

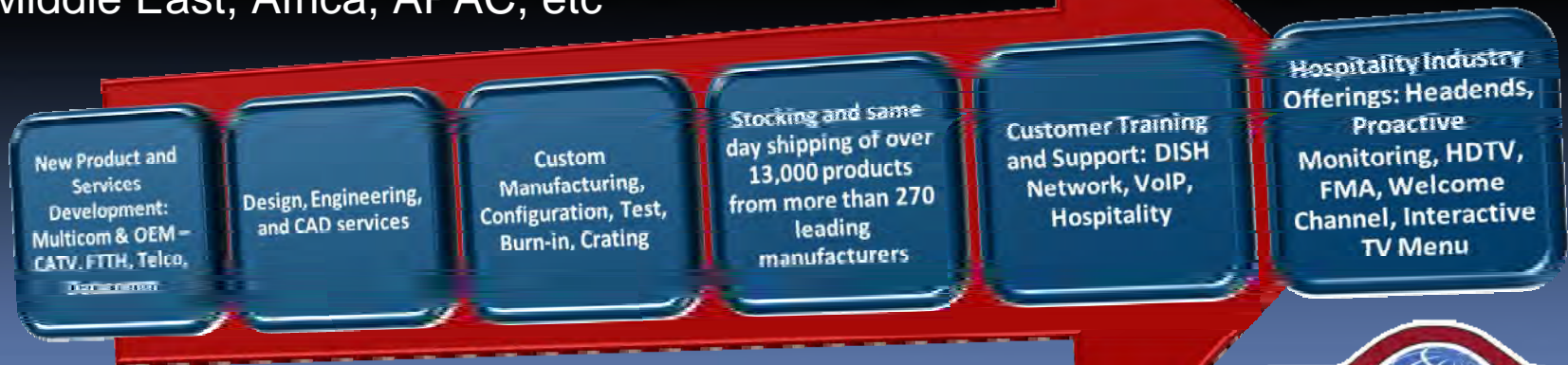
# Multicom Corporate Overview

Sherman Miller, President  
Ray Shedden, Director – Sales & Marketing  
Matt Conrad, Marketing Manager  
Scott Brietz, Sales Manager



# Multicom Inc. Overview

- Established in 1982 in the Orlando, FL area with over 29 years CATV, telecom, datacom, traffic control, and networking experience
- Customer-Driven: A passion for driving customer satisfaction
  - Over 3,000 headends! And a wide diversity of customer types: hotel/motel, resort, school, PCO, MDU, assisted living/nursing, hospitals, military, government, DOT, etc
- Customer Solutions Focus – “One Stop” Solutions and Support
  - Video, data, and voice acquisition, processing, and distribution system solutions
  - Fiber optic, copper, coax, and wireless-related technologies
- Engineering and technical staff with over 240 years of combined technical experience and expertise
  - Experienced and successful with a wide variety of small and large, complex projects
- Global sales USA, Latin America and Caribbean (22 countries), Europe, Middle East, Africa, APAC, etc



# Project/Customer Examples

## Convention Center/Stadium Examples



**Gaylord Palms Hotel and Convention Center**  
Kissimmee, Florida



**Orange County Convention Center**  
Orlando, Florida



**Olympic Coliseum**  
San Juan, Puerto Rico



**Edward Jones Dome**  
St. Louis, Missouri

## Hotel/Resort Examples

**Embassy Suites**  
Santa Ana, CA



**Fairfield Inn**  
White River Jt, VT



**Hampton Inn**  
White River Jt, VT

**Embassy Suites**  
Lynnwood, WA



**Embassy Suites**  
Colorado Springs, CO



**Marriott Brighton Gardens**  
80 locations nationwide

**Courtyard**  
Middlebury, VT



**Comfort Inn**  
Lincoln, NH

Multicom's customers and experience includes deploying over **3,000 headends**, systems, and upgrades for virtually every conceivable type of commercial client and application, including: hotel/motels, resorts, stadiums, MDUs, schools, universities, military bases, RV and mobile home parks, CATV operators, Telcos, hospitals, nursing/assisted living facilities, marinas, municipalities, state and federal government, prisons, DOT, International, and more

