TRAINING / CERTIFICATION PROGRAM

1. Specialized displays will be set up for training pertaining the type of work On Trac, Inc. will be performing in that particular market.

2. If possible, working models will be set up for training and certification processes.

3. The warehouse and technical area is equally if not more important than our administrative areas. Without our technical personnel, administrative areas would not exist. We cannot ask great things of our people if we do not establish excellence in our own backyard.

4. All technicians will be certified before released in the field in their particular area of expertise.

5. Trainers will thoroughly teach in both verbal and “hands on” experience each item on the “FTTH Certification” Form and other material required by On Trac.

6. Trainers will thoroughly teach and instruct verbally and by giving the trainee ample hands on experience. Each item on the “FTTH Certification” Form will be covered plus additional information as required.

7. When trainee is released from training and certified by management, the trainer and Project Manager are giving their “stamp” of approval on the employee’s qualification to perform with skill in their particular field.

QC PROGRAM / DOCUMENTATION

1. Consistent, daily quality control inspections will be maintained in On Trac, Inc.'s system level operations.

2. Quality Control must be verifiable. Installs that have been inspected will have the appropriate paperwork to back up this inspection.

3. Follow up paperwork will be attached to the original inspection form if the job failed the Quality control inspection. This follow up paperwork will reflect resolve on the job that failed to comply with the minimum quality standard.

4. Quality control forms will be filed in a cabinet or placed in organized binders in the On Trac, Inc. operations center. These forms will be organized by week ending and easily interpreted by On Trac, Inc. Management.

5. On Trac strives to maintain a 50% penetration rate on total work performed.

RELATIONSHIP WITH CUSTOMER

1. Consistent and Professional Communication
2. Timeliness
3. Follow Up
4. Approved Business Entertainment
5. Always Courteous And Friendly

DAILY CHECK-IN / WORK FLOW MANAGEMENT

1. A check in process, on the system level, is critical to the success of an On Trac, Inc. System. This practice must be maintained daily with each technician.

2. The Daily Premise Log sheet should be kept in an appropriate binder, by date and stored. This report contains each installation route by technician name and number. Each customer, account number, address, task to be performed, time frame is represented on this log. On Trac, Inc.'s administrative personnel use this log to complete each job for each installer throughout each day.

   The hand written notes made on each of these addresses will include but not be limited to:
   A. Time of completion
   B. Time spent at job
   C. Not home with house description
   D. Task performed with billing code(s)
   E. Equipment assigned to or collected from account

   This log serves as a physical record that will be referenced in the event of questions pertaining to specific accounts.

3. The Daily Premise Log also serves as a check in book in the morning. The accuracy of the work orders, billing codes, and set top boxes activated or returned will be cross checked by this report. There is an accurate method for checking in completed work. Compare jobs turned in to the Daily Premise Schedule Log report that indicates the work that was issued. The Daily Premise Schedule Log report will be the administrator's check in bible.

4. In short, all work must be checked in daily for accuracy. Items checked will include, billing codes, set top boxes collected or issued, number of outlets and customer signature.

MDU / DESIGN AND APPROVAL(s)

1. Verify contractual requirements for the local system.

2. Schedule an appointment with the customer and landlord/owner for a detailed walk-out of the property.

3. Walk-out detail:
   A. Location of NAP and suggested path to property
   B. Number of units to service
   C. Total drops required (aerial/ underground)
   D. Mounting location for ONT's and all other necessary equipment
   E. Suggested wiring path for the property so as to keep it aesthetically pleasing to the customers. Include any additional materials needed i.e. raceway, etc. Also include any special needs such as wallfische, buries or other billable items.
   F. A professional design of the property and proposed plan for installation.

4. Upon completion of walk-out complete a detailed and complete list of billing units for the entire property. Allow for any additional billable hours needed for work done outside the normal billing codes.

5. Complete a final site plan for the property to include all information pertinent to the project. This is the plan, which will be on file with both our customer and On Trac. Allow space for approval signatures from the customer, landlord, and On Trac.

