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REVISION HISTORY FOLLOWS ON PAGE 2.

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Typed signatures indicate approval. Handwritten signature approval of this document is on file at Wulfsberg Electronics, Prescott, Arizona.

1.0 PURPOSE

This document describes the product support operations training services offered by Wulfsberg Electronics for the Flexcomm™ family products

2.0 SCOPE

The services provided are those under the control of Wulfsberg Electronics Prescott, Arizona U.S.A. for Flexcomm™ products manufactured by Wulfsberg Electronics.

3.0 REFERENCE AND RELATED DOCUMENTS

3.1. System Operations Manuals / Pilot's Guides

Complimentary downloads available at
<http://www.wulfsberg.com/cgi-bin/cp.cgi?which=Display>

3.2. Website Training Aids

Refer to <http://www.wulfsberg.com/download.htm>

3.3. Complimentary Training Presentations

Refer to <http://www.wulfsberg.com/download.htm>

4.0 OPERATIONS TRAINING

SERVICE PROVIDER:

Wulfsberg Electronics, Prescott, Arizona, USA

TRAINING LOCATION:

Wulfsberg Electronics, Prescott, Arizona, USA or a mutually agreed upon location.

COURSE DURATION:

Typically 1 day per individual system

CLASS SCHEDULING:

Monday-Friday with a minimum of 30 days advanced notice requested for domestic training.
60 days advanced notice requested for international training.

Part 1 – The operations portion of the training should include all users of the system including pilots, observers, technicians, programmers, etc.

Part 2 – The programming portion is typically limited to training a select few technical individuals while maintaining agency security and organization.

There is typically no need for the average day-to-day user (pilot/observer) to alter programming configurations or make permanent changes to a frequency plan. Such changes could ultimately have the affect of jeopardizing a mission and add also add confusion to normal operation information.

COURSE OBJECTIVES:

Please refer to the appropriate Operations Manual/Pilot's Guide Table of Contents and/or the Operations Training Syllabus (if available) located at <http://www.wulfsberg.com/download.htm>

Users should be able to perform basic and advanced operating functions as described in the system pilot's guide.

Programmers should be able to perform:

- Initial hardware and software setup and configuration.
- Preset channel programming.
- Encryption and keyloading functions.

PROVISIONS SUPPLIED BY WULFSBERG:

- Qualified instructor/s
- Training materials
- Applicable user control unit/device and associated power supply or hardware simulator
- Available Training Aids: Personal computer, software, cloning cable, hardware, etc.

PROVISIONS SUPPLIED BY CUSTOMER:

(Applicable only to customers not being trained at the Wulfsberg facility in Prescott, AZ, USA)

- Electrical Power: 120 Vac / 60Hz power source
- Training Area: Clean, environmentally controlled, and secure space of adequate size.
- Whiteboard, chalkboard or overhead PC projector
- Required cloning cables recommended.
- Customer laptop or desktop personal computer loaded with required product programming / cloning software/s recommended.
- Certificate Of Completion: Each student shall receive a certificate indicating completion of the course, the product covered during training, student's name, instructor's signature, and date of completion.

STUDENT PREREQUISITE:

Student/s must be fluent in written and spoken English language or else provide a qualified English interpreter.

5.0 PRICING AND AVAILABILITY

Contact e-mail service@wulfsberg.com, phone 1-928-756-1615, or fax 1-928-708-1542.

Note: Travel expenses are additional to training prices.