# Customer Feedback Examples

*Multicom is easy to work with. They have an excellent sales staff and will go out of their way to help and resolve problems if any occur.*

*Multicom has excellent craftsmanship on building SMATV headends and excellent customer care at any time day or night. They have very good prices and they always have the supplies that are needed (and if not they will get them in at timely manner).*

*Multicom is a very good company to work with and has an excellent staff of people who really care about the customer.*

**G. Puckett**  
**Project Manager**  
**Windstream**

*Multicom has taken care of us. They right a wrong and their actions match their words which is extremely hard to find these days!*

**R. Kennedy**  
**Evoluc Communications, TN**

*I have found Multicom to be one of the best suppliers to do business with – from their extensive line of products and their well stocked inventory, to their knowledgeable sales staff.*

*As a company they have always done their best to go above and beyond. A pleasure to work with.*

**R. Bell**  
**BroadStar Communications**

# Global Awards and Industry Trade Groups



The US President's "E" Award for Exporters



International Municipal Signal Association



Independent Multi-Family Communications Council



Satellite Broadcasting and Communications Association



Association for Information Communications Technology Professionals in Higher Education



ChamberTrust - Seal



Orlando Chamber of Commerce – Board Member



U.S. Department of Commerce



Building Industry Consulting Services International

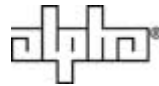


National Systems Contracting Association

And many others!

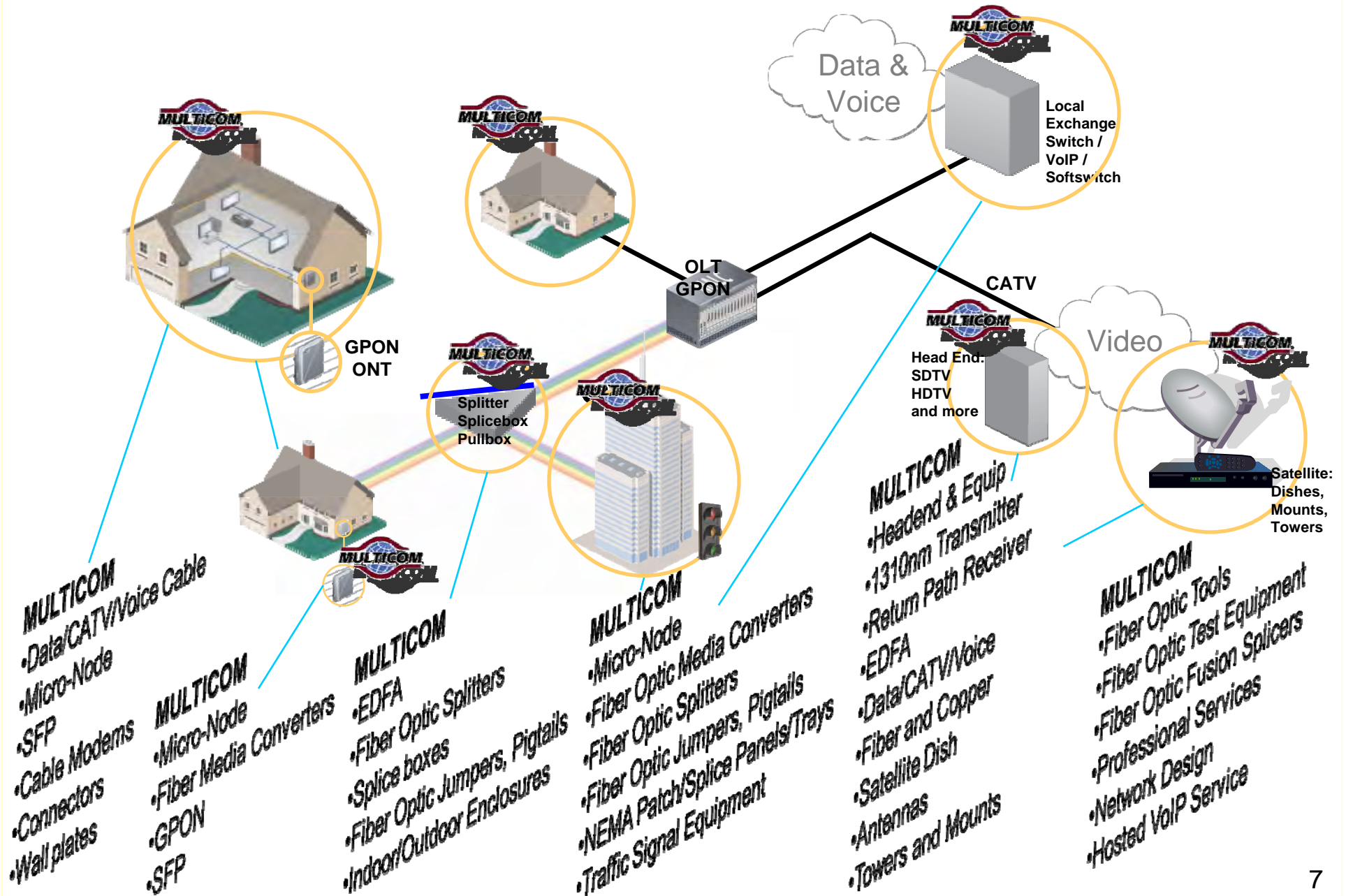
# Global Manufacturing/Supplier Partners

