

# Experts in the Field

**Specialized Skillsets**  
 With experience in a wide range of Field Service options, our technicians are trained and certified in a variety of technologies – from Coax Cable to Distributed Antenna Systems (DAS), RF Balancing to Head-End Systems, and everything in between – our technicians have the capability and expertise to provide the best customer experience in both the Residential and Commercial arenas.

RESIDENTIAL	Technician RI (Television)
	Technician RII (Internet)
	Technician RIII (Networking)
	Technician RIV (Security Systems)
COMMERCIAL	Technician C-A (Television)
	Technician C-B (Internet)
	Technician C-C (Digital Media)
	Technician C-I (Networking)
	Technician C-II (Small Cell)
	Technician C-III (DAS)



### Nationwide Team

With nearly 3,000 technicians and more than 400 contracting companies, our primarily W-2 workforce offers coast-to-coast coverage, placing our team at the forefront of our field services network.

### High Customer Satisfaction

By doing our job right the first time, we consistently maintain a customer satisfaction score above 95%, ensuring your company is always seen in the best light.

### Meeting Your Demands

Multiband completes up to 6,000 site visits daily, ensuring that we can complete your projects no matter how demanding the deadline.

### Individualized Training

Our qualified technicians ride the technology wave, updating their capabilities through continuing education, delivered by product-individualized face-to-face sessions and virtual classroom training.

### Customized Skillsets

We have the ability to hire and train a team of individuals specific to your product – our subject matter experts and operations leaders create and facilitate a personnel profile surrounding the skillsets needed for your project's completion.

# Our Targeted Approach

## The Difference is in the Details

At Multiband, we know that the best results and customer satisfaction come by focusing on the details – and we make sure our teams are always striving to exceed the expectations set by both our clients and their customers. By providing a solid base, great communication, and a strong support system, our field teams are well-prepared to execute at a high level of customer service.

### Unique Training Platform

We utilize a unique, specialized training platform, providing face-to-face and online training opportunities to all employees nationwide. With training facilities in each of our 26 locations, Multiband provides in-person training in all markets as well as virtual training options, allowing us to train online, score, and track completion. This virtual training program provides us with reporting of certified technicians and their locations across the U.S. Our Trainers also provide customizable training for key client relationships – meaning that our technicians, Sales teams, and Support Center are

specifically trained to each individual, unique product and service that we provide.



### Metrics Driven Team

Our slogan is “Driven By Performance,” and we mean it – by utilizing real-time metrics and reporting, our teams are continually aware of current trends in performance, allowing us to quickly engage in proactive strategies to further drive our success. This also helps us to consistently maintain our Customer Satisfaction score above 95%.

### Solid Support System

We know that a great field team requires a solid support system – and we make sure that our team is always set up for success.

Our Project Managers keep lines of communication open between clients and the field while our Training team provides the building blocks for success and ensures that our technicians continue to advance their knowledge, and our Management team consistently provides support. All of these teams work together to ensure one goal: **we continually meet and exceed our customers' expectations.**



Our targeted approach ensures that our field team has the support they need so that our clients can receive the service they expect.

## For More Information

Visit us online at [www.multibandusa.com](http://www.multibandusa.com) or call at 866-577-6263



©2014. Created and Distributed by Multiband Corporation, a Goodman Networks Company.

# It All Starts With a Connection

Multiband Corporation is a service company, connecting both residential and commercial clients to turn-key technological solutions. Though our focus lies in Field Services, we also provide a true end-to-end solution to our clients with a variety of services nationwide.



# Our Solutions

## Residential

Since our inception in 1975, Multiband has focused on building and perfecting a solid platform in Residential Service. Now, after several years of practice and perfection, we are the proven leader and turn-key solution for your business's needs.

Our nationwide team of experts are always available to provide you and your customers with unparalleled service, from sales and call center support to installation and service. We provide customizable packages including Residential Sales, Call Center Support, Installation, Service, or any combination thereof.

## Commercial

Whether it involves Digital Media, Audio/Video, Television, Internet, or any combination of those services, Multiband can provide a best-in-class service and unique solution for your business.

In 2013 alone, we completed over 11,000 commercial installation projects across the U.S. – with our nationwide footprint and expertise in working with a variety of clientele, our Commercial team can deliver a product and service to your customers second to none.



### Best-In-Class Service

No matter who our client is, we all have one common goal: ensuring the best customer experience and satisfaction, no matter the range of our clients' and customers' expectations.

Whether you're looking for assistance with installation, service, call center support, project development, and more, we are the experts you've been looking for.



# Our Capabilities

When deciding on what installation and service company is best suited for your business, it's important to have a trusted resource to guide you to success.

Multiband's team is at the forefront of the latest wireless technology, ensuring we are able to suggest and complete a solution that is best suited for your business and your budget. We have the ability to guide you from the beginning of your project to the end. Your success is our success.



## FIELD SERVICES

Our Field Services team offers installation and service for both commercial and residential clients across the nation. With nearly 3,000 W-2 technicians and more than 400 qualified contracting companies nationwide, our workforce offers true coast-to-coast coverage, placing our team at the forefront of our Field Services network in a variety of products and services.

## FIELD SALES

Our dedicated sales team of trained and passionate personnel learn the ins and outs of each individual product and service we offer, tailoring their pitch toward your business and customers. And, with our own in-house Marketing team, Multiband can manipulate your current materials or create materials for our own Sales team to utilize and further build your customer base.



## SALES & SUPPORT CENTER

Our Sales & Support Center provides a backbone of support for both you and your customers. Open seven days a week and possessing bilingual capabilities, our team of professionals are driven by performance, with an impressive track record of success and industry-leading metrics. We utilize real-time metrics and reporting to continually be on top of current trends and performance, allowing us to quickly engage in proactive strategies to further drive success.

"An end-to-end solution with a nationwide team of experts, ready to complete your individualized project."

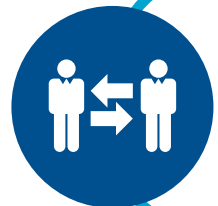


## CONSULTATION

Prior to making any recommendations, we focus on engaging in a detailed discovery process with each individual client. This helps to ensure that we clearly understand each business's vision, making the end product and our recommendation more closely fit each unique business's needs.

## DESIGN

We can design and specify a system specifically tailored to your business. Pricing, design drawings, and a bill of materials will be provided so that you have all of the information required to make the right decision for your company and project, and at the right price.



## PROCUREMENT

Multiband can find the right products to fit the needs for your specific project. We have the ability to supply equipment from any company and vendor – making it so the products used in your end project are truly tailored to meet your needs.

## DELIVERY

With 26 locations and a network of reliable contractors across the United States, Multiband is a true coast-to-coast solution for your business's needs. We have a proven track record of ensuring that the right materials land in the right place at the right time, so that your project runs smoothly from the moment your installation work begins.

