



## Tollgrade Communications, Inc.

### Sourcing Policy

TOLLGRADE COMMUNICATIONS, INC. is committed to being a world class supplier of Network and Grid Assurance products and services. Our mission is to provide quality products and services and to meet or exceed our customers' expectations. To reach and maintain this goal, we are committed to providing products and services that

- meet a well defined need, use and/or purpose
- comply with applicable standards and specifications
- satisfy the needs of society and the environment
- are economically manufactured and competitively priced

To this end, we are committed to establishing and maintaining a quality system which stresses...

**Prevention of Defects:** We will focus on methods which emphasize prevention of defects rather than detection. We will develop and evolve techniques on a continuous basis to ensure that our customers do not receive defective products.

**Continuous Quality Improvement:** We believe that all aspects of our business are processes that are subject to improvement. We will pursue continuous improvement by measuring and monitoring progress and effectiveness.

We are committed to the daily practice of this policy with a sense of urgency, precision and accountability. It shall be understood, implemented, maintained and effective at all levels of our organization and embodied by our suppliers as well. We expect continuous improvement in quality, cost and delivery from our partners and are prepared to work collectively to support this goal.

Our comprehensive, integrated software, hardware and service-related offerings have been developed with an astute understanding of current and future technologies, service-quality benchmarks and the economic and regulatory challenges that customers face today, as well as those they'll face tomorrow.

Tollgrade believes it is important to act in a socially responsible way, and this extends to the way that we source, produce and deliver goods and services. We strive to work with partners who share this approach.

We have incorporated into our sourcing process an initiative to ensure a set of standards based on the United Nations Universal Declaration of Human Rights is considered (<http://www.un.org/en/documents/udhr/index.shtml>).

We intend to gain the support of our direct suppliers to promote these standards throughout our supply base. By actively helping our suppliers improve their performance through the use of supplier self-assessments, audits, on-site assessments, training and seminars, we reduce our risk while contributing to higher standards in the supply chain.

Tollgrade is committed to this initiative, not just because we believe it is right for us to do, but also because we believe social responsibility is important to our customers, suppliers, employees and other key stakeholders. We expect our partners to share this commitment and look forward to working collaboratively with all of our partners.

Tollgrade also believes it is important to look for opportunities to work with diversity suppliers. We regularly monitor and track our diversity supplier spend to enable us to meet our diverse customer needs.

Tollgrade is focused not only on providing the highest levels of customer support and service assurance possible, but also on how we go about collectively delivering it.

Thank you for your support!

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