

## CLi Overview



AFL Telecommunications is an industry leader in the development and manufacturing of fiber optic telecommunication products. AFL is the first telecommunications company to offer a lifetime warranty\* on end-to-end fiber optic systems. We partner with system integrators that possess the same quality of workmanship as we do at AFL. We are continually building a network of Certified Link Installers (CLi™) that design and install AFL Systems.

As a technician certified by AFL to become a Certified Link Installer, you will enjoy the confidence in designing and installing an AFL System that will fit the needs of your customers, as well as give them the piece of mind that a lifetime warranty offers. This, coupled with the excellent technical support offered by AFL, will differentiate you from your competition.

AFL offers our CLi partners extensive hands-on training that will help them to better understand the products we manufacture, as well as develop their fiber optic knowledge and installation practices. After the training is complete, you will have all the necessary tools to design and install a complete AFL System that will be warranted for life. A certificate will be issued to each participant documenting their completion of the training course and certification as a CLi. These credentials will only be valid to the employee while employed by the Host Company. The CLi Host Company will also be awarded a certificate that identifies it as an AFL CLi partner.

AFL Telecommunications' Certified Link Installers are a very important piece of the lifetime warranty we offer. We carefully select partners that are as stringent about quality workmanship as we are at AFL. As an AFL Certified Link Installer, you can separate yourself from the competition by offering a great product with the best warranty in the industry.

*\* Lifetime is defined as the System Design Lifetime which is 25 years.*

### CLi Program Highlights

- **Cutting Edge Technology** – Better understanding of fiber technology in addition to updates to make sure you remain ahead of your competition.
- **Single Source Fiber Supplier** – One company to go to for all your fiber and technical support needs.
- **Standards-based 25-Year Performance Warranty** – Written around performance standards to give your customers peace of mind for the twenty-five year design life of their fiber installation.
- **Fiber Training, Design and Support** – After attending our 2-day, hands-on training you will become more proficient in designing, installing, and testing a fiber system.
- **BICSI Credits** – AFL's CLi Training programs are BICSI certified and qualify for BICSI CEC (Continuing Education Credits).
- **Engineering Support** – An Engineer on Call to help you better understand any technical issues so you can find the solution that best fits your customers needs and applications.
- **Marketing Incentives** – Gain access to the power behind the AFL brand, including links on our web site promoting you as a CLi contractor.
- **Rebate Program** – Achieve rebates based on AFL product purchases from an authorized distributor.



## CLi Training, Rebate & Certification Criteria

AFL's Certified Link Installers can design, install, and warrant an industry leading AFL Certified Link system. The system will be warranted for life against defective materials\*. Each contractor must fill out an AFL Certified Link Installer form, submit a company profile, and identify the distribution channels used to purchase AFL products. After submitting the required information, AFL will review and determine whether the two companies would benefit mutually from the partnership.

Upon approval by AFL, each CLi™ will go through a two day training course. The course may be attended by as many as eight of the contractor's technicians. The course will be followed by a test that must be passed by each participant with an 80% or higher. Upon completion of the class, each attendant will receive a Certified Link Installer Certificate. All CLi certificates will identify the Link Host Company and will be non-transferable. A Certified Link Installer must be on-site for a warranted installation. In addition, the AFL CLi program manager must sign off on the test documents.

The CLi's will take part in the AFL Certified Link rebate program. This program rewards CLi's for the purchasing and installation of AFL Link systems or products (Single-mode OSP Loose Tube Cable purchases are excluded from rebate). We reward CLi's that partner with AFL and reach the \$75,000 Sales Club.

### The rebate schedule is as follows:

- Sales \$0 to \$75,000 . . . . . 0%
- Sales \$75,000 to \$250,000 . . . . . 3%
- Sales \$250,001 to \$500,000 . . . . . 4%
- Sales \$500,001 to \$750,000+ . . . . . 5%
- \$1,000,000 Sales Club . . . . . New 18S Fusion Splicer

\* Lifetime is defined as the System Design Lifetime which is 25 years.