6. Submit the list of billable items as well the final site plan to Corporate Office for approval prior to submitting them to the customer.

7. Submit plan and cost estimate to the customer for approval. Submit the site plan to the landlord for approval.

8. Maintain a copy of both documents at the system level and attach a copy of the site plan to the work order when installation is to begin.

This entire process should be handled in a proactive manner so we are ahead of our customer in booking installations. Also the suggested time frame for this process should fall within a time frame of seven working days.

INVENTORY (ON TRAC ASSESTS)

1. The first page of the inventory notebook will be a list of all tools and equipment that is to be sold and all tools and equipment that is to be issued.

2. Inventory will accurately reflect On Trac, Inc. property that is to be issued or sold on the system level. Entries in the inventory notebook will be entered at the time of each transaction.

3. Beginning with, “Hands on” information, a three ring binder, loose columnar graph paper and a locking tool cabinet are to be utilized. The Inventory binder will be labeled for that particular year on the spine and stored with a new one to replace it the following year. Each page, inside the binder, will reflect an item and its part number at the top of the page.

4. The following is an example of what a page in the Inventory notebook will look like:

IT-1000 / TOOL

		IN	OUT	BALANCE
1-1-06	From Corporate Office		10	
1-3-06	John Doe		1	9
1-9-06	Joe Smith		1	8
2-4-06	Dwight Schrute		1	7
2-8-06	From Corporate Office	5		12

5. If a commonly ordered item fills the page before year- end, simply add page two, three, etc. The appropriate part number and item will be at the top of each page.

6. The corporate office will keep an identical notebook on each system. It is the System Managers responsibility to make sure the totals match on the system Inventory versus the corporate Inventory.

7. The tool cabinet will be large enough to inventory all items for a system and will be locked at all times. The inventory notebook will be placed inside the tool cabinet. When an employee requests a particular item, the cabinet will be unlocked, the item logged in the Inventory notebook and the item assigned to the employee. It is not acceptable operating procedure to issue an item and at a later time update the Inventory notebook.

8. Two forms will be used for the issue or sale of On Trac, Inc. property. A “Purchase Agreement” form will be filled out if the equipment is to be purchased. An “Issue Agreement” form will be filled out if the equipment is to be assigned. A copy will go in the employee’s personnel file. The original copy of one of these forms will be sent to the On Trac, Inc. corporate office in the weekending pay roll package.

9. If On Trac’s inventory program is utilized on one of our permanent or larger projects, transactions will be entered at time of issue or sale and printed off for review at time of system evaluation.

SAFETY PROGRAM / WEEKLY MEETINGS DOCUMENTATION

1. A safety session will be held each week.

2. A file folder will be kept at the local system containing the material covered and a signed attendance sheet.

3. The training should be given verbally and will include all personnel; subcontractors, field technicians, office staff, and visitors and temporary personnel that are in your system.

4. A copy of the attendance sheet and topic covered will be sent to corporate in the weekly packet.

5. A historical log book of all safety meetings will be maintained at local operations center.

WAREHOUSING (CUSTOMER MATERIALS)

1. Training areas will be highly organized, categorically inventoried meeting areas for our field personnel to check in and out of daily. Training for our field personnel will occur here. Safety meetings and sessions with our customer will occur in these areas as well.

2. Seating areas should be cleaned daily. Floors will be swept daily. Technicians should check in to a clean and professional work area each morning.

3. Warehouse areas will have a caged in area with a tool locker located inside the cage. All sale/lease or issue items will be in the tool locker. There will be an inventory notebook located in the tool locker.

4. Material Inventory Spreadsheet is maintained with each transaction and at the time of the transaction.

5. Required weekly spot check of quantities in spreadsheet versus quantities in warehouse.

6. Required monthly reconciliation of entire quantities in spreadsheet versus entire quantities in warehouse.

<u>EMPLOYEE FILES</u>

1. Hourly and salary personnel will have an individual employee file located in a locked filing cabinet. These files will be accessible by the PM.

