



data & voice communications electrical & lighting

Comletric is a nationally recognized desktop, data, cable, voice and electrical company headquartered in Northern California.

The company was founded on the principle of providing responsive and competitively priced implementation and service support for a diverse base of satisfied customers. All services are provided on a seven day per week, 24 hour per day basis by licensed and certified technical personnel. Our Project Managers average more than 20 years experience in the telecommunications or electrical industries. We are a national service provider, yet you will still receive the quality of service of a locally owned business.

Why are we different than other vendors?

The Comletric difference is and always will be our highly skilled staff and our commitment to excellence that we provide to our customers! Our goal is to become *the strategic* partner with each customer and not just another vendor.

Our depth of knowledge and our ability to respond to the fluid situations our customers encounter on a daily basis is key to building the strategic partnership. The Comletric difference allows us to rise above the rest! Check out our success stories and references at our website—www.comletric.com. As an organization we strive to have our technical and management team viewed as a benefit and valuable resource for our customers. Comletric is a service oriented company—servicing our customers is what we do best!

company philosophy

It is the strength of our relationships with our customers that enables Comletric to stay abreast of their ongoing needs.

Each customer has an assigned Account Manager and Project Manager. This team maintains regular contact with our customers to provide project support and assignment status, as well as information on new products and industry trends.

Our “one-stop” capabilities are the major reason to partner with Comletric. We provide full service electrical, data, voice and structured cabling services.

As a single source provider, we can plan and manage your installation, purchase the required materials, complete the implementation, and maintain your system and site requirements. Our “one-stop” capabilities support our customers even in the complex multi-product/multi-vendor environment.

The Comletric goal is to provide our customers with the most accurate and responsive service available by utilizing the best technical personnel in the industry today.

We consistently achieve on-time and in-budget implementations for our customers. Our ability to be responsive, by providing efficient and accurate resolutions to any issues encountered, is paramount to our success and growth.



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From its inception, the Comletric business model has been based on the strategy of developing relationships with the larger corporate clientele.

Our customers have a diverse geographic presence and more complex technology and infrastructure requirements. To maintain exceptional operational support, the Comletric business model is based on both a core company owned infrastructure and a select network of *Certified Partner* associates. The *Certified Partner* program utilizes associates whose capabilities enhance both our support operations and our future development plans.

Since the first day of business, Comletric has adhered to its Statement of Philosophy which has been a trademark of the company.

Comletric has continued its growth from a single office in Northern California to a nationwide company with offices and *Certified Partners* throughout the United States. Today, Comletric provides services to several Fortune 1000 and 500 companies, with a focus on the financial, healthcare and retail customer base.

To maintain our balance and financial stability, Comletric has maintained a strategic approach to our expansion.



Comletric Expansion Highlights

July 2000

- Comletric opens in Northern California and begins its' primary offering of electrical and structured cabling service

October 2002

- First regional office opens in Southern California to expand service for existing and prospective customers
- Comletric expands to offer voice service support

March 2003

- Regional office opens in Phoenix, Arizona
- Comletric expands into desktop and network service support

July 2003

- Regional office opens in Houston, Texas
- Certified Partner program is launched covering 12 states

January 2004

- Regional office opens in Denver, Colorado

July 2005

- Regional office opens in Minneapolis-St. Paul, Minnesota
- Certified Partner program expanded to cover 22 states

January 2006

- Satellite offices open in Dallas, Texas; Bellevue, Washington; and Des Moines, Iowa providing additional support infrastructure