### CLi's will provide to AFL the following to certify an AFL Link System:

1. Prior to installation, a Project Registration Form must be completed and submitted to AFL Telecommunications for approval.
2. A list of the CLi installers that were on the job site.
3. As-built drawings
4. Loss measurement results must be submitted to AFL in computerized form using Noyes Test Equipment and signed off by an authorized CLi.\*
5. Lifetime Warranty Form must be submitted to AFL within 60 days of project completion.\*\*

\* All AFL Link Systems will be installed according to the following commercial building standards: ISO/IEC 11801, TIA/EIA 568-A, TIA/EIA 568-B3, TIA/EIA 569, TIA/EIA 526, TIA/EIA 758, TIA/EIA 606 and TIA/EIA 607.

\*\* AFL reserves the right to inspect all warranted installations.

### Rules For Rebate:

1. Rebate paid for any continuous 12 month period.
2. Submit every 6 months qualified AFL product invoices from an authorized AFL-Link distributor.
3. Rebate is calculated on the purchase price from an approved distributor.
4. Rebate can be used for further purchases, of AFL products and additional training.



## CLi Membership Requirements



Members of AFL's Certified Link Installer (CLi™) Program are expected to adhere to the requirements in both obtaining and renewing their CLi certification. The following are requirements for each CLi member:

### **Training**

Installers seeking membership in AFL Telecommunications' CLi program must attend specific AFL technical training courses.

### **Member Profile**

Prior to becoming an authorized member of the CLi program, installers must complete the member profile.

### **Contract**

Approved members must sign the AFL Telecommunications' CLi Contract.

### **Multiple Locations**

CLi certification is completed for a specific location. In the event the installer has multiple locations, each location that desires membership must complete the applicable CLi training requirements.

### **Continuous Training**

CLi members are required to participate in recertification training every 18 months.

### **Qualified Personnel**

In order to qualify for AFL's CLi Extended Warranty Program, qualified personnel must be on-site during installation.

### **25-Year Warranty Program**

CLi members may submit qualifying projects for AFL's 25-Year Warranty Program. Project documentation must be reviewed under the signature of a registered CLi member. If approved, AFL will issue an Extended Warranty Certificate and warranty registration number.

### **Membership Renewal**

CLi membership is renewed every 18 months. Per the terms of the CLi Contract, AFL reserves the right to terminate membership for the following reasons:

- Failure to complete Continuous Training requirements
- Violation of the CLi contract
- Violation of AFL's standard installation procedures
- AFL receives end-user complaints regarding installer's performance
- Annual purchases are less than \$50,000



# CLI Candidate Appraisal

**All new CLi™ applicants must complete the candidate appraisal form in order for AFL to complete the review process.**

Date \_\_\_\_\_

AFL Representative \_\_\_\_\_

AFL Regional Manager \_\_\_\_\_

## Contractor Information

Company Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Company Contact \_\_\_\_\_

Contact Phone \_\_\_\_\_

Contact Fax \_\_\_\_\_

Contact Email \_\_\_\_\_

## Design and Installation Staff Information

### Design Staff

Total Number of Designers (including estimators) \_\_\_\_\_

Number of RCDD and RCDD-LAN designers \_\_\_\_\_

### Technicians

Total number of technicians \_\_\_\_\_

Number of BICSI Certified Level 1 Installers \_\_\_\_\_

### Installers

Total number of installers \_\_\_\_\_

Number of BICSI Certified Level 1 Installers \_\_\_\_\_

Number of BICSI Certified Level 2 Installers \_\_\_\_\_

## Company Certification Information

Is your company currently a certified installer for:

Yes	No	Company	Number of Years
<input type="checkbox"/>	<input type="checkbox"/>	Siemon	_____
<input type="checkbox"/>	<input type="checkbox"/>	Corning EWP	_____
<input type="checkbox"/>	<input type="checkbox"/>	NORDX / CDT	_____
<input type="checkbox"/>	<input type="checkbox"/>	Mohawk / CDT	_____
<input type="checkbox"/>	<input type="checkbox"/>	CommScope (Systemax)	_____
<input type="checkbox"/>	<input type="checkbox"/>	ADC/Krone	_____
<input type="checkbox"/>	<input type="checkbox"/>	Tyco / AMP	_____
<input type="checkbox"/>	<input type="checkbox"/>	Ortronics/Pass & Seymour	_____
<input type="checkbox"/>	<input type="checkbox"/>	Other	_____

