

SUTTLE

The Quality Difference

We design our products to the most stringent industry standards to ensure reliability and performance. All Suttle products are engineered for compliance with and in accordance with the following specifications (where applicable):

- ANSI/TIA-968-A and ANSI/TIA-1096 (included formerly in FCC Part 68 Subpart F) - telephony mechanical characteristics and contact material requirements for carrier-installed jacks used at the demarcation point
- Bellcore specifications (most commonly GR-49)
- Underwriter Laboratories (UL) (jack/faceplate products are marked UL or cULus under 1863, as appropriate)
- National Electrical Code (NEC)
- Other standards where unique requirements apply

What are the real impacts of these standards? How does the competition stack up? The table below lists the most common ANSI/TIA-1096 and UL requirements, how Suttle and the competition compare, and what practical impact they have in the field:

Specification	Industry Standard Recommendation	Suttle	Major Competitors (advertised) ¹	Major Competitors (actual) ²	Why it's Important
Gold plating (at contact point)	>50 µin. per TIA-1096	Min. 50 µin.	6 µin. (avg.)	2-3 µin.	Consistency, voice clarity
Plastic Components	Self-extinguishing UL94V-0 plastic	Pass	Varies	Did not Self-extinguish	Fire Safety
UL Listed	N/A, required by NEC	UL & cULus Listed	Varies by Product	Varies by Product	Fire Safety
Warranty	N/A	1yr Standard, 25yr Certified	90 Days	90 Days	Reliability
Quality	ISO9001 / TL9000	ISO9001/TL9000	None	None	Commitment to Quality

¹ - Information from corporate websites.

² - Performed in Suttle facilities with calibrated equipment on stock products.

When looking at potential jack/faceplate product, always ask the following questions to ensure the right product is installed in your network:

- Is the product FCC compliant? (consistency and voice clarity)
- Is the product UL listed? (fire safety and NEC compliance)
- Does the product have a solid warranty?
- Is the manufacturer ISO/TL certified? (quality and reliability)

ISO9001 / TL9000

Why Suttle?

For nearly a century, Suttle has been bringing high-quality, reliable connectivity solutions to the world's largest service providers. Our products are designed for safety, long-term reliability, and compliance with relevant industry standards, all so that a carrier can deliver the service they've built and the end-user expects.

Our Product Philosophy

In the world of audio electronics, audiophiles often argue that the most important element of a sound system is the speakers. As the interface to the listener, the most pristine sources, powerful amplifiers, and well-engineered interconnects can all be rendered useless by a bad pair of speakers, diminishing the entire experience for the listener.

That analogy applies to the deployment of voice, video, and data services in our current telecom markets. Billions are invested in modern communications plants to bring fast, reliable, content-rich services to millions of households. At the end of the long chain of expensive electronics and miles of cabling, the interface to the end-user is a single jack. If that jack is unreliable, inconsistent, or fails, the investments and efforts poured in the carrier network can be negated, and the end-user's experience will suffer. This can result in expensive truck rolls (up to \$125 per call, in some regions) or lost revenue and poor brand perception as end-users move to competition. If a service provider can prevent even a single \$125 truck roll with a quality jack product, that jack has paid for itself several times over.

Suttle's product philosophy is to engineer and manufacture high-quality product built to deliver to the end-user the best experience possible. Our products are designed to major industry standards to insure reliable, precise, and safe performance in the premise. Once inside the premise, our products are built to prevent performance inconsistencies and physical failures which may cause expensive truck rolls and lost customers.

Quality Keeps Your Users Connected

In our highly-competitive communications landscape, small problems can easily bloom into expensive service calls and lost customers. A reliable, well-engineered, standards-compliant connectivity product ensures that the investment dollars put into your network are not lost at the premise delivery. Suttle products set the standard as the preferred product used in the regulated Bell networks for decades. We continue to engineer and manufacture all of our products for the consistency, quality, and performance demanded for the most demanding customers at a reasonable price. Get connected and contact Suttle today.

**For more information call 1-800-852-8662
or go online at www.suttleonline.com**

ISO9001 / TL9000