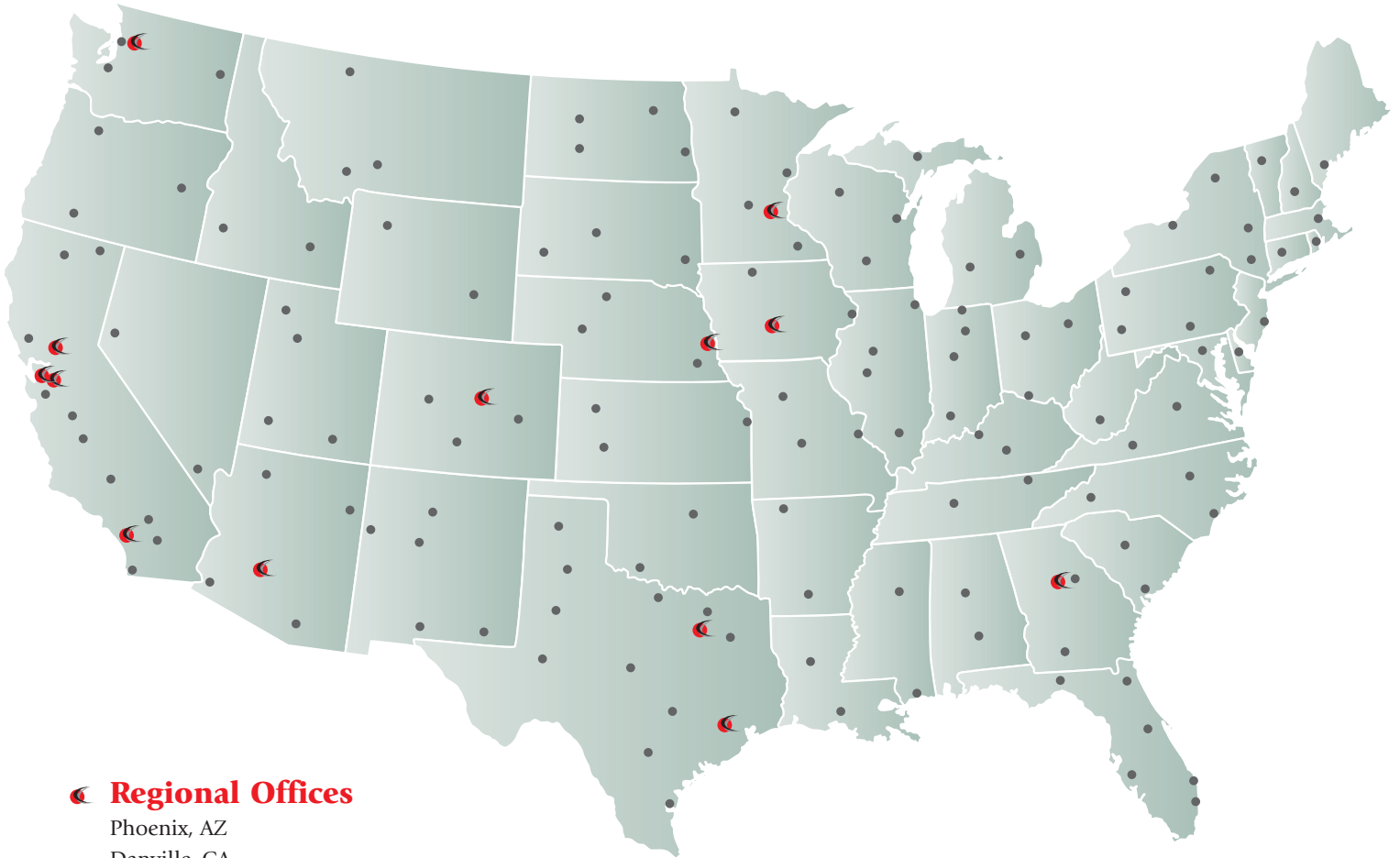
January 2007

- Regional office opens in Atlanta, Georgia supporting customers based in the South and on the East Coast
- Certified Partner program expands to all 50 states
- Comletric is certified as a "Woman Owned" business



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service coverage



☾ Regional Offices

Phoenix, AZ
Danville, CA
Pacheco, CA
Sacramento, CA
San Dimas, CA
Denver, CO
Atlanta, GA
Des Moines, IA
Minneapolis, MN
Omaha, NE
Dallas, TX
Houston, TX
Bellevue, WA

• Certified Partners

Comletric is a national services company providing service and implementation support through our Regional and Satellite offices.