## Commercial Evaluation

Number of years in business at this location \_\_\_\_\_

Number of employees at this location \_\_\_\_\_

Bonding Limit \_\_\_\_\_

Minority Certification (Y/N) \_\_\_\_\_

If certified, by whom \_\_\_\_\_

Number of years installing fiber optic cable \_\_\_\_\_

Number of years performing fiber optic termination \_\_\_\_\_

Estimate number performed in last 12 months \_\_\_\_\_

Number of years performing mechanical splicing \_\_\_\_\_

Estimate number performed in last 12 months \_\_\_\_\_

Number of years performing fusion splicing \_\_\_\_\_

Estimate number performed in last 12 months \_\_\_\_\_

Do you have AutoCAD capability (Y/N) \_\_\_\_\_

Do you have Visio Technical capability (Y/N) \_\_\_\_\_

Other CAD software packages \_\_\_\_\_

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## CLi Candidate Appraisal

### **Commercial Evaluation** (Continued)

List and describe any other fiber optic training courses that the technicians and installers have completed in the past two years. Also describe the level of fiber experience of the installers and technicians have collectively.

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List the geographic areas in which the company plans to promote AFL Telecommunications fiber optic products.

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List the industries and/or vertical markets where the company plans to target its sales efforts.

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List at least three specific strategies and tactical action plans that will be utilized to achieve the projected AFL sales commitment.

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List three past or current customers the company has installed fiber for and three potential customers gained through CLi certification.

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As a Certified Link Installer, what is the company's expectation from AFL Telecommunications and what can the company contribute to the partnership?

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Why does the company want to be an AFL Certified Link Installer?

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## CLi 25-Year Warranty Terms & Conditions

Subject to the limitations and conditions set forth, AFL Telecommunications warrants to the end-user that AFL's family of fiber optic cables (loose tube, MicroCore, tight buffered, indoor/outdoor loose tube), connectors, and fiber management systems including all rack-mount and wall-mount products and associated parts will:

- Be free from defects in materials and workmanship;
- Meet or exceed AFL's published performance specifications in addition to those specified or described within TIA/EIA-568-A, TIA/EIA 568-B.3 and ISO/IEC 11801 which are in effect at the time the product is shipped for as long as the end user occupies the building(s) into which the products were originally installed;
- Support any current or future applications designed for transmission over a fiber optic cabling link or channel system as defined in the above referenced standards in effect at the time of the installation.
- Warranty shall apply for a period of twenty-five (25) years commencing on the date of the completed installation by a certified active member of AFL's Certified Link Installer (CLi™) Program.

### Lifetime Warranty Definition

Fiber optic telecommunications systems have a lifetime definition of twenty-five (25) years after the initial installation of the passive fiber optic components. This lifetime is based on the workmanship and the material composition of the products.

### Conditions for Application of the 25-Year Warranty

For an AFL CLi 25-Year Warranty to be valid the following must apply:

- The channel/link system must be comprised exclusively of AFL products.\*
- An active AFL CLi must install the system in accordance with the methods and techniques as described within the current edition of the BICSI Cabling Installation Manual.
- Installation must be in compliance with all applicable sections TIA/EIA 568 and 569.
- The system must be certified by the CLi in accordance with the above mentioned technical standards and have been registered with AFL prior to installation by providing the information requested in Exhibit A: Project Registration.
- Within 60 days of installation the CLi must provide "as built" drawings (digital format is preferred) of the installation and all test data utilizing a Noyes tester or equivalent, to AFL. The CLi must sign off all documents. This information shall be forwarded to AFL.
- If approved, AFL will issue an End User warranty certificate and warranty number. A warranty number must be issued to activate the extended warranty.
- All installation records must be current, reflecting any movements, additions, or changes. An active CLi member must perform all system movements, additions, or changes. Updated test results must be submitted within 60 days of completion for the warranty to remain in effect.
- End user must comply with all terms and conditions of the extended warranty.
- AFL will have no obligation for extended warranty until all invoices related to the products have been paid in full.

