



▶ TERADYNE SERVICE & SUPPORT

Our Mission:

Customer Satisfaction

The mission of Teradyne's Service and Support organization is total customer satisfaction through value-based interaction. Our goal is to deliver tangible service assets by making our system knowledge and problem-solving technologies available when (and where) customers need them most. To satisfy our mission and meet our goals, Teradyne has assembled the industry's best service technicians and support professionals from around the world. Their charter is to extend the life and productivity of our test products and, by doing so, protect your capital equipment investment.

When it comes to service and support, you can expect the best from Teradyne. From hardware and software service to applications support and extensive training classes, Teradyne offers a coverage plan that meets your unique needs.

▶ HARDWARE SERVICE CONTRACTS

Full Service Agreement (FSA)

Partnership Support Agreement (PSA)

Custom Hardware Agreement (CHA)



▶ **Hardware Service Contracts**

▶ CONTRACT BENEFITS

- Protects Capital Investment**
- Preferential Support & Service**
- Ensures High Availability**
- Controls Maintenance Costs**

▶ CONTRACT FEATURES

- Emergency On-Site Support**
- Unlimited Phone Support**
- Preventative Maintenance**
- Fast Replacement Parts**

Phone: 1800TERADYNE
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<http://www.teradyne.com/atd/support/>

Teradyne Inc.
600 River Park Drive
North Reading, MA 01864



HARDWARE SERVICES

Why Purchase a Hardware Service Contract from Teradyne?

Hardware service contracts protect your capital investment and guarantee that you will receive the best technical support available. When your operation hinges on high availability, you can not afford downtime. Teradyne's service contracts are designed to prevent hardware failures, extend the life of your test system and lower the total cost of ownership.

Teradyne offers a range of hardware service contracts and we will work with you to define a customized service contract to meet your exact requirements. A contract with Teradyne Support Services is a commitment from Teradyne to keep your system running at peak performance and to provide emergency support with faster MTTR (Mean Time To Repair).



Hardware Service Contracts



Choosing a Hardware Service Provider

When you purchase capital equipment, it is generally wiser to buy a service contract from the manufacturer. We understand that customers have choices between any number of service providers. But who better knows the system and has the resources to troubleshoot and solve the most difficult hardware or software problems?

At Teradyne, we build quality into every product and we document every step of the manufacturing process. So we know your system from the ground up. We know its strengths and we know its weaknesses. And because we test and retest every product we build, we know how your equipment behaves in a real-world environment.

Consider the future and the uncertainty that change can bring. Will a third-party service provider know when you need specific hardware upgrades to stay ahead of the technology curve? Can that service provider tweak and future-proof your test system so that it maintains the beat rate five or ten years from now? Can that service provider provide timely parts replenishment services and response? Third-party support providers do not have Teradyne's integral knowledge and engineering experience to keep you ahead of the game.

