



## TRAINING AND SUPPORT



Innovation for  
the Last Mile™



# Training and Support

At PCT International, the sale of our products is just the beginning of our dedication to our customers. We are committed to ongoing training and support. Our staff of industry experienced professionals are here to assist you every step of the way.

## INDIVIDUALIZED TRAINING

PCT strives to offer each customer a unique training experience that is designed with their needs in mind. Our technical support personnel offers onsite training and support to ensure that everyone on your team understands and is confident in the use of our products.

PCT's internally developed training programs allow our customers opportunities to learn through hands-on exercises. These exercises include the use of PCT products as well as their interoperability with other industry leading manufacturers' products. Completion of the program assures that each PCT customer is certified on the use of our products. Each training program is tailored to working with both technicians and management at their facilities, to assist them with training on various products with an emphasis on proper preparation and installation on both cable and connectors. Training sessions average two (2) hours in length and accommodate up to 100 trainees per session. Installation and preparation techniques learned and practiced in these sessions assists our customers in reducing trouble calls and increasing subscriber satisfaction.



## OUR COMMITMENT TO YOU

PCT is committed to continued excellence in customer service and stands behind each and every product it sells.

## FIELD TRIAL PARAMETERS

PCT believes that by working directly with the technicians who utilize drop cable and connectors on a daily basis, keen insights can be developed regarding the quality and evolution of PCT products and services.

PCT field trials are successful, fundamental instruments employed in new business opportunity locations. These field trials combine classroom, hands on and practical field experience with our products that allow a team of local technicians to evaluate PCT products in practical settings.

### WHAT WE PROVIDE

- On site technical support staff
- One (1) hour product specific training including hands-on opportunity
- Product documentation
- Field support

### SCOPE

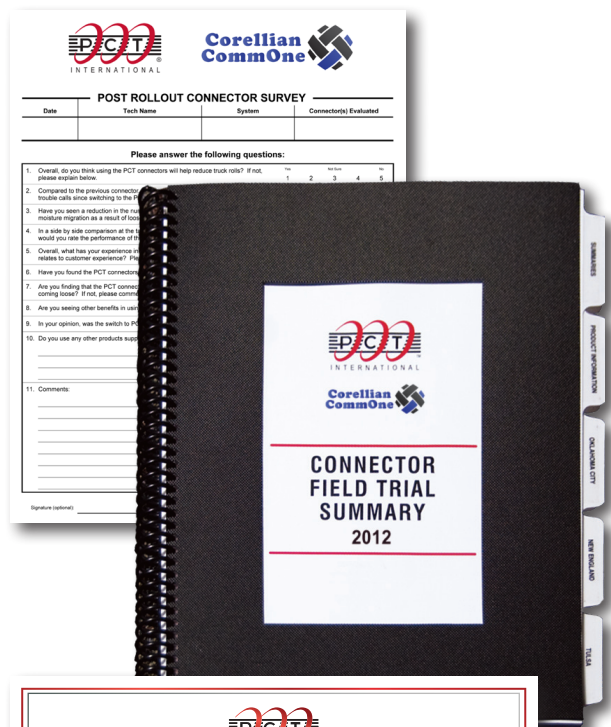
- Provide a limited group of technicians a complete set of PCT products and tools to support the field trial

### DURATION

- Two (2) weeks from initial training date

### OUTPUT FROM THE FIELD TRIAL

- Understanding of who PCT is, what we provide and the quality of our products and services
- Thorough understanding of PCT products, advantages and how utilization of our products addresses many key drivers for high service call volume



- Practical hands on experience with our products
- Collection and evaluation of critical feedback utilizing PCT Post Rollout Surveys from completed by each technician involved in the field trial
- Follow up meeting with system management to present and discuss the consolidated feedback captured in the evaluation forms from the field



## CUSTOMER ROLLOUT

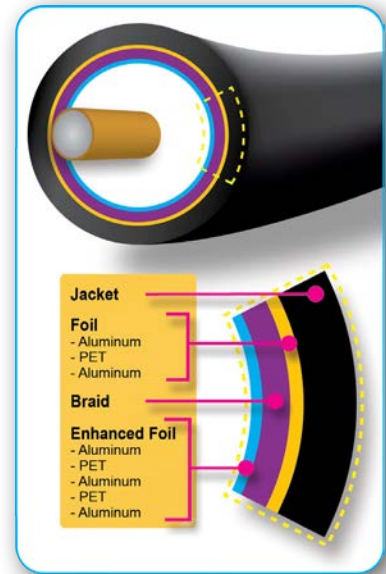
For new and existing customers, a consistent scope and process that facilitates new products and services rollouts are essential for smooth integration. During rollouts, PCT pledges fluid transitions and we make every effort to minimize disruptions so that you can continue your focus and commitment to your customers. We maintain these commitments to you for both initial rollouts and subsequent training and support.

