



Getting the Most From Customer Service



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Customer Service Objective

- Post Sales Technical Support
- Product Training
- Technical Services
- Available 24 hours/day – 365 days/year

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Nautel opens shop in downtown Quincy

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QUINCY, Ill. (WGEM) -- Nautel, a broadcast transmission manufacturer based in Nova Scotia and Maine, celebrated the grand opening of its Quincy office Thursday morning.

The company will run a customer support center in downtown Quincy.

Nautel competes directly with Harris Corporation and Broadcast Electronics and CEO Peter Conlon says Quincy is, "the only place to be," for broadcast equipment manufacturing.

"Our industry requires highly skilled people with very special technical capabilities," Peter Conlon, President and CEO of Nautel, said. "We have two of our most formidable competitors in the world already headquartered here. We'll start out with the white collared, highly skilled side, and as business progresses, so will we."

Nautel's Quincy office will only employ four people to start but Conlon suggests that expansion is possible if the opportunity is there.

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Technical Support provided from one of three locations.

- Hackett's Cove, NS
- Bangor, ME
- Quincy, IL



Support services:

- Emergency support available 24/7
- Tech support / Clerical support / parts ordering 8:00am – 8:30pm AST.
- Toll-free dialing – Customer Service Dept.
1.877.628.8353

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Technical Services:

- Installation assistance
- Field Repair
- Commissioning services
- Module repair (current production 14 days)
- Training

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Training:

- RF Basics Training
- HD Radio Training
- Transmitter Specific Training (3 day course)
- Live via Web AUI Training

Schedule is published on www.nautel.com

Training provided at Nautel or Customer's location.

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Training:

Nautel offers a training course to introduce technical personnel to our solid state transmitters and enable them to:

- Install
- Maintain
- Repair

Customized for you!

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Training:

- Theory and operation of the transmitter
- Practical hands-on experience to reinforce lectures
- Additional aspects of the transmitter
- Site lightning protection considerations

Customized for you!

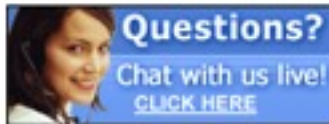
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New services within the Customer Service Department.

- Support via Live Chat at www.nautel.com
- Remote Access

REALTIME ONLINE SUPPORT



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Module exchange service:

- Fully tested “hot stock” is ready to be shipped from Hackett’s Cove, Bangor and Memphis
- Nautel will cross ship rebuilt modules
- Free under warranty
- 40% list price after warranty



Extended Warranty:

- 3% of purchase price for each year after the normal 13 month warranty



When requesting Support or parts....

- Provide enough information to identify the transmitter model.
 - Allows for faster response
 - Avoid delays in identifying equipment versions



Recent Transmitter upgrades / Modifications

- J1000 - Lightning improvement



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Recent Transmitter upgrades / Modifications

- NV and NX - Single Board Computer (SBC) recall
- Transmitters shipped between March 1 and July 31



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Recent Transmitter upgrades / Modifications

- NV – Tectrol Power supply swap



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Recent Transmitter upgrades / Modifications

- NX – Power Module
- Current sample



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Nautel Users Group NUG. Unlock a world of information.

www.nautel.com

- Membership in the Nautel Users group is an excellent way to receive technical

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NUG membership:

- Discounted training
- Handbooks – via web access
- Upgrade information



Thank You



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