USA

Phone: 1-888-367-7966 (1-888-FOR-SYMM) or 1-408-428-7907
Fax: 1-408-428-7998
Email: support@symmetricom.com

United Kingdom

Phone: +44 (0) 1344 753 480
Fax: +44 (0) 1604 232 248
Email: emeasupport@symmetricom.com

Germany

Phone: +49 700 3288 6435
Fax: +49 810 4662 433
Email: emeasupport@symmetricom.de



SYMMETRICOM, INC.
2300 Orchard Parkway
San Jose, California
95131-1017
tel: 408.433.0910
fax: 408.428.7896
info@symmetricom.com
www.symmetricom.com