

Technical Services

Service Programs

SATCOM Technologies' service programs are designed to offer customers:

Preventive Maintenance

- Ensures life expectancy of equipment
- Reduces costly repair bills
- Minimizes antenna downtime
- Prevents damage to equipment and injury to personnel

Remedial Maintenance

- Extends life of key antenna elements
- Returns equipment to higher performance levels
- Preempts expensive refurbishment

Full Service Maintenance and Support Contracts

- Ensures equipment is maintained at recommended intervals
- Ensures spare parts availability, supply and management
- Provides total customer support management
- Provides for on-site and on-call availability of resources
- Extends antenna life expectancy
- Maximizes antenna availability

Other Services

Replacement Parts Services

Antenna Test Range Facility

Depot Services

Tool and Instrument Service Center



Technical Services



The Strength to Perform

Description

SATCOM Technologies' Technical Services group, based in Kilgore, Texas, is committed to providing the satellite communications market with high-quality, professional services in the installation, testing, retrofit, refurbishment and maintenance areas. Their focus is in four primary areas: new installations, existing installations, customer care and service programs.

SATCOM Technologies' experience and know-how enables them to meet the rapidly changing needs of the satcom industry and to provide the highest levels of quality and precision while minimizing risk. Their competitive advantage comes from a full service organization, geared for one stop shopping, and experience with virtually any manufacturer's product.

Features

- Dedicated and fully qualified field support group
- Vertically integrated team of managers, engineers, supervisors, technicians, test specialists, logistical support personnel and project coordinators
- Extensive tool, tooling and test/alignment equipment resources
- Qualified network of dedicated and fully trained personnel receiving formal ongoing training
- Worldwide support resource locations including Canada, the United States, the Bahamas, the United Kingdom, Germany, France, Estonia, Russia, Turkey, Israel, India, Thailand, Taiwan, the Philippines, Australia, South Africa and Chile
- Field personnel with U.S., U.K. and NATO security clearances



GENERAL DYNAMICS

SATCOM Technologies

2600 N. Longview Street • Kilgore, TX 75662 USA • Tel: (903) 984-0555 • Fax: (903) 984-1826 • Email: kilgore-sales@gdsatcom.com
Website: www.gdsatcom.com 655-0059A, 05/06

© 2006 General Dynamics. All rights reserved. General Dynamics reserves the right to make changes in its products and specifications at anytime and without notice. All trademarks indicated as such herein are trademarks of General Dynamics. All other product and service names are the property of their respective owners. ® Reg. U.S. Pat. and Tm. Off.

GENERAL DYNAMICS
SATCOM Technologies

New Installation and Test Services

SATCOM Technologies supports the following, regardless of manufacturer:

- Installation and testing of products
- Factory trial assembly and alignment support
- Installation of earth station systems and electrical services
- Engineering and implementation of site civil works

Existing Installation and Test Services

Technical Services has four areas of concentration for existing installations. All services are available regardless of manufacturer.

Retrofits and Upgrades

Services performed:

- Site survey and evaluation
- Modification of existing product or system to update performance



Refurbishment and Upgrades

Services performed:

- Site survey and evaluation
- Renovation and overhaul to like-new condition of product or system



Relocation

Services performed:

- Simple repositioning of limited-motion antennas
- Antenna dismantling, moving and re-establishment
- Complete teleport relocation planning and implementation

Replacement and Repairs

Services performed:

- Depot, repair and overhaul



CustomerCare™ Services

CustomerCare™ 24 x 7 x 365 Service

- Call center (1-888-874-7646)
- Staffed call center answers calls 24 hours a day, 7 days a week, 365 days a year
- Calls patched directly through to SATCOM Technologies personnel
- Technical personnel available during non-business hours

WebCare™ (customercare@gdsatcom.com)

- Direct link to SATCOM Technologies' CustomerCare™ organization
- Technical assistance available via reply mail

Cooperating Earth Station

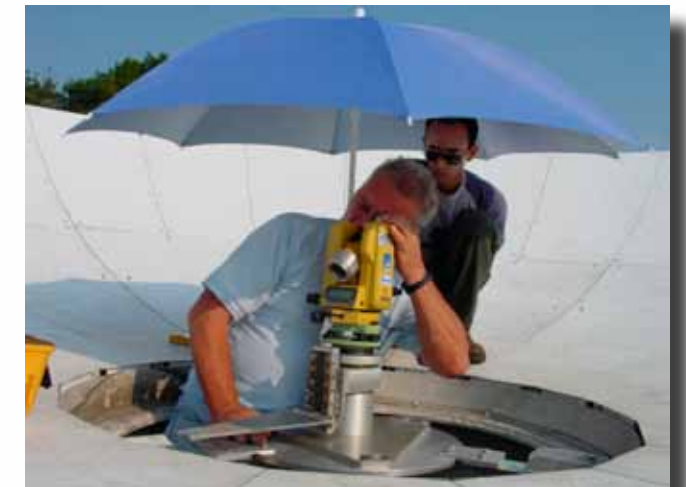
SATCOM Technologies offers system verification/validation through their Cooperating Earth Station Service.

- 6.1 meter, 8.1 meter and 9.0 meter stations available on a 24 hour basis
- Uplink and downlink capability at C, X and Ku bands
- Provide CW source signal for pattern measurements
- Analyze antenna patterns, advise options and provide test reports
- Provide assistance in focus and balance of antennas
- Arrange transponder time

Customer Training

Training Institute courses include:

- O&M Course (troubleshooting and preventive maintenance)
- Antenna installation
- Antenna RF theory
- Controller commissioning and troubleshooting
- Antenna electrical/mechanical parameter verification
- Tailored to specific antennas and/or customer needs



Technical Capabilities

SATCOM Technologies has an extensive range of abilities to better serve their customers

- Systems engineering
- Team of knowledgeable field engineers and alignment specialists
- Specialized feed development group
- Controller expertise on antennas of various manufacture
- Mechanical/structural engineering