2. Employee files should consists of the following Applicant / New Hire / Insurance forms:

- A fully completed/signed standard OTI Application for Employment
- A graded Basic Skills Test instrument
- A fully completed Driver's Questionnaire form
- Photocopy of BOTH the Drivers License and SS card (or Birth Certificate if there is no SS card)
- WHR Background Check Authorization form

- Employee Enrollment Information
- IRS Form W-2: Employee's Withholding Allowance Certificate
- USCIS Form I-9: Employment Eligibility Verification
- Employee Withholding Exemption Certificate (varied by state)
- Direct Deposit Authorization Agreement (+ photocopy of blank/voided bank check)
- EEO-1 Employment Data
- Fair Credit Reporting Act of 1970 Disclosure Statement
- Employee Conduct and Work Rules
- Employee Agreement and Consent to Submit to Drug and Alcohol Testing
- OTI Media Waiver

- Completed Sections 1-5 of the "Employment Enrollment/Waiver" Form (*ONLY if employee took insurance*)
- Completed Section 6 of the "Employment Enrollment/Waiver" Form (*ONLY if employee waived insurance*)

3. Employee files should also consist of but not limited to the following forms:

- Tool/Equipment Issue Agreements
- Tool/Equipment Purchase Agreements
- Request For Leave
- Annual Flex Benefits Enrollment/Waiver
- Annual Insurance Open Enrollment/Waiver
- Change of Status (if applicable)
- Updated W-4 (if applicable)
- Updated Direct Deposit (if applicable)
- Accommodation Letter (if applicable)
- Charge Back (if applicable)
- Christmas Club (if applicable)

APPEARANCE / MAINTENANCE / RECORD KEEPING
(FLEET / MACHINERY)

1. Establish a weekly “wash day” for all vehicles to be cleaned.

2. All equipment and vehicles are to have the system appropriate signage.

3. All safety equipment should be assigned to each vehicle.

4. Each vehicle should have the required paperwork located in an envelope and secured in the glove box.

   A. Proof of insurance
   B. Registration

5. Maintain the fuel log and service log

   A. Fuel Log filled out completely at the time of each purchase.
   B. Fuel log compiled and submitted to Corporate in a timely manner.
   C. Service Log maintained and submitted to Corporate in a timely manner.
   D. All service to be performed on a regular basis.

6. Make a weekly inspection of all vehicles.

   A. All trucks and tool boxes secured.
   B. All equipment stowed properly.

7. Hold all sub-contractors accountable to On Trac standards for vehicle appearance.

APPEARANCE / PROFESSIONALISM OF TECHNICAL AND OFFICE STAFF

On Trac, Inc. follows a business dress policy at all times. Management will give guidance on the appropriate dress code for the particular role an employee performs. On Trac does not necessarily desire to project the image of local and national trends and we reserve the right to deem certain attire unacceptable.

General Policy

1. Uniform Shirt

2. Khakis, Work Pants, Work Blue Jeans, Belt

3. Company Hat Only

4. Boots (Field Personnel)

A clean, unwrinkled, tucked in and prepared appearance to professionally conduct business on behalf of the company is the standard.

APPEARANCE OF ON TRAC FACILITY

1. On Trac, Inc. facilities will be treated with respect. Our customers and employees will enjoy a professional environment. Unannounced visits will not be a problem. Areas will be maintained daily.

2. A professionally maintained workplace greatly enhances ability to employ quality personnel and instills pride in people. It is hypocritical to require professionalism of our people in the field if our office and training areas are not maintained.

3. Maintenance Requirements:
   A. Restrooms will be cleaned anytime necessary.
   B. Work areas will be cleaned daily.
   C. Carpets will be vacuumed anytime necessary.
   D. Workstations will be hand wiped weekly. (Use multi-purpose cleaner)
   E. Employees will know where cleaning supplies are and will be expected to keep his/her area clean.
   F. Items will not be taped to bare sheet rock. Items to be placed on the wall will be in a frame or on corkboard.
   G. On Trac, Inc. is a connectivity company. Computer and phone wiring will be neatly installed.
   H. Garbage will not sit. Garbage will be removed from building promptly.
   I. Dumpster area will be picked up daily.

