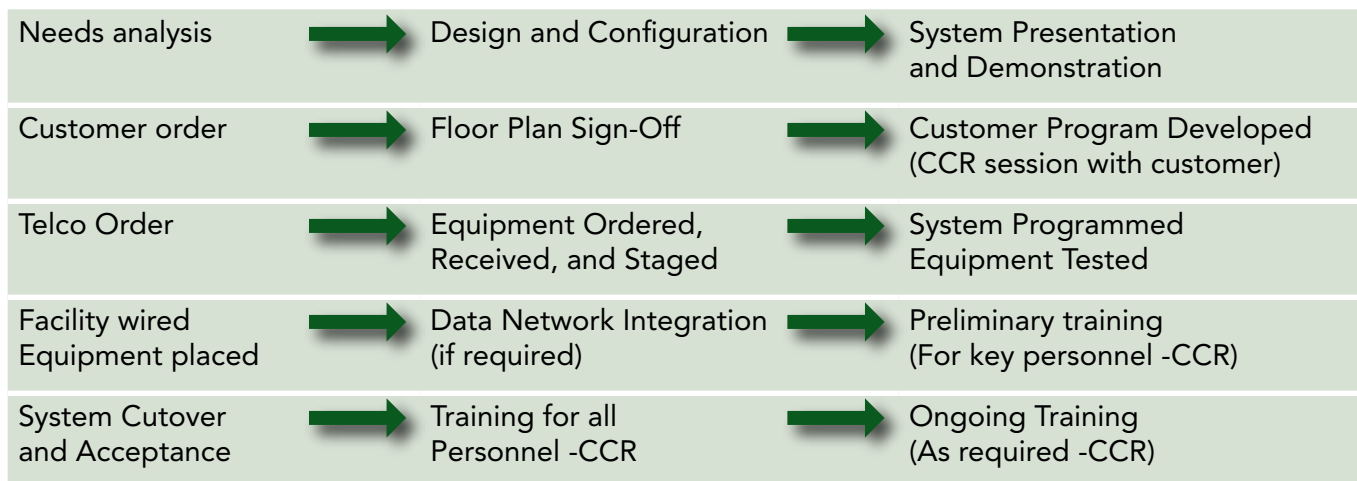


### SPECIALIZED DESIGN

To give you a clearer understanding of the WTSC Communications process, below is a time line of activities required to ensure a successful installation and thorough customer support experience:



### TRAINING

Prior to system installation, the Client Care Representative (CCR) assigned to your account will contact you for the purpose of creating a customized system and station program as well as to discuss specific training requirements. The CCR will create a comprehensive and targeted learning experience for your staff. Training consists of small classes of employees who share similar responsibilities or will be utilizing similar types of phones.

Pre-training classes can be conducted at the client's site or at WTSC Communications' office and are intended to provide special attention to the main and covering operators as well as individuals charged with system administration responsibilities. General training classes are held at the client facility and all attendees are provided with support material. All relevant features will be demonstrated and all participants will be given a hands-on experience.

The assigned CCR is charged with the responsibility of creating trained users. Additional sessions will be scheduled if and when needed. Finally, ongoing training is an important aspect of high quality support. Training is an integral part of the Premium and Standard WTSC Protection plans. Employee promotions and turnover create the need for training. Just call us, and we will make sure that the required system understanding is achieved.

### PROJECT MANAGEMENT

To ensure smooth transition to your new system, WTSC will assign a Project Manager to oversee the installation of your system. The Project manager will be responsible for equipment orders, customer site surveys and interviews, setting customer training programs, scheduling installation dates and managing technical staff working on the project. Each customer is provided with a "milestone plan" which outlines the installation process, target dates and estimated completion times.