Comletric has established long term partnership arrangements with over 300 companies throughout the United States. Through the *Certified Partner* program, partners are trained and certified by Comletric staff to meet our company standards. This insures that our customers receive the same high quality level of service, in every location.



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certified partner program



The evaluation of Certified Partner companies is governed by several requirements.

Depending on the scope of the work to be completed, the following items will be considered minimum prerequisites for approval. As part of the review process, an on-site visit to the perspective partner may be required.

- Number of years experience and continuous successful business activity
- Company management evaluation by Comletric executive committee
- Technical capability evaluation by Comletric Support Manager and Technical Manager
- Verification of technical certifications
- Evaluation of company financials and stability by Comletric executive committee
- Verification of insurance
- Verification of compliance with minimum background and drug testing policies
- Review of internal systems and support capabilities
- Verification of (5) trade references
- Verification of (5) customer references with same basic requirements

Comletric personnel will evaluate and ascertain the reliability of all information received and rate the company on its overall ability to meet our established guidelines. After all verifications are completed, the Comletric executive committee, in conjunction with our internal Support Manager and Technical Manager will either approve or deny the perspective partner's application. If accepted, the partner will be required to sign a Master Services Agreement with Comletric.

Once Comletric has received a signed contract back from the partner, the Comletric Support Manager and Technical Manager will initiate all training programs and certifications. No work is performed by the partner company until all required training has been successfully completed.



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corporate standards

Customer Service and Quality Control Programs

Comletric understands the value of monitoring customer service and quality control. To achieve this goal, a combination of statistical closure information and subjective feedback from both our customers and our operations staff is utilized. This information is reported to project managers and upper management for review. Information from our Order/Entry system is utilized to identify and track any trends that impact customer service levels. The monitoring process and feedback received directly from our customers provide a strong auditing format for our overall performance. Customer specific information is reported on a quarterly basis and jointly reviewed with our customers.

Performance Standards

The performance standards for technical personnel are based on ratios of on-time order completion, technical proficiency, customer satisfaction and compliance with company standards and policies. Our goal is to achieve a 100% performance rating for all technical personnel. Technicians who do not maintain a 95%+ performance rating will be managed on a corrective plan of action.

Performance standards for Account Managers, Project Managers and other non-technical personnel are established by Comletric executive management, based on input received from other Comletric staff, customers, and the overall objectives of the company. Meeting company objectives is paramount to providing exceptional customer service, exceeding customer expectations and maintaining outstanding customer relationships.

Performance Review Program

Compliance with performance standards are monitored on a weekly basis and reviewed on a monthly basis.

This process allows for minor adjustments to be immediately implemented. Severe issues are addressed by executive management, with a formal plan of action initiated.

In order to maintain our firm's level of quality and performance, the executive management team has an open door policy for feedback from internal personnel and our customers. Comletric believes that no one is capable of identifying quality and process issues from a customer's perspective better than the customer themselves. As part of our open dialogue with our customers, improvements in quality and processes are shared as they are implemented. This communication avenue is one of the pillars of our commitment to our customers and the partnership we maintain with them.



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Technical Training and Certification

Due to the dynamic nature of our industry, Comletric maintains an ongoing training program. It is comprised of both internal and external education programs. The requirements are monitored by the operations staff to insure that both technical and management personnel are kept abreast of the latest in industry technologies, products and municipal codes.

To maintain manufacturer certification status, Comletric commits to specific levels of accreditation by attending a required number of classes per year and retaining, on staff, both technical and engineering certified personnel. Classes required to maintain certification are generally handled by the manufacturer or their authorized third party training organizations.

Any company that is affiliated directly with our firm as a *Certified Partner* must meet the same criteria. Compliance by the partner companies is mandatory.

Code of Conduct and Dress Code

Comletric maintains a stringent Code of Conduct that each employee, regardless of position, is required to comply with. The Code of Conduct covers such items as attire, grooming, customer contact policies, on-site behavior, documentation, driving standards and professional expectations. All project staff, including technicians, are required to wear company provided shirts and identification badges when working on customer premises.

