

# TELMAR NETWORK TECHNOLOGY MULTI-VENDOR, NETWORK-WIDE REPAIR

## SINGLE SOURCE MULTI-VENDOR NETWORK-WIDE REPAIR

Telmar Network Technology is the single source solution for your multi-vendor network maintenance needs including repair and test. Our comprehensive service allows our customers to have one partner for all of their repair service by delivering multi-vendor, multi-system repair for a comprehensive portfolio of over 70,000 parts (wireless, data, optical transmission, PCB, wireline, enterprise and test equipment) used network wide. Our customers – from service providers to OEMs and enterprises—can save money, and can speed up the repair turnaround time by having one partner they can rely on for all of their repair needs. Telmar's single-source solution includes repair of a wide range of equipment including but not limited to:

<b>WIRELESS</b>	2G (GSM, CDMA), 2.5G (EDGE, GPRS, 1xRTT), 3G (UMTS, EVDO) 4G (LTE, WiMAX), Switches, Microwave, Power, Tower Mounted Amplifiers (TMA), LMU, GSM Cell Boosters
<b>DATA</b>	Blade Server, Access Server, CSU/DSU, Gateways, IP Switches, Routers
<b>OPTICAL</b>	SONET/SDH, Optical LAN, ROADM, DWDM, Digital Cross Connects (DCS), Optical Cross Connects (OCX)
<b>WIRESLINE</b>	Access, Transport, Digital Loop Carrier (DLC), ISDN
<b>PCD</b>	BGA, BGA and SMT Pad, Complex Circuit Board Assemblies
<b>ENTERPRISE</b>	WLAN, VoIP, Phones, Servers, DSL/Cable Modems, Set Top Boxes
<b>TEST SET</b>	Butt-In Test Sets, Multimeters and Voltmeters, Cable Fault Locators, Throwmasters, Faultmasters

## UNIQUE CUSTOMER TOOLS AND SOLUTIONS

Telmar offers a unique set of applications and customized IT solutions to support our repair services. These tools and solutions help increase customer visibility to orders, offer ease of use for repair submission, and facilitate quicker turnaround time on delivery of repaired equipment.

### CUSTOMER PORTAL

- 24/7 access to Telmar
- Real-time integration into ERP system
- Secure login and authentication
- Create RMAs online
- Print bar-coded return tags
- Check repair or shipment status
- Report delivery

### CUSTOMIZED SYSTEM INTEGRATION

- EDI
- File transfers
- Web services

### MULTI-VENDOR WARRANTY MANAGEMENT

- Multiple warranty types
  - Telmar
  - OEM
  - Third party

*A single source solution for multi-vendor repair of communications equipment for the entire network from the Edge to the Core, Enterprise to End User*

### Corporate Headquarters

901 Jupiter Road  
Plano, TX 75074

O: 972.836.0400  
F: 972.836.0430

### Additional Locations Throughout

North America, EMEA,  
Latin America and ASIA

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866.TELMARN  
(866.835.6276)

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## WHAT SETS TELMAR APART

What sets Telmar apart from our competitors when it comes to multi-vendor repair? Quality of work. Faster turnaround time. Easy to use tools and processes. Industry-leading prices. Flexibility to add new services. Comprehensive data collection. Not only does that set us apart, but helps our customers offer the quality of service that their end users need.

### QUALITY

*All repair facilities are TL 9000 and ISO 9001:2008  
Repair return rates are among the best in the industry (QuEST Forum repair)*

### TURN AROUND TIME

*Industry-leading TAT driven by rapid internal processing  
Significant improvement over current MOP with regional locations*

### EASE OF USE

*One-stop multi-vendor repair for all PCDs requiring repair · No RMA required for equipment return  
Web access for repair status · Monthly status and statistical reports to ensure optimal program performance · Industry-leading Spare Parts Management programs*

### VALUE AND PRICE LEADERSHIP

*Telmar volume allows industry-leading price points  
Flexibility to provide options for the capitalization of repair costs*

### FLEXIBILITY TO ADD NEW PRODUCTS

*State-of-the-art research and development capability  
Strong OEM relationships to manage repair on all products*

### COMPREHENSIVE DATA COLLECTION SYSTEMS

*Quality data collected · Re-return rate monitoring  
No Fault Found (NFF) screening · Failure analysis*

## MANAGING NETWORK STABILITY AND QoS

Telmar understands how critical it is to keep networks operating without interruption or without the loss of quality of service. As part of our Network Maintenance our industry-leading turnaround time of repairs and transportation helps minimize spare inventory requirements. Our spare parts management solutions includes depot-based sparing through remote depots established worldwide to support customer delivery requirements.

If customers need their repairs faster, we offer one-day advance replacement through our Certified Pre-Owned inventory. Swapping can also improve turnaround time and helps to expand margins.

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