\* Channel/Link is defined by TIA/EIA 568 and 569.

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## CLi 25-Year Warranty Terms & Conditions

### **AFL Right of Inspection**

As part of the AFL commitment to provide quality installation of the products subject to this warranty, AFL reserves the right to visually inspect any and all work performed by the CLi. This inspection may include verification of test results, confirmation of cable lengths, and any other tests or inspections AFL deems necessary and proper.

### **Reporting and Problem Resolution**

Should the end-user or CLi believe that an AFL product covered by this warranty is defective or has failed to perform in accordance with applicable specifications, they must notify AFL via methods described within the Problem Reporting and Resolution Process contained in this document. AFL may, at its option, require inspection of the site in which the product is installed and the investigation of the product that is claimed to be defective. Failure of the end-user or CLi to permit AFL's inspections will result in AFL's denial of claim under this warranty.

### **Exclusions for 25-Year Warranty**

This warranty does not include nor apply to:

- Products not specifically designated by AFL as being eligible for system link/channel warranty coverage
- Fusion splicer and test & measure equipment.
- Products not supplied directly by AFL or through channels approved by AFL.
- Defects resulting from moves, adds or changes performed by installers not registered as an AFL CLi.
- Defects occurring from non-compliant or improper system design, installation, use, repair or any systems changes, misuse, neglect, abuse, natural disaster, malfunction of other products, or accident.

### **Purchasers' Exclusive Remedy**

The Purchaser's exclusive remedy for products found out of compliance with this Warranty is repair or replacement of the affected products, at AFL's sole discretion.

### **Problem Reporting and Resolution Process**

The process described below is listed in order. In all cases, time is of the essence.

#### **A. Notification of Problem**

- The end-user must notify the AFL Certified Link Installer™ (CLi) in writing of the nature of the problem, including description of the effected communication path(s) and the project's CLi warranty registration number. This notification may be via fax, electronic mail or express mail delivery.

#### **B. Confirmation of Problem**

- Unless the AFL CLi verifies that the malfunction is not AFL product related, the CLi shall confirm receipt of the end-user communication to AFL within two business days.
- The CLi shall forward a copy of the end-user communication to AFL
- As soon as reasonably possible, the CLi shall perform a site visit to determine the nature of the reported problem. This visit shall include adequate personnel and/or equipment such that the true nature of the problem can be determined to the customer's satisfaction.



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## CLi 25-Year Warranty Terms & Conditions

### C. The Contractor then has the following responsibilities:

- Determine if the problem is caused by component malfunction or installation error.
- Completely describe the problem and projected/actual costs of resolution on an AFL Warranty Claim Form, which Contractor can request as needed.
- Assist the end user with submission of a complete AFL Warranty Claim Form. Warranty claim forms should be forwarded to:

AFL Telecommunications  
170 Ridgeview Center,  
Duncan SC 29334,  
Attention: CLi Administrator

### D. Remedy

- If the problem is determined to be with AFL products subject to this warranty, the Certified Link Installer is to notify AFL in writing regarding the type and quantity of the material involved. Upon confirmation, AFL will forward replacement materials as soon as possible.
- If the problem is determined to be with installation of the product, the CLi is to correct the problem to the point that the original performance level of the particular circuit(s) is attained.

### Exhibit A:

#### Project Registration

Contractor must register any projects that will be submitted for review to receive AFL's End User Warranty. Registration must occur prior to Contractor installing AFL material on a specific project. Contractor shall provide the required information to its appointed AFL sales contact.

Registration should include the following information ►

#### *CLi Contractor Information*

Company Name  
Point of Contact  
Address  
Phone/email

#### *CLi Contact Installers*

Address  
Phone/email

#### *End User Information*

Company Name  
Point of Contact  
Address  
Phone/email

*Project Location* (if different)

*Project Scope* (general description)

*AFL product included in project* (listing of primary materials)

*Start Date*

*Estimated Completion Date*

