



**Society of
Telecommunications
Consultants, Inc.**



STC Overview

The Society of Telecommunications Consultants (STC) is an international organization of voice and data communications professionals who serve clients in business, industry, service organizations, and government. STC members adhere to strict professional standards and a rigorous code of ethics.

STC has established a set of operating procedures which enhance the professionalism and credibility of its members. STC is dedicated to improving the competence of its members so that they may serve clients with reliability, integrity and the highest level of professionalism.

The Society was founded in 1976, and is governed by a Board of Directors elected annually by the members. Its headquarters are in Fall River Mills, California.

STC'S Purpose

- To further Telecommunications consulting as a recognized profession.
- To cooperate with industrial, technical, educational, professional and government bodies on matters of mutual interest and concern.
- To maintain high levels of technical competence among its members.
- To encourage interaction between telecommunications consultants and other industry members for the exchange of knowledge and experience.
- To publish papers disseminating knowledge of value to telecommunications consultants.
- To support activities that promote the use of telecommunications consultants, and seek new opportunities for consulting services.
- To promote the general welfare of telecommunications consultants in a manner consistent with applicable laws and public interest.

A Recognized Force

The STC is a recognized force in the telecommunications industry. Membership is becoming an important consideration in the success and credibility of a telecommunications consultant. STC members and the firms with which they are affiliated represent over 1,000 professionals who recommend the purchase of more than \$1 billion of telecommunications equipment and services each year.

Vendor Advisory Council

The STC Vendor Advisory Council is an important arm of the Society. An independent group, made up of representatives of major suppliers of telecommunications services and equipment, the Council supports STC members with up-to-date information on their products and services.

They provide specially edited technical reports and manuals that give STC members valuable insight into product design, specifications, feature/benefit relationships and client applications. Each Vendor Council member designates representatives to assist STC members in obtaining pertinent information quickly, and to speed up solving client problems.



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Why Hire an STC Consultant?

STC Consultants are ethical, experienced, independent telecommunications experts who will provide your business with confidence through objective guidance and support in addressing their voice and data communications needs.

Through consulting services such as: Strategic Planning, Infrastructure Evaluations, Contract Negotiations, Bill Auditing, Call Center Analysis, Project Management, Security Auditing, Disaster Recovery, and Telecommunications Management, an STC Consultant will help you to understand the latest voice and data communications technologies while increasing productivity and to reducing costs within the enterprise.

The Values of the Society of Telecommunications Consultants

Experience

Only experienced consultants are admitted to membership. The STC consultant works on a wider range of projects with requirements similar to yours. This broad-based accumulation of experience coupled with skillful use of problem-solving techniques assures that your project will run as smoothly as possible.

Knowledge

Twice-yearly conferences provide your STC consultant with up-to-the-minute information about systems and services that are vital to your business. Throughout the year, bulletins keep STC members abreast of new developments in the telecommunications industry.

Resources The entire STC membership, including specialists in a wide variety of voice and data disciplines, serves as a resource pool for its individual consultants. The collective expertise of over two hundred consultants is thus available to you.

Commitment

Membership in the STC requires formal commitment of excellence of service to the profession and its clients. STC consultants actively participate in charting the course of the developing telecommunications industry.

Ethics

The STC was founded upon a Code of Ethics by which each member abides.

Objectivity

With the multitude of systems and services available, it is imperative that your consultant provide objective recommendations based upon your specific requirements. The STC consultant is independent of any connection that might engender conflict of interest. You are thus assured that the necessary objectivity will be maintained.

Professionalism

STC Consultants are business people and professionals. They will handle your project responsively, with sensitivity to your personnel and the needs of your organization.



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STC Code of Ethics

Members of the STC are required to be independent and are restricted under the STC Code Of Ethics from selling any product or service other than independent services. Every consultant member must sign annually renewing and reinforcing their independence and ethics by signing the Code Of Ethics as follows:

- Every member has the professional responsibility of fair dealing toward the member's clients, past and present, fellow members, and the general public.
- Every member has the professional responsibility of adhering to generally accepted standards of accuracy, truth, and good taste at all times.
- No member shall represent conflicting or competing interests, nor shall be placed in a position where the member's interest is, or may be, in conflict with duty to the client.
- Each member shall safeguard the confidences of both present and former clients, and shall not accept retainers which may involve the disclosure or use of these confidences to the disadvantage or prejudice of such clients.
- No member shall intentionally disseminate false or misleading information, and each member is obligated to use as much care as is humanly possible to avoid dissemination of false or misleading information.
- No member shall intentionally injure the professional reputation or practice of another member. However, if a member has evidence that another member has been guilty of unethical, illegal, or unfair practices, including practices in violation of this Code, the member is obligated to present the information to the proper authorities of the Society for action in accordance with the procedure set forth in the by-laws.
- In performing services for a client, no member shall accept fees, commissions, or any other valuable consideration in connection with those services from anyone other than the member's client.
- Each member shall, prior to the commencement of the services to be performed, make the client fully aware of the fee structure, and all associated costs.
- It is imperative that no member should be in conflict by retaining ownership in any company selling or leasing telecommunications products where such interest constitutes a conflict of interest.
- A member shall, as soon as possible, sever the relationship with any organization when the member knows or should know that continued employment would require the member to conduct himself contrary to the good conduct principles of this Code.