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 Prescott, AZ

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DOCUMENT TITLE
Customer Support Training Policy

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1 PURPOSE

This document describes the company training services offered by the company as standard services to customers to include operations, programming, and equipment maintenance.

2 SCOPE

The services provided are those under the control of Chelton Avionics, Inc. DBA Cobham Aerospace Communications (CAC) located in Prescott, Arizona U.S.A. for the products manufactured by Cobham Aerospace Communications.

3 RELATED AND REFERENCE DOCUMENTS

| Document Title | Publisher | Document Title |
|---|-----------|---|
| System Operations Manuals, Pilot's Guides | Cobham | http://www.wulfsberg.com/cgi-bin/cp.cgi?which=Display |
| Training Presentations and Aids | Cobham | http://www.wulfsberg.com/download.htm |

4 TRAINING DESCRIPTION

Training Location

Training shall be conducted at Cobham Aerospace Communications' facility located in Prescott, Arizona or an alternative location that is mutually agreed upon with the customers, or in some cases by remote means.

Note: In order to comply with U.S. trade compliance and export regulations, it may be necessary to gain pre-authorization from the U.S. State Department for foreign nationals intending to train missions in order to legally enter the Prescott facility. Please note some countries also require a travel Visa.

Class Size

For Blocks 1 and 2, the maximum number of students will depend upon the course details, audience and location.

For Blocks 3 or 4, the maximum number of students is 2 qualified technicians per course in support of hands-on equipment visibility, operations, and training comprehension.

Course Duration

For operations and programming Blocks 1 and 2, the course duration is 1 - 2 days per system depending upon the equipment and potential language barriers.

For maintenance training Blocks 3 or 4, the course duration is 1 - 5 days per individual system depending upon the equipment, level of training and potential language barriers.

Class Scheduling

Monday – Friday excluding U.S. company holidays. A minimum of 20 days advanced notice. In the event that special equipment is required, there may be additional delivery lead-times to account for.

Note: In order to comply with U.S. trade compliance and export regulations, it may be necessary to gain pre-authorization for international training missions from the U.S. State Department. Please note some countries also require a Visa in order to legally enter.

Course Outline

A separate course training syllabus shall be made available for each instructed course.

Certificates of Completion

For Block 1, no certificate of completion is provided except for consideration by special request.

For Blocks 2-4, each student shall receive a certificate of completion which identifies the course title, equipment or system of focus, student's name, date of completion, instructor's name and signature.

Student prerequisites

All students must be fluent in written and spoken English language or else must provide a qualified English interpreter familiar with avionics and electronics technical terminology.

For Block 3, student(s) must have a 2 years minimum education or experience in aircraft avionics support. Blocks 1-2 are prerequisites to Block 3.

For Block 4, student(s) must have a 2 years minimum education in electronics technology and practical work experience in electronics troubleshooting and maintenance. Blocks 1-2 are prerequisites to Block 4.

5 OPERATIONS TRAINING

Course Description

Block 1 – The system familiarization and operations portion of the training should include all users of the system including pilots, observers, technicians, programmers, etc.

Block 2 – The system configuration and programming portion is typically limited by customer to training only the selected technical individuals in order to maintain agency security and organization.

Note: Typically there is no need for the average day-to-day user including pilots and observers to alter programming, system configuration settings, or make permanent changes to a frequency plan. Such changes could ultimately jeopardize mission success or add confusion to normal operations.

Course Objectives

Please refer to the appropriate operations manual, programming manual, Pilot's Guide or course training syllabus located at <http://www.wulfsberg.com/download.htm>.

All students will be instructed on the performance of basic and advanced operating functions as described in the course syllabus.

Programmers will be instructed to perform

- Initial hardware and software setup and configuration
- Preset channel programming
- Encryption and key-loading functions

Provided by CAC

- Qualified instructor(s)
- Training materials
- Applicable user control unit and associated power supply or hardware simulator if customer cannot provide their own for training
- Available training aids: Personal computer, software, cloning cable, hardware, etc. if customer cannot provide their own for training

Provided by the customer

This section is applicable only to customers not being trained at the CAC facility in Prescott, Arizona.

- Electrical Power: 120 VAC / 60Hz power source
- Training Area: Clean, environmentally controlled, and secure space of adequate size.
- Whiteboard, chalkboard or overhead PC projector
- Required cloning cables
- Customer laptop or desktop personal computer loaded with required product programming and cloning software

6 MAINTENANCE TRAINING

Course Description

Block 3 – this portion covers aircraft diagnostics leading to LRU removal and replacement.

Block 4 – this portion covers testing, alignment and troubleshooting to board-level for removal and replacement of sub-assemblies and only applies to approved service centers in conjunction with confirmation of all repair station requirements.

Course Objectives

Following Blocks 1-2, all students will be instructed on maintenance functions as described in the course syllabus to include:

Block 3 O-level training and NFF training

- Aircraft diagnostics methods leading to LRU removal and replacement
- System bench functionality testing to eliminate the return of unverified failures (NFF - No Fault Found)

Block 4 I-level Maintenance

- Testing, alignment and troubleshooting to board-level for removal and replacement of sub-assemblies System alignment procedures

Note: Component-level electronics troubleshooting will not be covered in the training courses.

Provisions Supplied By Cobham Aerospace

- Qualified instructor(s)
- Training materials
- Other items subject to specific customer needs as negotiated prior to training

Customer Provisions and Requirements

These requirements are applicable only to customers being trained outside the CAC facility in Prescott, Arizona.

- Electrical Power: 120 VAC / 60Hz power source
- Training area of adequate size that is clean, environmentally controlled and secure
- Test LRUs in known good operating condition
- Common general repair tools e.g. screwdrivers, wire cutters, etc.
- Specialty tools as listed in applicable Maintenance Manual
- Required test equipment as listed in applicable Maintenance Manual unless other arrangements are made with CAC prior to training

7 PRICING AND AVAILABILITY

For pricing and availability quotations, the customer shall be instructed to contact:

Aftermarket Business Development Manager or Customer Support Manager

E-mail: cac.support.prescott@cobham.com

Phone: 1-928-756-1615

Fax: 1-928-708-1542

8 TRAINING METHODS

Various other methods of training may be available depending upon the equipment and training type to include initial training, recurrent training, hands-on or On Job Training (OJT), Computer-based Training (CBT), Web-based online training, Prerecorded Video Sessions

9 TRAINING CURRICULUM

The following table shows a general structural concept of the company training curriculum.

| Cobham Aerospace Communications Customer Training Curriculum | | Target Audience |
|---|--|---|
| Block 1 | System familiarization and operations | |
| | System Overview: introduction and review of system features, functions and capabilities | All users (pilots, observers, and support personnel) |
| | Operation: familiarization and system operations | |
| Advanced Operation: familiarization and advance system operations (as applicable) | | |
| Block 2 | System configuration and programming | |
| | System Configuration: setup and configuration | System administrators and installers |
| | Manual Programming: system programming manually (as applicable) | |
| | Software Programming: system programming using software (as applicable) | |
| | Advance Features: setup, programming and use of advance system features (as applicable) | |
| System Practicum: hands-on system setup, programming and operations | | |
| Block 3 | O-level Maintenance | |
| | O-level training: aircraft diagnostics leading to LRU removal and replacement | Ramp support technicians |
| | NFF training: system bench functionality testing to eliminate the return of unverified failures (No Fault Found) | Ramp support technicians |
| Block 4 | I-level Maintenance | |
| | I-level Maintenance: Testing, alignment and troubleshooting to board-level for removal and replacement of sub-assemblies | Approved Service Centers |

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