

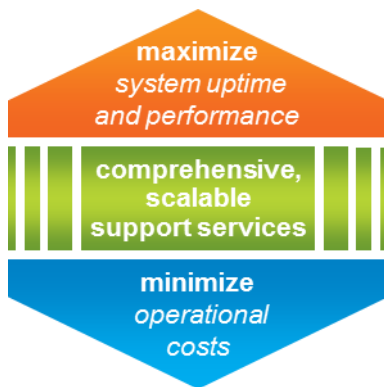
Xpedite Global Support Network

An Xcerra customer support service offering

Xpedite Support Services

Includes:

- Help Center
- Technical Library
- Tester Software Support



Xcerra Support Portfolio

Xcerra offers an extensive portfolio of scalable support services, designed to help maximize system uptime and performance while minimizing operational costs:

- **Parts Repair**—cost-effective parts repair solutions for maximum system uptime and performance
- **Spares Parts**—cost-effective spare parts inventory solutions for maximum system uptime and performance
- **Service Labor**—cost-effective labor solutions for maximum system uptime and performance
- **Training Services**—cost-effective training services to help you get the most out of your test system investment
- **Xpedite Support**—a comprehensive network of support tools and services to speed customer solutions

A comprehensive network of support tools and services to speed customer solutions

Managing a comprehensive support plan for your LTX-Credence and Multitest test solutions often includes a variety of essential elements—from spare parts and part repair, to service labor and training services. Just as important, but often overlooked, is how the more general test solutions support issues are addressed—the basics.

- Where do you go when you need a question answered?
- Who do you contact?
- How do you provide input to the teams responsible for enhancing current test systems and handlers and developing tomorrow's generation of test solution equipment?
- Where can you access basis system information and techniques?
- How do you benefit from the knowledge and experience of others who have already solved an issue that you're facing?
- How do you keep your LTX-Credence tester software up-to-date?

How well these questions can be answered plays a critical role in the operation of your test floor. Xcerra's answer is Xpedite™ - the Global Support Network.

Xcerra Xpedite Global Support Network

Xpedite provides the tools and services you need to address your general support concerns, and complete your overall test solutions support plan. Utilizing a variety of communication tools, Xpedite provides:

- Rapid response to your questions from the right Xcerra expert, along with management and tracking of all your support requests
- A direct path for providing input and recommendations to the right Xcerra teams
- Comprehensive tester software updates and support
- Self-service access to easy-to-use on-line tools, information and other resources

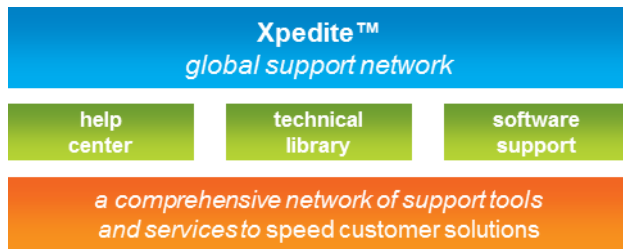


In addition, Xpedite support is scalable, providing you a truly cost-effective support solution.



Xpedite Support

A comprehensive network of support tools and services to speed customer solutions



Xpedite, Xcerra's Global Support Network, provides the tools and services you need, when you need them, and allow you to get answers quickly and easily. And, Xpedite is scalable to fit the requirements of your operations.

Help Center

The Xpedite Help Center enables you to request information and submit questions of Xcerra's staff of experts twenty-four hours a day, seven days a week.

