




*Customer  
Training  
Programs*



*Leading the World in Wireless DSL*





*The Airspan  
Commitment*

As a world leader in wireless telecoms, Airspan is committed to applying its philosophy of excellence to every aspect of its business. This ranges equally from the initial design and development through to every point of customer support. Naturally, the quality and effectiveness of its customer training is an integral part of this philosophy.

Airspan's unrivalled experience of the installation and operation of wireless telecoms systems around the world means we can deliver training based on practical solutions. We provide every delegate who attends an Airspan training course with the portfolio of skills necessary to install and maintain Airspan systems anywhere in the world.

***A full range of courses to suit all training needs***

There is a comprehensive series of training programs covering all Airspan products and systems.

Courses range from product overviews to complete systems installation, commissioning and maintenance. They last from one to five days, dependent upon the subject matter, and can be scheduled throughout the year, giving you the

flexibility you need to plan your training.

***Proven training techniques***

Airspan training courses are conducted by qualified personnel who employ training techniques that are universally recognised as best practice.

Each course has been designed to ensure effective knowledge transfer and deliver practical benefits, both to the delegates themselves and their businesses. Airspan-trained personnel are assured, competent operators of Airspan wireless systems, delivering tangible value to the business as a whole.

***A complete training environment***

Each standard course is based around instructor-led sessions, combined with hands-on practical training using



Airspan's systems. Class sizes are carefully controlled to enable a high level of personalised tuition. We can also provide specialist courses tailored to meet your specific training needs.

The Airspan Training Centre is purpose-built and is fully equipped with the advanced training resources, together with the latest Airspan products and systems. On-site training at your premises can also be arranged.

Full documentation is provided, which delegates take with them at the end of the course. In addition, they will receive an Airspan Completion of Training Certificate covering their specific course.

### *Our own quality procedures*

Airspan has an ongoing policy of evaluating current training programs in order to identify ways in which any of them can be improved for the future.

We send out post-training surveys on a random basis to delegates and their managers, 90 days after the delegate attended the course. We also invite the manager to evaluate the quality and effectiveness of Airspan training, using the post-training performance of the relevant delegate as a guide.

Delegates have the opportunity to provide their own personal assessment of the effectiveness and relevance of their training. They are asked to rate the quality of the instructor, the course content, hands-on sessions and the documentation.

From the response we receive we continue to fine-tune our training techniques and the content delivered - which is why Airspan courses achieve such high standards.



*Training  
programs  
for the  
wireless future*



### *Planning and booking your course*

The Airspan Training Centre is at an ideal location, situated in Uxbridge within easy reach of both Central London and Heathrow, the main airport in the United Kingdom.

For full information on the content of each course, the cost, duration and booking dates, call our Training Centre on +44 (0) 1895 467100, or fax us on +44 (0) 1895 467101, or please visit our website:

[www.airspan.com/contact/comments.htm](http://www.airspan.com/contact/comments.htm)

We would be delighted to help you with any aspect of our Customer Support Services.



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