The Code of Conduct and Dress Code policies also apply to all Comletric *Certified Partner* associates and their employees, and are part of the contractual documentation with each partner. Compliance with both our Code of Conduct and Dress Code is monitored by our operations team.





desktop & networking

Desktop & Networking Services and Support

Comletric has the technical knowledge and experience to support our customers' requirements for desktop and networking services and support. Our customers look to Comletric as an integrated part of their team, as the primary technical source or in conjunction with their IT staff.

Our areas of experience include:

Services

- On-site service and support
- Movement or relocation of computer equipment
- Desktop management and mobility services
- Quick turnaround
- Vendor independent
- Service desk
- Consulting and integration
- Customized network solutions
- Security and encryption support

Network Design

- Active Directory Design and migration
- IT infrastructure/IT governance
- Local and Wide Area Networking, including VPN
- Microsoft Exchange planning and implementation

Network Upgrade & Migration

- Desktop deployments
- Desktop software
- Microsoft Exchange
- Backup solutions
- Data transferring
- Microsoft Windows (all versions)
- Server consolidation

Network Services

- Break-fix service
- Moves, adds, changes (MAC)
- On-site support
- Wireless networking
- Technology project management and staffing
- Networking design and administration
- Permanent staffing support
- Server support

Our technicians are available for routine, day to day services, such as the configuration, installation and testing of workstations to specific corporate standards; router and networking upgrades for increased capacity; or troubleshooting of equipment issues.

Our Project Managers learn the proper processes and procedures for installing and maintaining equipment to our customers' standards. Because of this, we are able to provide a transparent, extended arm of support, no matter what the location, throughout the United States.

Our technicians are deployed to provide technical services for our customers when their IT staff is assigned to specific projects, or on a full time basis, as needed.





Desktop & Networking Project Management

Comletric has the team to manage our customers' large scale projects. We can manage the project, from start to finish, and provide the support and documentation required to meet our customers' exacting standards. Some examples of the work that we have completed for our customers include:

- National migration of customer's operating system, with work completed in 12 states, over a period of six weeks. A total of 2,800 desktops were updated, tested and certified in this project.
- Regional upgrade of network for increased capacity, completed at 253 locations, in eight states, with no down time incurred by the customer.
- Administrative services—full support for replacement of workstations, completed over a four week period and involving 1,350 desktops.

Our technicians are certified on configuration and installation of Cisco, 3Com and HP routers and switches. We have configured and tested HP/Compaq, Dell, IBM and Apple workstations: Lexmark, HP printers; and peripheral equipment. Our technicians are trained to support Microsoft Windows operating systems, Linux, and various software implementations including Microsoft Office and Checkpoint—Pointsec PC.



3 Com®



COMPAQ

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voice systems

Voice Services & Support

Comletric has the technical knowledge and experience to support our customers' requirements for voice services and support. Our technicians are available to our customers for troubleshooting; moves, adds and changes; and full system design and implementation.

Our areas of experience include:

Services

- Moves, adds and changes to voice systems/voice mail
- Troubleshooting of voice lines and systems
- Programming changes
- UPS backup systems installed and maintained

System Design & Installation

- New system design, configuration and installation
- Upgrades/expansions of existing voice systems
- Network design and installation support
- Training of users on system features and equipment

Maintenance & Warranty Support

- Ongoing maintenance services offered
- Time and material or maintenance contracts
- Review of system software and hardware

Our technicians are available for routine services to keep your voice systems running effectively and, as the customer needs change, are available to support any expansion and design changes.

Our Project Managers work with our customers to understand and implement voice systems for their needs. With the proper understanding of our customers, we are able to provide a transparent, extended arm of support throughout the United States.

In addition to the day to day services, Comletric has the team to implement a full system installation. We work with our customers, as the single point of contact, to insure all of the components are designed and installed for maximum productivity.