The Help Center gives you:

- A single point of contact—to simplify and accelerate getting the request to the right person
- Access to submit requests 24x7—to reduce time to resolution
- Real-time issue management, tracking and status—to improve visibility and prioritization
- Flexible access via telephone, internet and email—to simplify and expand availability

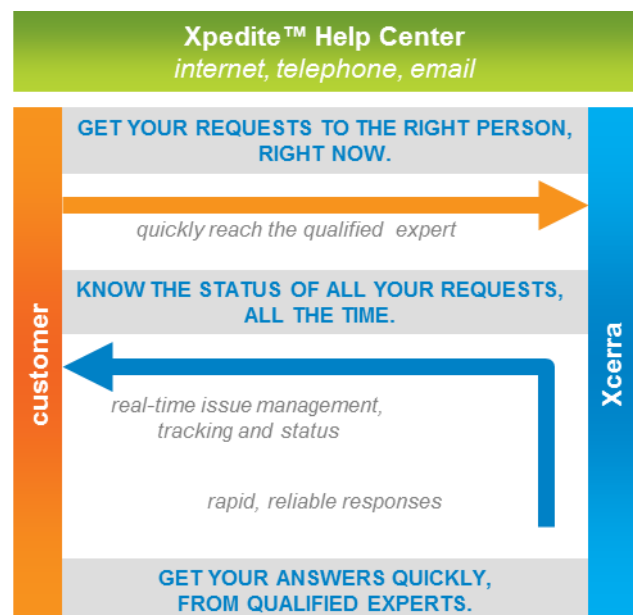
The Help Center automatically routes your question to the correct Xcerra expert that will give best-in-class support to quickly and completely answer your question. Support is provided by Xcerra experts from any of our global locations. You are kept up-to-date on the progress of your request through Help Center status emails, and through access to the Help Center management system. With this system, you can generate management reports that allow you to see the status of an individual open issue, review all your site issues and see current issues from any of your global locations instantly.

With technical phone support through the Help Center, Xcerra strives to provide real time solutions for our customer. If more extensive support is required, Xcerra offers a variety of Service Labor options to help you address your issues.

The Xpedite Help Center also gives you the ability to make your voice be heard by our continuing engineering and research and development organization.

- What additional test solution features would make your job easier?
- What product enhancements would make you more effective?
- Have you experienced any system problems that you want to report?

Xcerra values your input, and uses it to drive enhancements and changes to our systems and software, including new features, tools and operating system revisions.



Technical Library

The Xpedite Technical Library offers a convenient way to access basis test solution information. It includes the documentation you need to install, maintain and use your test systems and handlers. From installation and maintenance guides, to detailed application notes, you can find it in the Technical Library.

This system allows you to leverage not only the knowledge and experience of Xcerra, but also that of the broad base of test system and handler users across the globe. Questions, suggestions, techniques and answers from across the user community drive the solutions available to you in the Technical Library.



Xpedite Support

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Tester Software Support

Your software is a critical part of your test system investment. Xpedite Software Support helps you protect that investment, and ensures that your system can operate efficiently and effectively. Enhancements to LTX-Credence operating systems (O/S) are driven on a continuous basis by customer input and Xcerra experience. Software Support enables you to take immediate advantage of these enhancements, through the latest O/S updates, tools and features.

- O/S Patch Releases—incorporate updates to address software bugs and other issues experienced with the O/S
- New O/S Releases—incorporate new tools and features unavailable in previous O/S releases, including the capabilities required to utilize the latest instrumentation
- Legacy O/S Archive—access to last released media and documentation

Software Support gives you online access to O/S releases for downloading, or a simple means to request copies on CD-ROM. In addition, all releases include complete documentation, allow you to take immediate advantage of the enhancements.

Test Solution Support Plan

Xcerra can help you develop the right test solution support plan for your operations. In addition to the options discussed for Xpedite support, our portfolio of support services also includes;

- Parts repair
- Service labor
- Spare parts
- Training services

Xcerra support representatives will work with you to establish a scalable plan with the right levels of service support for your organization.



	Help Center	Technical Library	Software Support	Pricing and Terms
Xpedite Plus Support Program CS-XPL	Yes	Yes	Yes	<ul style="list-style-type: none"> • Included during the system warranty period • Fixed annual charge after warranty period
Xpedite Standard Support	Yes	No*	No	<ul style="list-style-type: none"> • Available free to all Xcerra customers • *Customers with any current Xcerra service contract receive access to the Technical Library as part of their Xpedite Standard Support

Contact Xcerra today to discuss your general support requirements and to develop a test solutions support plan to maximize system uptime and performance, while minimizing operational costs.

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