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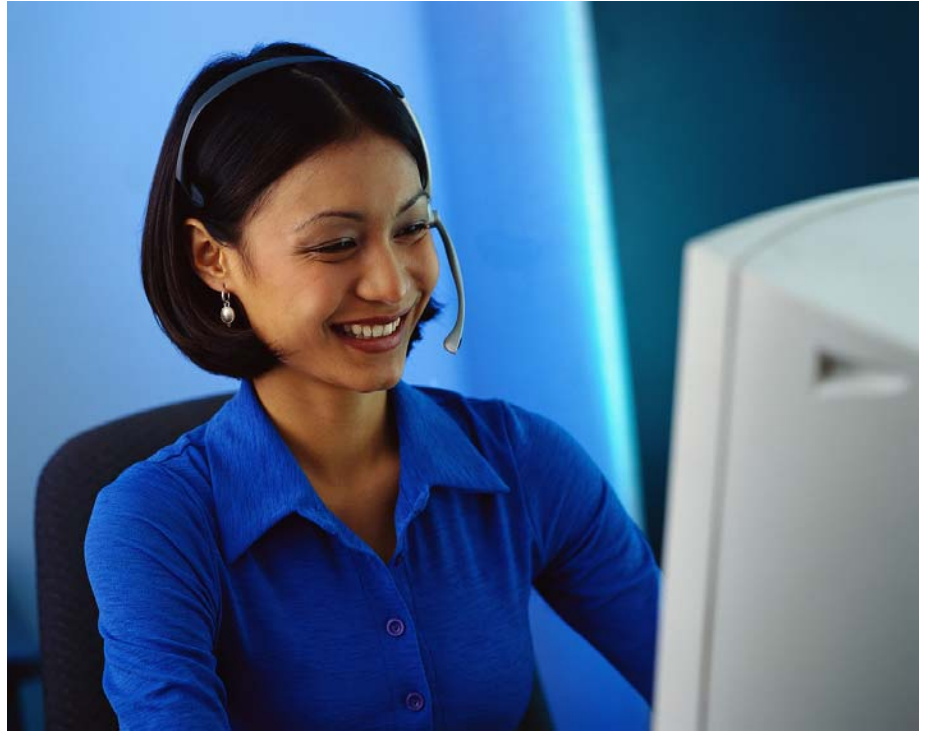
▶ Full Service Agreement

▶ WHAT IS AN FSA?

What is a Full Service Agreement?

A Full Service Agreement (FSA) with Teradyne is the most comprehensive service plan you can purchase. It is intended for quality-first production environments where reliability and/or availability are mission critical. It is the best line of defense against hardware issues that can adversely affect uptime.

Through a combination of preemptive maintenance checks, hardware support, and field service support, an FSA can prevent technical issues before they become problematic. In times of crisis, an FSA also provides the fastest access to technical support, replacement parts and failure resolution. With an FSA you get the complete technical support you need — from on-site services to basic self-maintenance and general phone support.



▶ FSA BENEFITS

With an FSA, you get immediate access to Teradyne's expert engineering staff. And you get peace of mind, knowing that the industry's leading test equipment manufacturer maintains your test system.

Full Service Agreement Benefits:

- On-site field service response within 24 (business) hours
- Two-hour expert phone support response time
- Calibration services
- Preventative maintenance visits
- Variable parts replenishment service
- Phone support through the Customer Care Center
- No on-site spare parts required
- No trained in-house personnel required

Availability of specific service features, such as coverage hours and response times, may vary by country or location.



SERVICE CONTRACT COMPARISON

DELIVERABLES	FSA	PSA
RAPID EXPERT TELEPHONE RESPONSE	●	●
24-HR ON-SITE FIELD SERVICE RESPONSE	●	
48-HR ON-SITE FIELD SERVICE RESPONSE		●
CALIBRATION SERVICES	●	
PREVENTATIVE MAINTENANCE	●	●
EMERGENCY VISITS	●	●
EMERGENCY VISIT PARTS	●	●
VARIETY OF SHIPPING SERVICES	●	●
24/7 - 1-800 TERADYNE PHONE SUPPORT	●	●
NO CHARGE FIELD ECO	●	●
*ON-SITE SPARES REQUIREMENT		●
*IN HOUSE TRAINED PERSONNEL REQUIREMENT		●

* SOLD SEPARATELY

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Partnership Support Agreement

WHAT IS A PSA?

What is a Partnership Support Agreement?

A Partnership Support Agreement (PSA) gives customers a combination of flexibility and control with primary ownership for system availability and maintenance, with Teradyne experts ready to assist as necessary. The Partnership Support Agreement is designed for production environments that have a dedicated, skilled, Teradyne-trained in-house maintenance staff and for customers who keep basic emergency spares on-site. This plan provides flexible control of system maintenance via access to Teradyne's support team.



PSA BENEFITS

With an PSA, you receive back-up support by Teradyne's expert engineering staff. And you get peace of mind, knowing that the industry's leading test equipment manufacturer is ready to help you maintain your equipment.

