



March 2014

Customer Business Continuity is the Top Priority during Agilent and Keysight Separation

Dear Customer

In 2013, Agilent announced plans to separate into two publicly traded companies through a spinoff of its Electronic Measurement Group (EMG). The new name for EMG will be Keysight Technologies, Inc. Keysight expects to begin conducting business under its new name on Aug. 1, 2014.

As a customer of Agilent's Electronic Measurement Group, you may have questions regarding our transition to Keysight. We assure you that you and your electronic test needs remain our highest focus. We are committed to creating a seamless transition and continuing to deliver the excellent service you expect.

Below is information addressing common questions you may have regarding our solutions, services, support and policies.

Warranty Information	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 will be transferred from Agilent to Keysight by Aug. 1.
Service Agreements	Keysight will honor the terms and coverage of post-sales service agreements (Balanced, Volume, Serialized or Custom Agreements) arranged with Agilent's Electronic Measurement Group service and support organization. All information on these agreements will be transferred from Agilent to Keysight by Aug. 1.
Certifications: ISO9001:2008 ISO17025:2005	<p>Agilent's EMG has certified to ISO9001:2008, and 33 sites around the world are accredited to ISO17025:2005. Agilent will work with the appropriate regulatory bodies to transfer the certification and accreditations from EMG to Keysight by Aug. 1.</p> <p>For More Information: www.agilent.com/quality , ISO9001:2008 Certification, ISO17025:2005 Accredited Locations</p>
Privacy Statement	<p>By Aug. 1, Keysight will adopt the same privacy policies and processes in place at Agilent, including the customer privacy statement and global marketing opt-out procedure. At separation, Keysight will assume control of EMG customer data and afford you the same privacy rights and safeguards that Agilent provides today.</p> <p>For More Information: www.home.agilent.com/agilent/editorial.jspx?pmode=Privacy&lc=eng&cc=US</p>

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Licensing and Software Subscription Services	Your Agilent EMG software license agreements and software subscription service agreements remain intact; on Aug. 1, 2014, new agreements will be with Keysight. Agilent agreements and software contracts effective prior to Aug. 1 will be assigned to Keysight. Keysight will maintain active account information and history as well as existing access to older versions of software.
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Agilent and Keysight are committed to make our company separation a seamless transition for you. Please let me know if you have any questions.

We thank you for your business.