

## Customer FAQs for the Transition to Keysight Technologies

### Statement to Customers:

We began operating as Keysight Technologies, August 1, 2014. We launched our company as the largest test and measurement supplier that can offer world-class technology and market-leading test platforms. Because Keysight is 100% focused on electronic measurement, it means that the top opportunities in electronic measurement are our company's top opportunities.

With this focus, we are transforming our product portfolio to anticipate your changing needs, beginning with solutions in wireless communications test, modular, and software. You will see us become even more aggressive in being first to market with leading edge solutions to help you succeed. Keysight is committed to partnering with you in providing the same service and support you have come to expect.

Below are answers to questions you may have about our transition to Keysight. If you have additional questions not answered here, please contact your local Keysight Customer Contact Center.

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### Contracts

#### 1. What will happen to existing purchase, service and support agreements?

Purchase, service and support agreements have been assigned to Keysight effective August 1. We

are committed to creating a seamless transition and continuing to deliver the excellent service and support you expect.

**2. What will happen to Agilent software licensing entitlement? Will existing customers need to re-register or sign a new agreement?**

Electronic Measurement software license agreements and software subscription service agreements remain intact and have been assigned to Keysight effective August 1. Keysight will maintain active account information and history as well as existing access to older versions of software.

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## Customer experience

**1. Will bookmarks saved on the Agilent website be automatically redirected to the appropriate page on the Keysight side?**

For the most part, an agilent.com URL for an electronic measurement destination will automatically redirect to the corresponding Keysight URL.

**2. Will customer contacts change?**

Your current contacts (sales representatives, application engineers, customer service representatives, and others) will continue to provide the support you have come to expect from our company.

**3. Will Keysight still recognize customer information and history or will customers need to provide this information again upon contacting Keysight after August 1?**

We will retain necessary historical information to transact business including order history and customer set up information. In some cases a customer may need to provide additional information; for example, a tax exempt authorization for Keysight instead of Agilent.

**4. Will re-registration be required to access Infoline, MyAgilent, or Agilent Software Manager?**

All myAgilent registered users were migrated to myKeysight. This includes login, password, all personal information, and all associated capabilities including Infoline, myKeysight and the Keysight Software Manager (KSM).

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## Orders/quotes

**1. If an order is accepted by Agilent before August 1 will it need to be cancelled and reprocessed as a Keysight order?**

No. Orders accepted prior to August 1 that are open after August 1 have been assigned to Keysight effective August 1 and invoiced by Keysight.

**2. How will outstanding Agilent invoices be handled after August 1?**

Payment can be issued to either Agilent or Keysight for the open invoice.

**3. Will discounts granted on an Agilent quote transfer to Keysight after August 1?**

Yes, provided the quote validity date has not passed. Keysight will honor the pricing on a quote generated by Agilent for the validity period shown on the quote. The quote includes notification language of the assignment to Keysight effective August 1.

**4. Has a new Tax ID and or VAT (value added tax) number been set up for Keysight?**

Yes, in almost all cases. Tax ID and or VAT (value added tax) information was provided in the vendor set up packets sent to customers prior to August 1. If you need additional information, please contact your local Customer Contact Center.

**5. Will the Keysight DUNS and CAGE codes remain the same?**

CAGE codes remain the same. The new DUNS number for Keysight is 079297662.

**6. I need Keysight to provide additional information on my company form (quality certification for example). What process do I follow?**

Send questionnaires to your local Customer Contact Center.

**7. In the past when purchasing your products, I've gone through one of your distributors. Will this process change?**

Our network of authorized resellers remains the same. If you are using any of our authorized resellers today, please continue to do. They carry the same products and provide the same great support.

**8. I purchase both Life Sciences and Electronic Measurement equipment so how will I manage this change?**

There is no change in how you purchase Life Sciences equipment; continue to contact Agilent Technologies. Beginning August 1, Electronic Measurement equipment purchases are handled by Keysight Technologies. The majority of customers received information and instructions on how to setup Keysight in May. If you need additional information, please contact your local Customer Contact Center.

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## Service/support

**1. Will Keysight support Agilent branded equipment?**

Yes. Keysight is committed to honoring warranty and providing the same high level of customer support regardless of Agilent or Keysight brand.

**2. Will there be any impact to warranty, service or calibrations?**

No. Service commitments will remain intact. Keysight will honor the terms and coverage of factory warranties, extended warranties, warranty assurance plans, and calibration assurance plans sold with Agilent's test and measurement equipment. All warranty and calibration transactions and all information on these agreements were transferred from Agilent to Keysight on August 1.

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## Strategy/policy

**1. What is Keysight's new stock symbol?**

The NYSE (New York Stock Exchange) symbol for Keysight stock is KEYS.

**2. HP got its start through electronic measurement equipment. Why didn't electronic measurement get to keep the Agilent name?**

Keysight reflects our rich heritage - a direct line from both Hewlett-Packard's standards of integrity and innovation and Agilent's premier measurement business. The name Keysight conveys the ability to see what others cannot, offering the critical or key insight to understand and unlock the changing technology landscape.

**3. Where can I go with questions about Keysight's stock/share performance?**

Go to [www.keysight.com](http://www.keysight.com) and click "Investor Relations".

**4. How will the Agilent/Keysight split benefit Keysight customers?**

Keysight is 100% focused on Electronic Measurement. With a proven financial business model and 75 years of innovation starting as Hewlett Packard, we are the largest test and measurement supplier with world class technology and market leading platforms. We are transforming our portfolio to meet changing needs, beginning with solutions in wireless communications test, modular, and software. We will become even more aggressive in being first to market with leading edge solutions.

**5. How long is the transition period from Agilent to Keysight?**

On August 1, 2014, Keysight became an operationally independent subsidiary of Agilent, with full separation of the companies expected in early November.

**6. How can I get more information about Keysight Technologies?**

To learn more about Keysight Technologies, visit [www.keysight.com](http://www.keysight.com).

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