

Technical Support Information

Effective December, 2011

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 | Technical Support: 1 800-833-8314, 1-877-812-4036 Customer Service: 1-888-367-3774 | +1 512-832-3774 |
| Mexico | Customer & Support Company | 01-800-062-1077 01 800 088 33 5828 | +1 512-832-3774 |
| Mexico City (local) | Customer & Support Company | (55) 5809 5408 | +1 512-832-3774 |
| Argentina | Customer & Support Company | 0800 266 4500 | +1 512-832-3774 |
| Bolivia | Customer & Support Company | 800 100 959 | +1 512-832-3774 |
| Brazil | Customer & Support Company | N/A | +55-15-3238-3777 |
| Chile | Customer & Support Company | 1 230 020 5575 | +1 512-832-3774 |
| Colombia | Customer & Support Company | 1 800 518 1623 | +1 512-832-3774 |
| Costa Rica | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Ecuador | Customer & Support Company | Dial 1999-119 then 888 846 4838 | +1 512-832-3774 |
| El Salvador | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Guatemala | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Jamaica | Customer & Support Company | N/A | +1 512-832-3774 |
| Nicaragua | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Panamá | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Peru | Customer & Support Company | 0800 77958 | +1 512-832-3774 |
| Trinidad & Tobago | Customer & Support Company | 1888 456 1407 | +1 512-832-3774 |
| Venezuela | Customer & Support Company | 0800 1008731 | +1 512-832-3774 |
| Other Latin America countries | Customer & Support Company | 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 |
| Indonesia | Customer & Support Company | 001 803 44 2152 | + 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 |
| Thailand | Customer & Support Company | 00 1 800 441 3508 | + 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 | 4431 0044 | + 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.