

CEI — YOUR RESOURCE FOR RELIABLE SERVICE, SUPPORT AND TRAINING

CEI's award-winning systems integration expertise is backed by a comprehensive maintenance and repair support program for every installation, in addition to general engineering support services.

CEI operates a Center of Excellence for engineering maintenance and repair. That means we are committed to delivering a service of the highest standard and quality to our customers.

In addition to their many years of hard-earned industry experience, our service engineers receive regular industry training and authorized certification to keep pace with new products and technologies.

All of our service, maintenance and repair staff are full-time, professional broadcast and IT engineers offering:

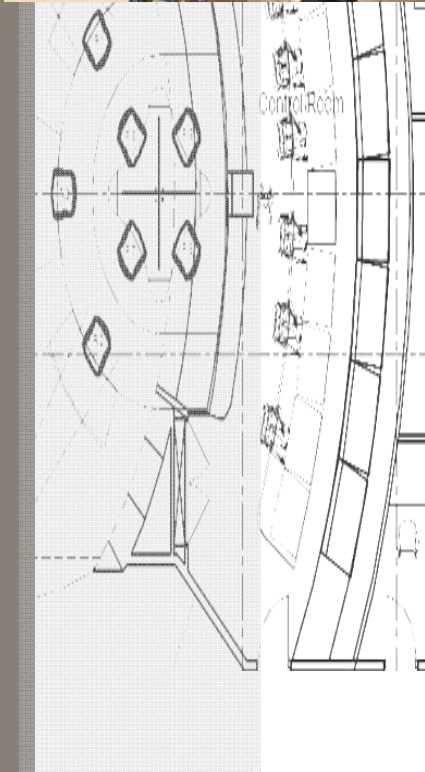
- Remote Technical Support
- Online Customer Support
- On-site Technical Support
- Depot Repair and Exchange Services

CEI's maintenance and support services are supported by a **1-800 CEI Help Line** where all customer calls are managed and tracked. Contacting CEI through the Help Line will initiate contact with CEI technical personnel to help troubleshoot a technical problem. We will provide advice about what repair actions should be taken and dispatch a service technician, if needed. CEI administrative personnel can provide the necessary information to initiate the shipping process for equipment in need of repair.

A CEI email address specifically for repair/service is provided to easily communicate service requests and equipment repair needs. Emails are routed automatically to the appropriate CEI technical and/or administrative personnel. CEI response is via email or phone as appropriate.

Clients are also provided with a login to a **secure CEI Web site** (www.commeng.com) to access an on-line support system where repair/service requests can be entered. The system provides status reporting of the state of repair for all items currently being handled by CEI for the client.

CEI service engineers also assist with your legacy technology, as we have one of the most comprehensive product service libraries in the industry dating back more than 30 years.



FLEXIBLE, CUSTOMIZED MAINTENANCE CONTRACTS

Each year, CEI works on thousands of products representing hundreds of manufacturers. We also offer flexible, highly competitive customized maintenance contracts to fit the specific needs of our clients.

CEI can craft any level of support program that covers up to 100 percent of your equipment repairs, including parts and labor provided at the CEI maintenance depot.

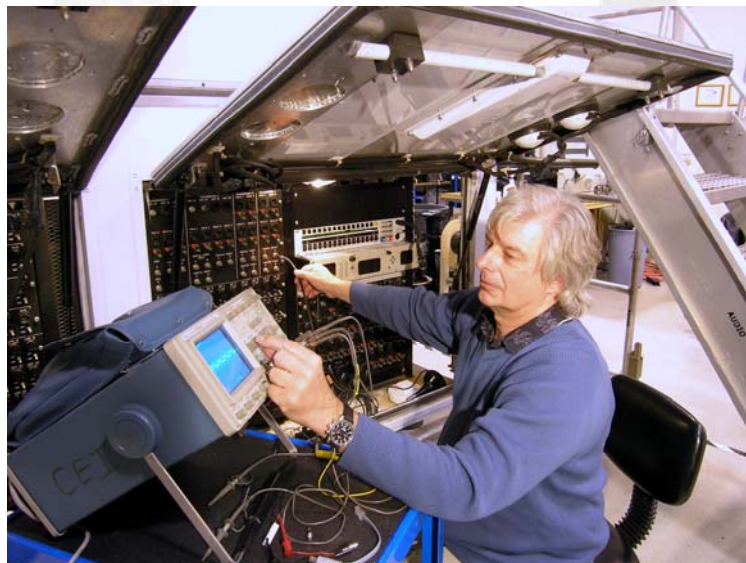
A comprehensive preventative maintenance package can also be designed that provides regularly scheduled on-site service including all labor and parts over an extended period of time. This approach eliminates the hourly charges normally associated with scheduled and rush repairs.

CEI's scheduled maintenance plans anticipate the adjustment and parts replacement required by each piece of equipment to keep it in proper working order. This work is performed according to a schedule which prevents unnecessary equipment failure and larger, more expensive repairs.

We will periodically check for proper operation of all major system components, identify any non-functioning components, and perform scheduled maintenance on equipment as recommended by the manufacturer and approved by the client. Software and hardware updates can also be performed as required.

As a leader in the latest multimedia systems designs, CEI can offer comprehensive educational services. When it comes to preparing your staff to use and support your new system, CEI will deliver a full training and documentation package for operations and maintenance that includes:

- *On-site resident expertise for one-on-one mentoring*
- *Train-the-trainer sessions*
- *Classroom-based instruction*



When you engage CEI, you engage a steadfast, seasoned technology partner who will not only help create your future vision but support your existing operations.



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WHERE INFORMATION TECHNOLOGY AND BROADCAST CONVERGE