Voice Products

Comletric provides installation, maintenance, training, programming, as well as moves, adds and changes for various manufactures of voice systems and ancillary equipment.





distribution systems

High Performance Distribution Systems

From its inception, Comletric has grown to provide a full range of high performance distribution systems as required by today's high tech corporate information professionals. Comletric can provide Registered Communications Distribution Design (RCDD) support and is a voting member of the Building Industry Council (BISCI).

UTP/STP Structured Distribution Systems

Comletric provides design, installation and maintenance of Category III, V and VI twisted pair premise wiring systems from the following manufacturers:

Systemax Solutions
Commscope
Berk-Tek
Ortronics
AMP
Panduit

Extended warranties on UTP cabling are available.

Outside Plant Cabling & Riser Distribution Systems

Comletric provides design, installation and maintenance of Outside Plant and Riser Distribution systems for campus and high-rise building environment implementations using various manufacturers.

Fiber Optic Distribution Systems

Certified Fiber Optic Engineering Design
Certified in Fiber Optic connectivity, splicing and testing
Certified warranties available

SYSTEMAX
SOLUTIONS

CommScope

Berk-Tek

ORTRONICS

AMP

PANDUIT



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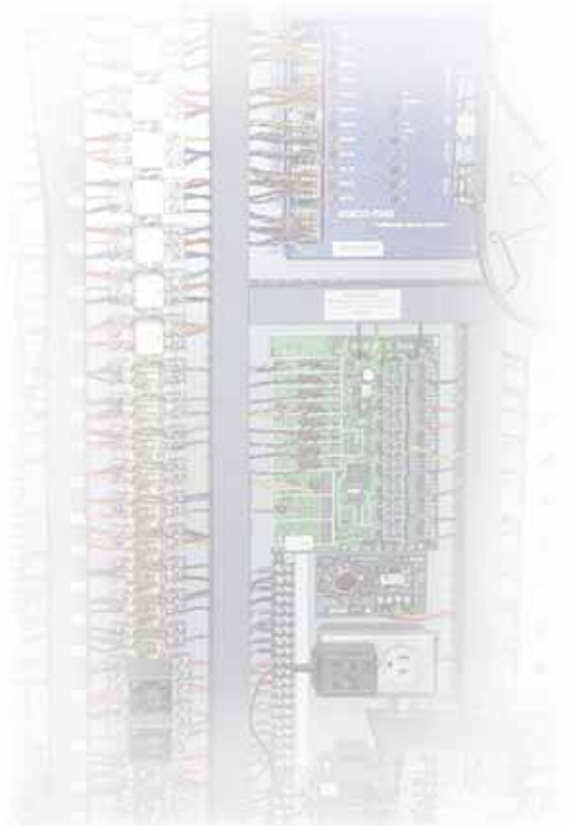
electrical & lighting

Electrical & Lighting Services

Comletric provides a full range of electrical implementation and support services for a large variety of customer needs.

These services include but are not limited to the following areas of expertise:

- Retail and Commercial electrical repair and service
- Maintenance and system troubleshooting
- Retail and Commercial lighting—indoor and outdoor
- Parking lot poles and lighting
- Retail and Commercial electrical tenant improvements
- Emergency exit lighting—installation and maintenance
- Conduit and cable tray installations
- Coring and saw cutting
- EMS installation and maintenance—Novar certified
- Security system installation and maintenance
- Thermography scanning
- Motor controls
- UPS installation and maintenance
- Panic door alarms
- Light pole density testing



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service & support

Customer Service & Support

- Customer Support Centers in Phoenix, Arizona and Pacheco, California offer online customer interface and Help Desk support on a 7 day a week, 24 hour per day basis.
- Contact by phone: (800) 499-9556 or by fax (925) 677-7311
- Service orders can be placed electronically at serviceorder@comletric.com
- Guaranteed service and response levels.
- Contract negotiated response times.
- Dedicated Account Management Teams of highly trained sales and support personnel.
- Technical Project Managers assigned to each account.
- Extensive technician training using manufacturer certification programs for both initial system and system update programs.

