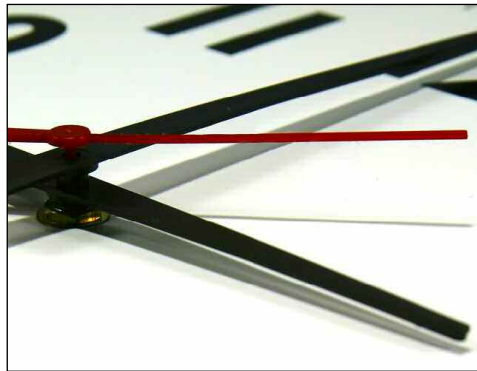


Training Programs

Getting Ahead Through Education

KEY FEATURES

- Expert Instructors
- Hands-On Instruction
- Desirable Student to Teacher Ratio
- Custom Programs and Licensing
- Global Reach
- Quality System Certified to TL 9000, Telcordia GR-2981-CORE and ISO 9001:2000



OVERVIEW

Understanding the operation and maintenance of your Symmetricom equipment is valuable. Trained personnel understand how Symmetricom products function in your network and the proper way to maintain them. This knowledge can maximize your equipment investment and help to quickly resolve a technical problem if one arises. When talking with our Technical Support experts, trained personnel can recognize and communicate key details, helping to bring your unit back into normal service faster. Because synchronization and timing are so fundamental to your network's quality of service, having your on-site personnel trained and ready can save you time and money.

PRODUCT TRAINING

Training courses conducted by expert instructors are available for all Symmetricom products. Courses at our training centers include hands-on work with Symmetricom equipment. Training can be held at our facilities in San Jose (California, USA), Northampton (United Kingdom), or at customer designated locations. For courses at our training centers, we ensure a desirable student-to-teacher ratio. This allows our instructors to offer students more personal attention and more hands-on access to Symmetricom products. All courses held at Symmetricom training facilities include a hands-on lab. For courses held at other locations, on-site equipment arrangements can be made.

Our curriculum is designed for delivery globally. This means that your personnel around the world will receive the same high quality instruction wherever they take our training courses.

After completing a product course, a student can also become a certified installer. During this training, one of our field experts accompanies a small group of students on-site during an installation. We make sure each student is knowledgeable of proper installation and test and acceptance procedures, and is able to perform the installation according to our strict quality controls.

For a more intensive training on synchronization and timing, we also offer a Synchronization Professional Development Course. Using clearly defined objectives, students are led through key aspects of synchronization and timing technology, planning and implementation. Ideal for those new to synchronization, managers of synchronization personnel, or veterans looking to expand their core knowledge, this is an expedited solution for ongoing professional development and mastery of synchronization skills.

CUSTOM TRAINING

If you have a unique requirement, we can develop a customized class or seminar. We work with you to define your training needs, enabling our expert instructors to develop the curriculum for your unique situation. A custom class can be delivered at our training centers or a site you designate.

TRAINING LICENSE (TRAIN-THE-TRAINER) PROGRAMS

If you maintain your own training staff, we also have Training License programs. These include Train-the-Trainer instruction and rights to reproduce and modify our training materials for your use. With the purchase of a Training License we will also send you any course updates or changes for as long as we offer the course.

QUALITY GUARANTEED

Our Quality system is certified to TL 9000, Telcordia GR-2981-CORE and ISO 9001:2000. 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.

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
Your Symmetricom sales representative has more information on all our products and services.

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