



Touchstone Wireless®  
*Keeping the World Connected™*

**The premier provider of Repair/Remanufacture, Reverse Logistics, Custom IT Solutions and Asset Management in the wireless phone industry.**

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## **Touchstone Wireless Hones Core Competencies To Become Industry Leader**

Touchstone Wireless has become a world leader in the handset repair and remanufacturing industry by applying strict quality management standards and developing finely-tuned core competencies.

President and Co-founder Allen Hurley says honing in on the company's four strategic capabilities has pushed Touchstone to the forefront. The four capabilities are:

- The repair and remanufacturing of wireless handsets
- Reverse logistics of handsets
- Innovative IT solutions for customer reporting and tracking
- Asset management that strictly aligns with best practices in electronics recycling and redeployment.

**Repair and Remanufacturing.** Touchstone provides handset repairs related to warranty fulfillment, out-of-warranty fulfillment, and refurbishment. The company can also customize repair/remanufacture programs for manufacturers and carriers. Through state-of-the-art repair stations and rigid electrostatic discharge control, Touchstone has more Level-3 (10) and Level-4 (2) OEM compliance certifications than any other repair and remanufacturing company in the world. Its processing techniques save carriers and manufacturers hundreds of thousands of dollars annually in asset recovery management.

**Reverse Logistics.** Touchstone has premier systems and methods in place for moving previously-shipped goods back to manufacturers or distribution centers due to repair, service, credit or order error issues. These methods involve using refined triage, sorting and kitting techniques for high-volume throughput and efficient turnaround of products. In fact, Touchstone has the best-in-class ranking in the industry for turnaround.

**IT Solutions.** In an effort to better serve customers, Touchstone developed the industry standard when it comes to gathering data for clients and keeping them continually informed. Customers have access to real-time reporting and tracking of handset processes through Touchstone's end-user web interface capability. Our system provides Electronic Serial Number-level detail from

shipment through to processing and delivery. In addition, an in-house IT development team is always on hand to adapt the applications to meet any individual data need or request.

**Asset Management.** Touchstone Wireless has built its reputation and capacity through proven techniques designed for and with our partners. But we also adhere to the highest standards of handset content clearing, environmental e-waste management, and end-of-life disposal and asset recovery.

Our asset management program involves the five following components:

- Certified content-clearing programs
- New and used redeployment for maximized value
- Compliant end-of-life disposal and asset recovery programs for phones, chargers and batteries
- Salvage sales, custom refurbishment and distribution using Touchstone's worldwide distribution network
- Stringent E-waste compliant standards during recycling

**About Touchstone Wireless:**

With full-service Super Centers in Bristol, Tenn.; Fort Worth, Texas; Hatfield, Penn.; and Las Piedras, Puerto Rico, Touchstone Wireless has more than 1,500 employees and the capacity to process more than one million handsets per month. Touchstone's services include repair and remanufacture of wireless products, reverse logistics, innovative IT solutions for customer reporting and tracking, and asset management that strictly aligns with proper electronics recycling and redeployment.