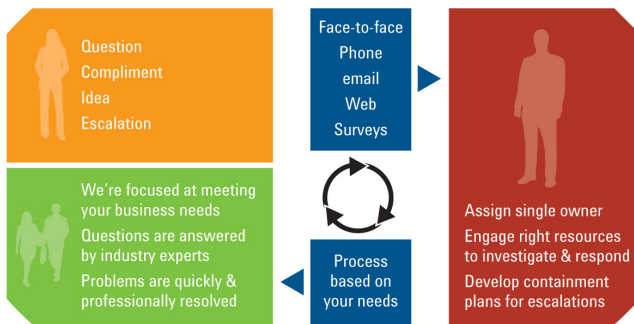


Keysight Technologies

Customer Care and Responsiveness

Keysight's Customer Issue Resolution process solves problems professionally with speed and effectiveness

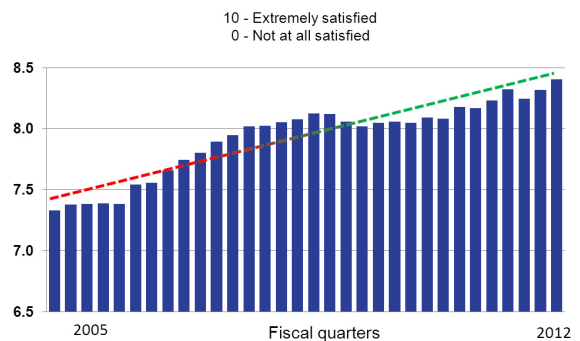
If unforeseen problems arise with a Keysight Technologies, Inc. product or service, you can be assured that we are prepared to mobilize resources to resolve it quickly.



Keysight's Customer Issue Resolution team is committed to containing your issue within five business days. Prevention of recurring issues is also a top priority, so each issue is tracked centrally, consolidated, and deployed to process improvement teams sponsored by Keysight's senior management.

- A single, worldwide tool and supporting team standing by to resolve unforeseen problems
- 98% of all escalations contained within 5 business days
- Questions answered by industry experts focused on meeting your business needs
- A single assigned case owner to mobilize resources on your behalf

Keysight Customer Satisfaction



For more information on responsiveness, go to www.keysight.com/find/contactus