

TERADYNE

DEFENSE & AEROSPACE FIELD SUPPORT SERVICES

GLOBAL SERVICES FOR MAXIMUM OPERATIONAL EFFICIENCY



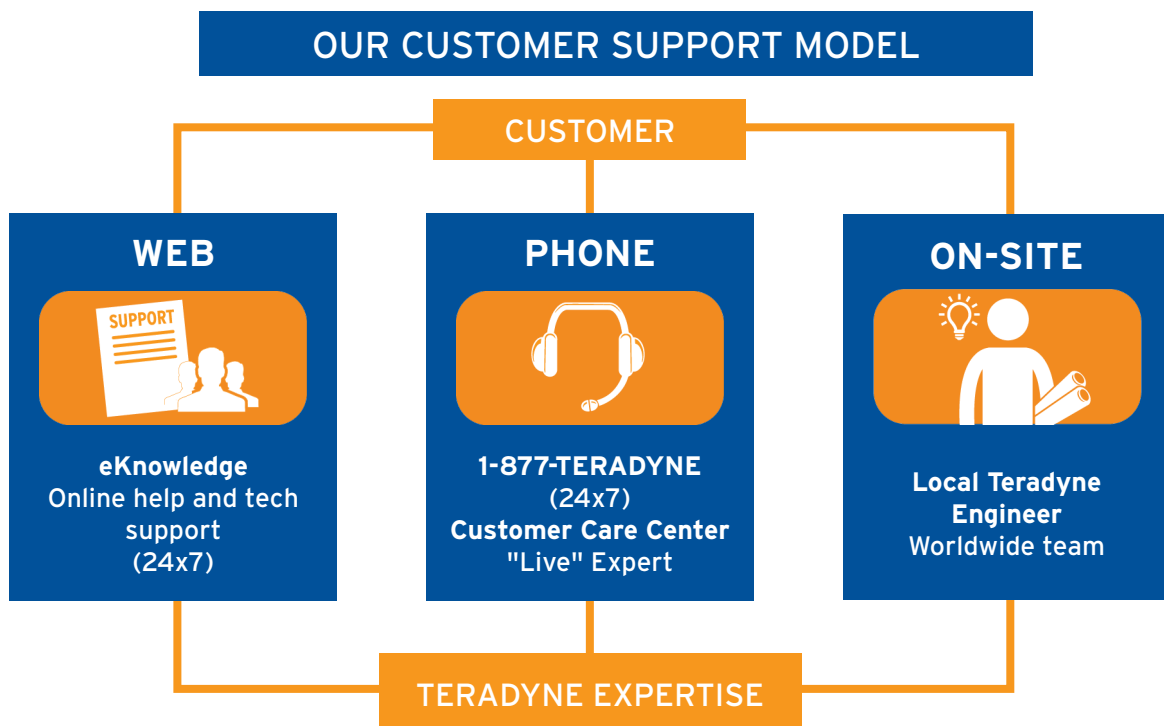
TERADYNE



HIGHER SUPPORT AVAILABILITY – AT OPTIMAL COST

Teradyne is continuously finding new ways to increase the value of your Teradyne test equipment. Through our investments in service delivery, we take Automatic Test Equipment (ATE) support to the next level with a portfolio of High-Availability Services that offers 24x7 parts availability support, eKnowledge online help, and a web portal for online availability tracking. These services are designed to rapidly assemble and apply the right expertise, delivering solutions through your preferred channel – over the web, the phone, or in-person. The value is clear – rapid response, flexible access to expertise, reliable application and hardware solutions, and improved uptime – all designed to minimize cost of ownership.

Teradyne holds a leadership position in service by building a technically diverse professional support organization with over 1,000 applications and field service engineers deployed globally. Through the Defense and Aerospace Applications Team, Teradyne offers a comprehensive set of Engineering Services that leverages our in-depth knowledge of developing and implementing test solutions. Teradyne's services address your maintenance needs throughout your equipment's lifecycle by focusing on maximizing uptime, and lowering cost.