ABILITY TO MAINTAIN WORK QUOTA

1. Project Managers must be nimble and have the ability to forecast work load and scale work force appropriately.

2. Project Managers must work together as a team and utilize every resource made available to them by the company, with the correct approval(s), to achieve system work levels and special projects.

3. No single system should have consistent needs that are met by other systems.

4. All systems should be concerned about the whole company as well as their primary local focus.

ACCURACY / TIMELINESS OF INVOICE

1. In order for Corporate to generate an invoice to our customers each week, ALL Week Ending Invoicing must be sent to Corporate (via email) by 3:00PM / EST on Thursday of each week. This will be subject to change during holidays and Corporate will notify the systems in advance when this occurs.

ACCURACY / TIMELINESS OF NEW HIRE INFO

1. ALL applicants for serious consideration (prior approval) MUST file with the PM the following completed forms. Each PM must scan or fax these forms directly to the VP of Operations for processing.

   - A fully completed/signed standard OTI Application for Employment
   - A graded Basic Skills Test instrument
   - A fully completed Driver's Questionnaire form
   - Photocopy of BOTH the Drivers License and SS card (or Birth Certificate if there is no SS card)
   - WHR Background Check Authorization form

2. After ALL applicant forms have been processed and approved the New Hire Packet should be completed for the particular STATE where the system is located. The New Hire Packet (also called the Employee Orientation Kit) includes the following required forms:

   - Employee Enrollment Information
   - IRS Form W-2: Employee's Withholding Allowance Certificate
   - USCIS Form I-9: Employment Eligibility Verification
   - Employee Withholding Exemption Certificate (varied by state)
   - Direct Deposit Authorization Agreement (+ photocopy of blank/voided bank check)
   - EEO-1 Employment Data
   - Fair Credit Reporting Act of 1970 Disclosure Statement
   - Employee Conduct and Work Rules
   - Employee Agreement and Consent to Submit to Drug and Alcohol Testing
   - OTI Media Waiver

3. All New Hire Packet forms should be scanned or faxed directly to the Executive Director. Project Managers MUST keep to a <u>minimum</u> of <u>one week</u> between sending the New Hire Packet to corporate and the first day of work for the new employee.

4. Corporate will send all new employees a Dental, Vision, and BlueCross/Blue Shield Health Insurance Packet at the 30-day employed mark. The new employee will then have 30 days to review the packet and decide if they will participate in the OTI insurance offer. If the new employee decides to participate, they must complete Sections 1-5 of the "Employment Enrollment/Waiver" Form and have the PM send it to Corporate in the weekly packet to the attention of Accounting. If the new employee decides ***NOT*** to participate in our insurance, the employee must complete Section 6 of the "Employment Enrollment/Waiver" Form and have the PM send it to Corporate in the weekly packet to the attention of Accounting.

ACCURACY / TIMELINESS OF REPORTS

QC REPORT – Due at Corporate by the 15th day of each month

QC's and repairs can be shown as completed anytime after the install but need to be reflected on the install date on the QC Report.

MONTHLY VEHICLE REPORT – Due at Corporate by the 10th day of each month

Document repairs or service as made to vehicle. Keep a copy of any receipt for vehicle repair or service and make entry on report.

VEHICLE FUEL REPORT – Due at Corporate by the 10th day of each month

SYSTEM ASSET INVENTORY – Due at Corporate by the 10th day of each month

FOLLOWS PROCEDURES FOR PURCHASE ORDER PROGRAM

1. Complete a Purchase Request Form and return to Corporate via fax or email with attention to Diane Stalsworth

2. After Corporate approval, a Purchase Order # (PO#) will then be issued for purchase. **(Purchase should be made AFTER the PO is issued)**

3. Place a phone call or send email to Corporate with the purchase amount

4. Record PO# on receipt