## New Hospitality Offerings:



And over 250 more!

# Multicom Network-wide Solutions: CATV/Telco/Datacom



# Multicom's New Products

## Fiber Optics

- 1310nm Optical Transmitter
- 1550nm Optical Transmitter
- 1550nm EDFA Optical Amplifier
- Optical Return Path Receiver
- 1310/1550nm WDM
- Optical Micro-Node
- SOON! RFoG Nano-Node

## Hospitality

- Channel Elimination/Insertion System
- Mpro-HD™ Hospitality Headend
- MrM™ Hospitality Monitoring Services

## CATV

- Satellite Multi-Dish Multiswitch for CATV

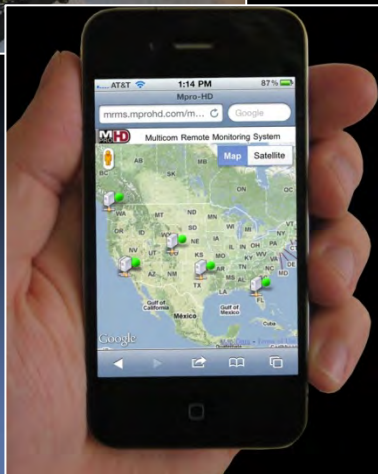
## Fiber Optic Products- Related:

- FTTH 2011 Conference – 2 RFoG papers were submitted and accepted
- SCTE 2011 Conference – Fiber Optic paper was submitted





# Mpro-HD™, MrM™ Hospitality Products & Services



## Mpro-HD™ Hospitality Solution

- SD and HD headends
- Pro:Idiom® Options
- Full remote monitoring and service

## MrM™ Network Operations Center

- MrM™ ***True 24x7 Minute-by-Minute*** Remote Monitoring and Intervention
- Fiberoptic Broadband access
- Website servers
- Performance Measurements Database
- Site Details History Database
- Redundant Servers with Raid Arrays
- Hot Sparing and Automated Backups

## Testing and Validation Systems

- Two fully independent testing centers
- Multiple Headends in various configs
- Pro:Idiom® HDTVs from various mfg



# Manufacturing and Warehousing Facilities



- Custom manufacturing of custom configurations, rack and balancing, assembly, software/firmware upgrading, system configuring, system testing, burn-in, crating and shipping
- Staging of site-specific configurations



# Multicom: One Stop for Products, Design, Service, Tech Support!

- **Multicom: With You Every Step of the Way**
  - Application Engineers with you throughout the entire process
- **Multicom: Means Unparalleled Support**
  - Online Support: [www.multicominc.com/hedish](http://www.multicominc.com/hedish)
- **Multicom: Makes it Easier**
  - Head End Design
  - Distribution System Design
  - Fiber Optic Systems, Commercial CATV, and more
  - Mpro-HD™ Hospitality Rack Plug'n'Play deployment
  - **MrM™ True 24x7** proactive monitoring, intervention
- **Multicom: Ready When You Are**
  - Stocking 13,000 products from 270+ manufacturers

