



# Spares Support Program

- Provides Advance Replacement Units
- Eliminates Repair Cost or Extended Warranty Contracts
- Eliminates Repair Turnaround Time
- Reduces Administrative Expense to Manage and Repair Spares
- Enables Advance Annual Budgeting for Spares at Regional and Global Levels
- Spares are Factory-Certified and at Latest Revision Level
- Less Expensive Than Managing Your Own Spares\*
- Includes Technical Support and Firmware Updates

What is Spares Support? Put simply, our Spares Support program is peace of mind. When a unit fails, you need an immediate replacement. With a Spares Support contract, you trade your failed unit for a certified Symmetricom replacement unit. The spare we send you will be ready for immediate use. We constantly maintain, update and replenish our spares inventory, so any spares you receive will always be at the latest revision level and approved for your product configurations. The Spares Support Program now also includes access to the Symmetricom Technical Assistance Center, and also includes hardware platform firmware support.

## ADVANTAGES

A Spares Support contract will conserve two of your most precious assets: time and money. Spares Support eliminates the cost of buying spares as well as the costs of maintaining them, such as warehousing, insurance and freight charges. Finally, you'll eliminate the administrative expense necessary to track the spares as well as process repair purchase orders and invoices.

In today's world, budget accuracy is critical. Spares Support enables you to accurately predict costs on an annual basis with one line item and eliminates the need to estimate and budget separate amounts for spares purchases, repairs and advance replacements. Programs can be designed to support you regionally or globally, allowing you to easily allocate costs to the appropriate area.

Equally important is quality. One of the major problems with purchasing and maintaining your own spares is keeping track of them and ensuring they are at current revision level and in working condition when you need them. With our



Spares Support program you will receive factory-certified spares that are ready for immediate use with your product configuration.

## SPARES SUPPORT PROCESS

To initiate a Spares Support contract, Symmetricom Global Services (SGS) personnel will review your installed base of Symmetricom product configurations and determine the spares needed to support it. We then stock the appropriate inventory of spares in our secure regional warehouse, updating, maintaining and replenishing them for you.

To request a spare, you can call, fax or e-mail our customer assistance center anytime day or night. Your Spares Support contract number ensures you will receive priority treatment. Our Technical Support personnel will assist you in screening to be sure you are requesting dispatch of the appropriate part, if desired, and handle the dispatch for you.

Dispatch of the spare unit can be structured for 24 or 48 hours from receipt of request (specific delivery times are determined on a case-by-case basis for each customer depending on desired freight priority, warehouse location and end use location).\*

After we receive your dispatch request, we ship a spare unit to your requested location from our regional warehouse with a prepaid return waybill. You use the packaging materials from the spare unit to ship the failed unit back to our regional warehouse, using the prepaid waybill. We keep the failed unit. You keep the fully functional spare. You never pay freight or repair costs and you never pay to purchase advance replacement or spare parts. An annual contract fee is agreed in advance and paid in quarterly installments.

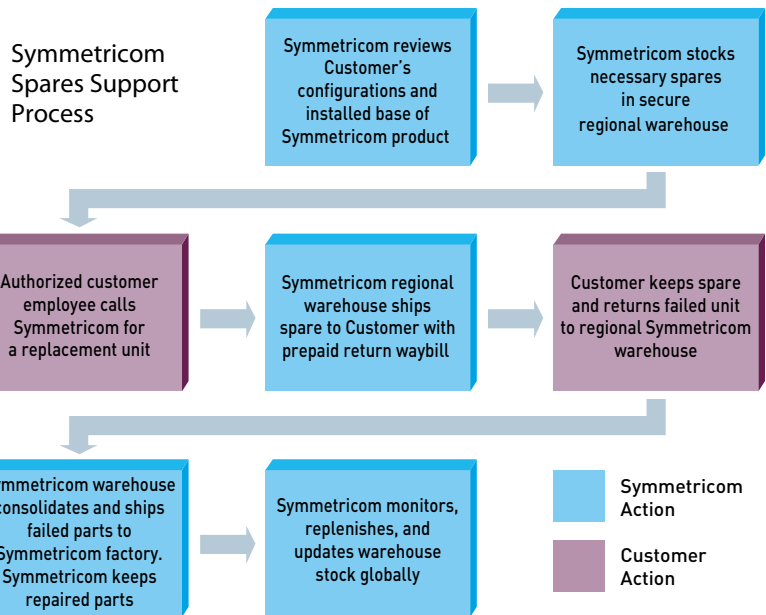
Our Spares Support Contract pricing is structured to operate during initial factory product warranty or post-warranty. It eliminates the need to purchase extended warranty coverage (in lieu of post-warranty individual unit repairs) and pricing accommodations can be made for customers with current extended warranties that wish to convert to Spares Support. Remember, a warranty provides you with repair coverage only and does not cover the costs of advance replacement units. With Spares Support, you always have a working advance replacement unit available, plus you eliminate the cost of spares, repairs, freight and administrative expense.

### CONVERTING EXISTING INVENTORY

For customers who already have an inventory of spares, we can work with you to incorporate your owned spare units into our Spares Support coverage. During the review of your installed base to determine the spares needed for support, we can include use of your owned spares in the pricing calculations. Your spares inventory will be reviewed for age, revision level and tested to certify it is in working condition before it is included in the Spares Support inventory. Your contract pricing will be adjusted appropriate to the spares you provided to us. In addition, we can accommodate special dispatch programs that work in concert with your existing spares or logistics organization as part of the Spares Support coverage.

### TECHNICAL SUPPORT AND FIRMWARE UPDATES

The Spares Support Program now includes access to the Symmetricom Technical Assistance Center (TAC), and access to the latest hardware platform firmware releases. We've bundled these support elements into one convenient package to provide even greater value. Customers under contract will have 24x7x365 TAC access, with support available in a minimum of 3 languages (English, German, Spanish). Firmware maintenance coverage ensures the latest features and enhancements are available for a customer's deployed base of equipment.



### SUMMARY

A Spares Support contract provides you with quick problem resolution and cost savings. It means you'll always have the correct advance replacement unit available immediately and without the expense of purchasing, holding, tracking and maintaining your own spares. Spares Support helps eliminate budget uncertainty and reduce your administrative overhead as well. It provides you with peace of mind.

### QUALITY GUARANTEED

Our Quality system is certified to Telcordia GR-2981-CORE, ISO-9001/2000 and TL 9000. We maintain an ASQC/Malcolm Baldrige Quality Auditor and ISO Auditors on staff. We also 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.

\* Duties, customs fees and processes in certain countries may create situations where Spares Support is not the most effective alternative. Symmetricom Global Services will recommend the most cost-effective solution for the particular country when analyzing your needs and preparing quotations.