

Technical Support Information

Effective May 1, 2009

Emerson Process Management, Process Systems & Solutions Technical Support and Customer Service

For a listing of local Emerson Process Management Representatives and Field Service Offices please go to:
<http://www.emersonprocess.com/systems/reach>

Following is Contact Information for the Global Service Center (listed by country):

North America (NA) and Latin America (LA)

Country	Coverage	Toll-Free	Alternate (caller pays)
US/Canada	Customer & Support Company	1 800-833-8314, 1 888-367-3774	+1 512-832-3774
Latin America	N/A	N/A	+1 512-832-3774

Asia Pacific (AP)-LBP's and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Australia	Customer & Support Company	0011 800 3562 3562	0282239394
China	Customer & Support Company	800 820 2270	+ 63 2 702 1111
India	Customer & Support Company	000 800 440 1117	+ 63 2 702 1111
Malaysia	Customer & Support Company	1 800 88 1572	+ 63 2 702 1111
New Zealand	Customer & Support Company	00 800 3562 3562	09 970 3112
Singapore	Customer & Support Company	800 1863 004	+ 63 2 702 1111
Other AP Countries	Support Company	N/A	+ 63 2 702 1111

Middle East, Africa (EMA)-Representatives and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Angola	Customer & Support Company	N/A	+ 63 2 702 1111
Bahrain	To call Dubai office	N/A	+971 4 883 5235
Egypt	Customer & Support Company	0800 000 0015	+ 63 2 702 1111
Israel	Customer & Support Company	N/A	+ 63 2 702 1111
Kuwait	Customer & Support Company	6632-9901	+ 63 2 702 1111
Nigeria	Customer & Support Company	N/A	+ 63 2 702 1111
Oman	Customer & Support Company	800 70101	+ 63 2 702 1111
Qatar	Customer & Support Company	N/A	+ 63 2 702 1111
Saudi Arabia	Customer & Support Company	800 844 1196	+ 63 2 702 1111
South Africa	Customer & Support Company	800 991 390	+ 63 2 702 1111
United Arab Emirates	Customer & Support Company	800 0630 0019	+ 63 2 702 1111

Western Europe-LBP's and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Belgium	Support Company	N/A	+ 63 2 702 1111
France	Support Company	N/A	+ 63 2 702 1111
Germany	Support Company	N/A	+ 63 2 702 1111
Ireland	Customer & Support Company	1-800-924-745	+353 (0) 1407 3409
Italy	Support Company	N/A	+ 63 2 702 1111
Netherlands	Support Company	N/A	+ 63 2 702 1111
Portugal	Support Company	N/A	+ 63 2 702 1111
Spain	Support Company	N/A	+ 63 2 702 1111
United Kingdom	Customer & Support Company	0 800 783 0116	+ 63 2 702 1111

Central & Eastern Europe

Countries: Austria, Belarus, Bulgaria, Czech Republic, Estonia, Georgia, Greece, Hungary, Kazakhstan, Lithuania, Poland, Romania, Russia, Slovakia, Slovenia, Switzerland, Turkey, Ukraine: +63 2 702 1111 (caller pays)

Country	Coverage	Toll-Free	Alternate (caller pays)
Czech Republic	Customer & Support Company	800 900 482	+ 63 2 702 1111
Poland	Customer & Support Company	800 441 1688	+ 63 2 702 1111
Romania	Customer & Support Company	800 894 483	+ 63 2 702 1111

Scandinavia-LBP's and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Denmark	Customer & Support Company	00 800 3161 3161	+45 3832 2924
Finland	Customer & Support Company	00 800 3161 3161	+358 9 6937 9678
Norway	Customer & Support Company	00 800 3161 3161	+47 2316 2893
Sweden	Customer & Support Company	00 800 3161 3161	+46 8 5853 6903

Global Service Center / Online & Email Customer Service Contact Information

Your Single Point-of-Contact for Factory Support and Service.

E-Mail: ap-sms@ap.emersonprocess.com

Web:

Guardian Support: <http://guardian.emersonprocess.com>

Guardian Support coverage required.

Foundation Support: <http://www.emersonprocess.com/systems/support/>

Additional access may require Foundation Support coverage.

Regular Hours of Operation

For DeltaV, Syncade™, Smart Wireless Field Networks, Smart Wireless Plant Networks, and AMS Suite & Handheld products - 7:30 AM to 5:30 PM Mon.-Fri. Caller's Local Time.

For RS3 & PROVOX - 7:30 AM to 4:30 PM Mon.-Fri. Central Standard Time.*

**CST hours listed above are for customers located in North and Latin America. Regular hours of operation for PROVOX & RS3 support in other world areas may vary depending on local country guidelines.*

Emergency Support is available 24 hours a day. Please use telephone access to obtain support for emergency situations after hours. Requests for assistance via email or the Internet support web site are only monitored during regular hours of operation.