### PCT SUPPORT

- Onsite technical support staff
- Product specific training, including hands-on opportunities
- Ongoing
  - Dedicated sales support
  - Dedicated customer service support
  - Technical support
  - Technical Training (interval TBD)
- Inventory management support
- Product specific documentation
- PCT connector preparation poster for each service location (applies to connector roll-outs)

### INCLUDED PCT PRODUCTS

- PCT works closely with each customer to forge an individualized, optimal package of PCT products and tools for each rollout

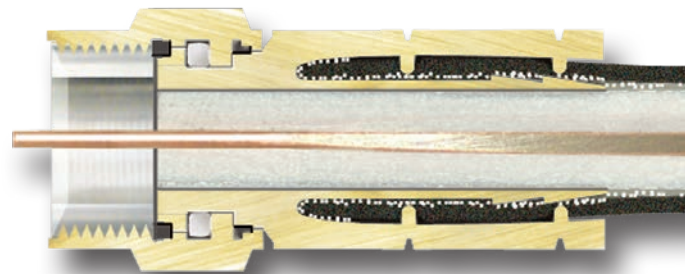


## SUPPLEMENTAL TECHNICAL SUPPORT

PCT's customer commitment does not end with the sale of our products. We strive to offer each customer a unique training experience that is designed with their needs in mind. Our Technical Services Team offers onsite training and support to ensure our customers understand and are confident with our products and support.

### POST-DEPLOYMENT TRAINING & FEEDBACK POST ROLLOUT SURVEY

- Occurs approximately six (6) to 12 months following deployment of products
- Utilizes regularly scheduled technician meetings and/or functions, where practical
  - Minimizes disruption
  - Informal in setting
  - Event support by PCT option (e.g. materials, refreshments, etc.)
- Cross section of technicians who are using the product daily
- Review with all departments who touch our products
  - Sales/training joint effort



## FEATURES AND BENEFITS

- Review of product selection decision
- Product performance
- Review of new product transition training
  - Comprehensiveness
  - Effectiveness
  - Areas of improvement
  - Are there groups that require training?
    - Refresher
    - Groups / individuals who missed original
    - New hires
    - Contractors
- Technician feedback session(s)
  - Subjective questionnaire
    - What is the opinion our products?
    - Has there been a positive effect from using our products?
    - What has been the experience with our products?
  - Ride alongs, if requested or required
  - Spend time with the technical leadership to discuss feedback

## REVIEW OF CURRENT SUPPORT

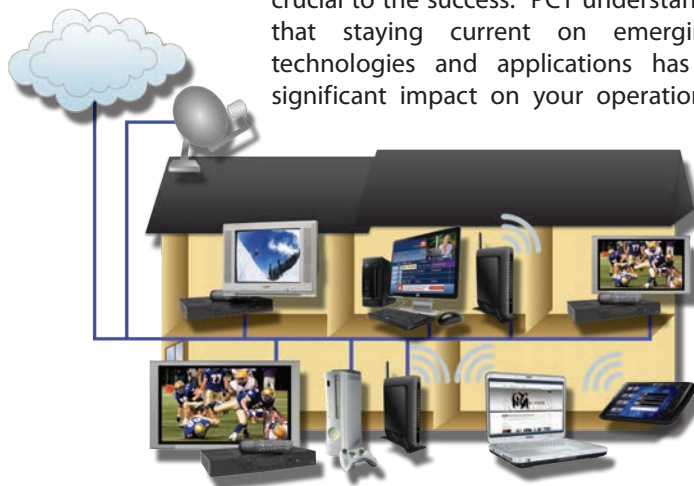
- Product availability
- Delivery performance
- Customer service
  - Availability
  - Timely communication
  - Rapid resolution of issues

## DETERMINE FUTURE TRAINING NEEDS

- Product specific
- Additional technical training
- What is needed / wanted?
  - Content
  - Scope
  - Frequency

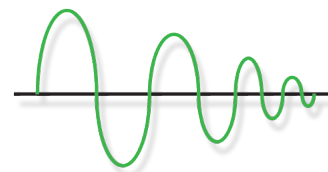
## TECHNOLOGY TRAINING

Delivering on our commitment to establish sustaining partnerships with our customers and industry organizations, PCT offers a spectrum of current, developing, and emerging technologies training. Technology training reaches beyond our extensive portfolio of PCT product specific training. Industry technology changes rapidly and a program of continual training is crucial to the success. PCT understands that staying current on emerging technologies and applications has a significant impact on your operations.



Our industry experts know how to effectively train various team levels giving them the foundation and tools to stay current on present, emerging, and revolutionary technology applications.

- Training topics (not an exhaustive list)
  - Drop connectors, cable, actives, and passives
  - Drop integrity
  - MoCA technology
  - Optic actives and passives
  - 50 Ohm cable and connectors
  - Ethernet transport
  - SCTE standards
  - ... and more



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