

The CommScope Enterprise Consultant Program (CECP)

Frequently Asked Questions

1. Why did CommScope restructure its Consultant program, formerly known as the ACE program?

CommScope has enhanced its consultant program to deliver more options to consultants and recognize changing consultant and customer requirements. Two new accreditations for consultants, known as the Certified and Specialist, have been created. While all consultants, regardless of accreditation in our program, represent the highest standards of quality, performance and reliability, adding these new accreditations helps distinguish those consultants with the credentials and expertise associated with the different categories of the consultant program.

In addition, we are offering new programs and services in the areas of training and marketing to further support the program. We value our consultant relationships and are focused on helping them enhance their customer relationships.

2. When does the new program go into effect?

The program is scheduled to go into effect on August 1, 2008 in North America and globally in 2009.

3. Why should a company want to be a CommScope Certified or Specialist Consultant?

The primary benefit of being a member of the CommScope consultant program is the support, training and tools that come from the number one network infrastructure solutions provider in the world. The program brings together the best-of-the-best in implementation and infrastructure knowledge in the industry and provides the tools and resources needed to provide superior customer support.

4. How does this new program help consultants?

This structured, globally consistent approach to the CommScope consultant program will include highly skilled and professional companies that provide best in class services and solutions to meet their customer's needs. The structure itself provides a clear view of different areas of expertise and an option for customers to choose consultants based on their specific needs and requirements rather than a one-size-fits-all approach. The high level of support, training and access to CommScope's engineers creates a seamless connection between CommScope's expertise, the consultants' technical abilities and the customer's implementation. For customers, this means a broad base of support options anywhere in the world at the quality, professional and reliability levels they expect and need.

5. What kind of new benefits do consultants get that they could not previously?

The majority of the program enhancements are focused in the area of technical support, tools and training. Certified and Specialist Consultants will have enhanced access to support in terms of materials and consultation. CommScope has expanded the type of training and credentials available to include advanced solutions such as intelligent building infrastructure solutions, Intelligent Infrastructure solutions and advanced data center technology. The benefit to the consultant is the ability, through the acquisition of these specialized skills and use of the tools, to differentiate themselves in the marketplace and create opportunities to attract and secure new customers. Our complete Benefits Brochure can be found at: www.commscope.com/systimax in the Partners and Consultants area.



6. I understand that there is a specialist certification element in the program. What is that?

Consultants participating in the specialist category are those that have trained personnel in particular specialization areas, such as data center or intelligent building automation systems and are experts on CommScope design principals and products.

The creation of the specialist certification is in response to changing customer requirements and the focus on more advanced technology needs. These certifications also will further the consultants' differentiation in the market.

7. Is there a commercial requirement to be eligible for the program?

No. The requirements to be eligible for the program include varying levels of experience, training, skills, resources, company stability, market coverage and services offered, among others factors. The levels are based on a collaborative process between CommScope and the consultant.

8. Do past holders of ACE Certifications need to re-qualify to be a part of the program?

Yes. Consultants may now participate as Registered, Certified, or Specialist, by completing the appropriate evaluation/registration process and training courses.

9. What happens if a consultant no longer fulfills the program at a certain accreditation?

A number of factors determine eligibility within the program. CommScope works with each consultant throughout our relationship to ensure that the relationship is mutually beneficial.

10. What is CommScope's policy for transferring accreditation between consultant firms if employees move?

Firms participating in the program are responsible to ensure that individuals are trained and qualified to maintain the firm's participation in any given category. The Consulting Firm holds the Certification. The individuals hold the training qualifications/credentials. Should a previously credentialed/qualified person change employment to another member of the consultant program, upon approval of the CommScope Account Manager, a full new certificate will be generated and mailed. However if they move to a firm that is not a participant in the program, their credentials do not afford their new employer status in the program and their credentials are no longer valid.

11. Is the program consistent across the geographic regions that CommScope serves?

Yes, it will be although it is being launched initially in the North American Region first. The program will expand globally in 2009.

12. Are there any program differences depending on whether a consultant is interested in the SYSTIMAX® or Uniprise® product line?

The program elements themselves are the same for either product line. However, understandably, the training and support tools for each offer differ.

13. How do consultants enroll in training courses?

Course fees, online passports, enrollment details, course descriptions and schedules are all available on the SYSTIMAX training website at www.systimaxtraining.com. All course enrollments and payments should be made via this website. If for any reason this is not possible, you should contact your local training administrator noted on the training website.

14. What is the Online Training Passport Scheme?

In addition to offering online courses on a per student basis, the 'online passport' is available at an attractive rate to cover all online training. The online passport gives unlimited online training for all the consultant's personnel in a given office location.

This new scheme enables consultants to invest a single fee each year and gives un-limited access for their staff to the whole range of online courses, all carrying BICSI credits. This excellent investment runs on a calendar year basis from January to December.

15. Once my company has a Training Passport how do I book a course and take advantage?

When you buy a Training Passport it will require your company to nominate an Administrator/Training Manager responsible for the unique booking code. They can then go to www.systimaxtraining.com and reserve a course for you. The online basket will show the price for non-passport holders and the price for Passport holders (which will be \$0 in the case of online courses).

16. Will online courses be available in other languages?

Yes through 2008 we will have more courses in languages such as Chinese, Japanese, Spanish, Portuguese, Italian, French, German and we will focus upon the most important topics such as Design and Engineering. For the latest languages available you can check the course on www.systimaxtraining.com or contact your local representative.

17. In what format does the online learning material appear?

CommScope provides E-based training in the form of web based material from www.systimaxtraining.com. This E-based solution allows consultants to design a customized training program for their staff that will provide:

- Additional topics and specialities that build on foundation training.
- Allows people to learn at their own pace and convenience.
- Allows for new versions of the online material to be updated automatically into the training area as new releases become available.
- Allows for online assessment with instant feedback.

Authorized E-based training participants simply logon using their username and password, which is issued upon application. Select 'Course Material' and the learning experience provided to participants include:

- Webcasts (streamed a lesson at a time and studied at the person's convenience).
- Download area includes related support and study documents, workshops and video as appropriate.

Select 'Course Assessment' and the learning experience continues with a lesson by lesson graphical assessment to ensure the participant has understood the key topics.

18. What is CommScope's program for training re-certification?

Re-certification is required every year or every two years depending on the credential. For many of the online courses, participants will have received real-time updates to the course material throughout the period of recertification so they may only need to review these and take the online assessment when prompted.

Re-certification of classes is taken either using online material or using SPT (Self Paced Training) with online assessment where participants receive the latest manual, CD and study guide and study the topic taking the assessment lesson by lesson online. For more information on re-certification, go to "Syllabus" at www.systimaxtraining.com.

19. What is the ID Badge and Certification?

The training program through its extensive certification process provides visible and trackable qualification of personnel. CECP participants can display their badges on site ensuring the customer that they are credentialed in the certified CommScope courses noted on the badge. Likewise, CommScope Customers are empowered to assess and check the consultant's certification and ID badge credentials.

20. What are the Course Fees and Schedules?

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Full details of the SYSTIMAX Training Program are available at www.systimaxtraining.com.



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