***Teradyne's Field Organization has a customer-focused mission:
to maximize tester uptime and minimize cost of ownership.***

BRINGING THE RIGHT EXPERTISE TO YOU

Teradyne delivers customer support through innovative web technologies and business processes. Our support model offers convenience for customers who need immediate solutions, as well as a proven method to access technology experts whenever and wherever needed. With our High-Availability Services, 24x7 access to problem-solving is the standard – through both self-service and assisted support options that draw on the collective experience of our worldwide team of engineers. Our customer support model allows you to:

- Speak with a Teradyne engineer over the phone
- Interact with a Teradyne engineer on-site
- Search for solutions over the web

Through our customer support model, Teradyne brings you the expertise to improve your operational success. Whether you need our assistance during the early system startup phases, or to supplement your internal staff for complex problems, we are available to you via phone, the web, or on-site. Teradyne's Customer Support Model connects customers to the right expertise through:

eKnowledge Portal – a self-service support web site offering technical documentation, software downloads, support requests, and a database of hardware and software solutions that provides practical answers to your critical application and operational questions.

Customer Care Center (1-877-TERADYNE) – 8AM - 5PM, M-F live access to a team of hardware and software experts over the telephone, with a committed two-hour maximum response option. The Customer Care Center also provides 24x7 parts ordering and training registration services.

Our customer support model is complemented by the following supplemental services:

Preventive Maintenance Services – Teradyne provides on-site system maintenance programs to reduce unscheduled downtime and improve system performance.

Optional Services – Teradyne offers performance and calibration verification, training, system relocation, system upgrades and option installations, as well as custom project work tailored to your specific needs.

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FIELD SUPPORT – FOCUSED ON YOUR REQUIREMENTS

The System Test Services team offers a robust set of Operational Services that focuses on what's most important to you – higher uptime, quick-turn solutions, and minimized cost of ownership. We work closely with you to identify your operational objectives and implement a support plan based on your exact requirements. Our scalable services include Parts Availability and Operational Expertise.

Parts Availability Services

Teradyne understands the critical relationship between parts availability and system uptime. With spares inventory located throughout North America, Europe, China, Japan, and Southeast Asia, we have the infra-structure to support nearly every kind of spare parts strategy. Whether your operational model calls for an on-site spares inventory to maximize availability or a lean inventory approach that requires rapid delivery, we can serve your needs through a full range of on-site and replenishment parts services.

Replenishment Parts Services	
Service	Benefits
Rapid Parts Delivery*	Fastest delivery (4 hour, 24x7) to replenish lean on-site inventories
Same Day Parts Ship	Immediate shipment to replenish on-site parts inventory (check for delivery by region)
Basic Parts Service	Low-cost parts replenishment alternative for customers with larger on-site parts inventory, 5-day turnaround
Mature Parts Service	20-day turnaround time
Exact Swap	Same serial # instrument repair, 60-day turnaround

On-Site Parts Services	
Service	Benefits
Purchased Spares	Immediate spares availability through customer-owned, on-site inventory
Rented Spares	Low-cost, on-site alternative to purchasing spares through Teradyne-owned inventory

* Ask your local sales representative for service availability and additional services.

Teradyne has the industry's largest and most technically diverse professional support organization with over 1,000 applications and field service engineers globally.

HIGH-AVAILABILITY OPERATIONAL SERVICES

Whether you need to prepare for an upcoming ramp-up in business or a spike in production where uptime and availability are extremely critical, our scalable High-Availability Operational Services combine the right mix of parts availability and expertise-based services.

Our 24x7 High-Availability Operational Services assist you throughout the lifecycle of your Teradyne equipment:

- **High-Availability Support Agreement > 95%** – Ideally suited for large programs with multiple systems under agreement. Teradyne assigns a program team to manage the service and support needs of the customer.
- **High-Availability Support Agreement > 92%** – Intended for customers that wish to maintain their own test systems, but still want the added protection of Teradyne's support, parts replenishment, and expert response.
- **Product and Software Support Agreement** – Fast parts replenishment and operational expertise for a range of customer environments where Teradyne complements internal staff.
- **Comprehensive Support Agreement** – Parts replenishment services for customers with internal maintenance staff that are highly self-sufficient.

