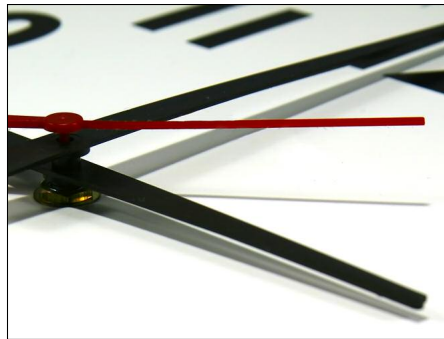




# Training Programs

Essential Skills for Your Staff

- Expert Instructors
- Hands-On Instruction
- Desirable Student to Teacher Ratio
- Custom Programs and Train-The-Trainer Licensing Available
- Global Reach
- Quality System Certified to ISO 9001:2000



## OVERVIEW

Many of our customers work in research facilities or calibration labs. Other customers are responsible for the energy allocation of millions of people. Some customers are spearheading space, defense and avionics initiatives. Our customers are unique, and are working in precise, highly advanced environments.

To effectively train this group you must understand their requirements. Our experience and interaction with customers have helped us gain this understanding. As a result, we are very effective at training our customers on how to operate and maintain Symmetricom equipment.

Our training programs maximize your equipment investment. They help you to quickly resolve a technical problem if one arises. When talking with our Technical Support experts, trained personnel are better able to recognize and communicate key details. The end result is that if a problem ever occurs, your personnel can assist in returning the unit to normal service promptly.

Symmetricom products are critical components to a larger operation, which is why having your on-site personnel trained is critical to keeping your operations running smoothly.

## PRODUCT TRAINING

Product training courses from Symmetricom Global Services (SGS) focus on the application, operation and maintenance of Symmetricom products. Taught by our expert instructors, students receive training in functionality, troubleshooting, and installation. Students who graduate our training courses gain a thorough understanding of the product. With a trained staff, you can stop problems before they start. That saves you time and money. Your personnel will know the proper methods of installation

and maintenance. If a problem does arise that can't be quickly resolved, they will also be familiar enough with the product to work through troubleshooting and correction procedures with our telephone Technical Support staff. SGS training courses help protect your equipment investment by showing you how to keep Symmetricom products operating properly in your system or network.

Training courses are available for all Symmetricom products. Courses at our training centers include hands-on work with Symmetricom equipment, and can be scheduled at our facilities in San Jose (California, USA), Santa Rosa (California, USA), Northampton (United Kingdom), or at customer-designated locations.

### CUSTOM TRAINING

If you have a unique training requirement, we can work with you to develop a customized class or seminar. First, we work closely with you to define your training needs. This information enables our expert instructors to develop the curriculum for your unique situation. The length and scope of instruction is then tailored to fit your specific needs.

We can deliver a custom class at our training centers or at a site you designate.

### TRAINING LICENSE (TRAIN-THE-TRAINER) PROGRAMS

For customers with their own training staff, we offer Training License programs. You receive Train-the-Trainer instruction from our experts, along with the rights to reproduce and modify our training materials for your use. We will also send you any course updates we make for as long as we offer the course.

If you have a large number of employees to train, this may be the most cost-effective solution for you.

In all our training offerings, we look forward to helping you provide essential skills for your staff.

### 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.

Your satisfaction is our goal. Students attending our courses must pass the course in order to receive a certificate

of completion. If a student is dissatisfied with the course, we will review the situation with you and retrain at no charge if necessary.

### 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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