Partnership Support Agreement Benefits:

- Emergency visits including parts.
- Preventative maintenance visits.
- Telephone support through the Customer Care Center.
- Immediate turn around time for expert telephone response (four hours) and on-site response (48 hours).
- Control of operational issues utilizing trained in-house staff and on-site spares.
- Variable parts replenishment service.
- *On-site spares.

Availability of specific service features, such as coverage hours and response times, may vary by country or location.



SERVICE CONTRACT COMPARISON

DELIVERABLES	FSA	PSA
RAPID EXPERT TELEPHONE RESPONSE	●	●
24-HR ON-SITE FIELD SERVICE RESPONSE	●	
48-HR ON-SITE FIELD SERVICE RESPONSE		●
CALIBRATION SERVICES	●	
PREVENTATIVE MAINTENANCE	●	●
EMERGENCY VISITS	●	●
EMERGENCY VISIT PARTS	●	●
VARIETY OF SHIPPING SERVICES	●	●
24/7 - 1-800 TERADYNE PHONE SUPPORT	●	●
NO CHARGE FIELD ECO	●	●
*ON-SITE SPARES REQUIREMENT		●
*IN HOUSE TRAINED PERSONNEL REQUIREMENT		●

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▶ Custom Hardware Agreement

▶ WHAT IS A CHA?

What is a Custom Hardware Agreement?

A Custom Hardware Agreement (CHA) is for customers who wish to custom-select the services and response times they require. This program is intended for savvy customers who need a distinctive service plan with optional support modules. CHA customers often have very unique support needs that may vary over the duration of the contract.

By customizing a hardware support agreement, CHA customers are assured of getting maximum operational benefit over the life of the test system. CHA customers can mold their support needs to address specific strengths and weaknesses. Customized agreements also allow for more control of costs, based on the elements to which they subscribe.

▶ CHA BENEFITS

With a CHA contract, you configure a service program proportionate to the support you need. And you get peace of mind, knowing the industry's leading test equipment manufacturer is maintaining your test system.

Custom Hardware Agreement Benefits:

- Selectable on-site field service response times
- Selectable phone support response times
- Preventative maintenance visits
- Variable parts replenishment service.
- Phone support through the Customer Care Center
- No on-site spare parts required
- No trained in-house personnel required

Availability of specific service features, such as coverage hours and response times, may vary by country or location.



SERVICE CONTRACT COMPARISON

DELIVERABLES	FSA	PSA	**CHA
RAPID EXPERT TELEPHONE RESPONSE	●	●	●
24-HR ON-SITE FIELD SERVICE RESPONSE	●		●
48-HR ON-SITE FIELD SERVICE RESPONSE		●	
CALIBRATION SERVICES	●		
PREVENTATIVE MAINTENANCE	●	●	●
EMERGENCY VISITS	●	●	●
EMERGENCY VISIT PARTS	●	●	●
VARIETY OF SHIPPING SERVICES	●	●	●
24/7 - 1-800 TERADYNE PHONE SUPPORT	●	●	●
NO CHARGE FIELD ECO	●	●	●
*ON-SITE SPARES REQUIREMENT		●	
*IN HOUSE TRAINED PERSONNEL REQUIREMENT		●	
**TRAINING DISCOUNTS			●
** APPLICATION DISCOUNTS			●
**EKNOWLEDGE WEB SUPPORT			●

* SOLD SEPARATELY

**CUSTOMIZED AGREEMENTS CAN INCLUDE: TRAINING DISCOUNTS, APPLICATION DISCOUNTS, EKNOWLEDGE WEB SUPPORT ACCESS, REPAIR PARTS DISCOUNTS, SOFTWARE UPGRADES, ETC. FOR A COMPLETE LIST, PLEASE CONTACT YOUR TERADYNE SALES REPRESENTATIVE.

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