Service Contracts

Service contracts simplify the ordering of services and ensure the service is readily available when you need it. More important, they represent a partnership between Teradyne and customers, where we can align our services with your strategic objectives. Our High-Availability Operational Services are exclusively available as one-year or multi-year service contracts, as are many of our core services. In addition to the predictable costs and committed service levels in a service contract, Teradyne is dedicated to controlling and reducing costs over time through continuous improvement activities that apply TQM concepts.



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APPLICATION & TRAINING SOLUTIONS

The Defense and Aerospace Applications Team provides a wide array of applications and training solutions to help you get the most out of your test system and improve the impact of your resources. With a successful history of supporting our customers test program development and maintenance, our Applications Team has the proven experience and capability to accelerate your success through all stages of test.

Assembled to meet individual customer needs on a global basis, the Defense and Aerospace Applications Team offers a broad range of project-based solutions, customer training, and general engineering support packages. Focused technical resources offer the flexibility to satisfy a variety of business goals and enable test programming groups to better utilize our test systems. Such resources include:

- Test methodologies
- Training
- TPS development assistance
- Implementation of specific test strategies that utilize Teradyne instruments
- Integration of Teradyne instruments into non-Teradyne testers

Training

From entry-level to advanced, we provide test system programming courses, and instrument specific courses and workshops to hone the skills necessary to develop today's most complex test program sets.

Training options support the full line of Teradyne's Defense & Aerospace products, including both test instruments and systems. Our training classes are held at our Massachusetts Corporate Campus, located just north of Boston. Or if you wish, custom training classes can be delivered at your site by a skilled applications engineer.



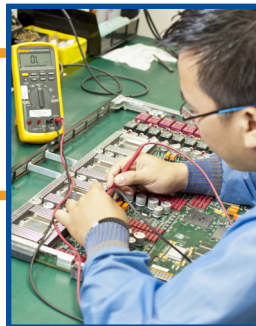
**Teradyne's Corporate Headquarters in
North Reading, Massachusetts
(USA)**

*Higher Uptime. Faster Time to Solution.
Lower Cost of Ownership.*

HIGH-AVAILABILITY ENGINEERING SERVICES

Teradyne Defense and Aerospace support solutions capitalize on our worldwide team's capabilities, processes, and engineering tools to deliver fastest time-to-market and maximum tester utilization for our customers. With a customized consulting component, the Defense and Aerospace Applications Team has a support package designed to satisfy the needs of your individual engineering environment. Leveraging Teradyne's support services can rapidly bring the right test expertise from our global team to address your local needs, providing you with added assurance of faster time-to-market, higher revenues, and optimal tester throughput.

Individual Engineering Offerings	
Test Programming Services	Developed by Applications Team experts utilizing the latest Teradyne methods. Test solutions are delivered ready for your environment and guaranteed for success.
Legacy Re-Host Services	Offers a full re-hosting from Teradyne L200/L300 to Spectrum 9000 systems. Our Applications Team has the best knowledge and skills to provide turn-key re-hosting.
Training Classes	Offers a full suite of training classes, from novice to advanced, basic to specialized application, and assorted practices and tools of the trade.
Optimization of Test Programs	Increases production throughput or test coverage on existing TPS, with added functionality.



TERADYNE

GLOBAL FIELD SALES AND SUPPORT



LOCATIONS

United States

1-877-TERADYNE
(837-2396)

Arizona

Chandler
480-777-7090

California

Irvine
949-453-0999
Agoura Hills
818-991-0277

Illinois

Buffalo Grove
847-367-8282

Massachusetts

North Reading
978-370-2700

Nebraska

Omaha
402-763-9644

Ohio

Beavercreek
937-427-1280

Texas

Austin
512-891-9600
Plano
972-231-5384

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Bracknell
+44 345-0941003

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Asia

Australia, Indonesia, Malaysia,
Singapore, & Taiwan

Authorized Reps

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