

**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 and 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 (MEA)-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

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/> Access may require Foundation Support

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.

Technical Support Rates

For product technical telephone consultation and remote systems diagnosis	NALA, MEA and AP rates	
	During regular hours of support	After hours emergency support
DeltaV, AMS Suite, PROVOX & RS3 – Phone support with Foundation Support, Guardian Support, or Expert Technical Support plan with 24-hour option	No charge	
DeltaV & AMS Suite - Phone support with a Foundation Support or Guardian Support plan with standard hours support	No charge	\$2500 base fee charge (includes first 4 hours), plus \$325 per hour for each additional hour
PROVOX & RS3 - Phone support with a Foundation Support or Expert Technical Support plan with standard hours support	No charge	\$5000 base fee charge (includes first 8 hours), plus \$375 per hour for each additional hour
DeltaV & AMS Suite - Phone support without a Foundation Support or Guardian Support plan	\$2500 base fee charge (includes first 4 hours), plus \$325 per hour for each additional hour	\$3300 base fee charge (includes first 4 hours), plus \$400 per hour for each additional hour
PROVOX & RS3 phone support without a Foundation Support or Expert Technical Support Plan	\$5000 base fee charge (includes first 8 hours), plus \$375 per hour for each additional hour	\$6600 base fee charge (includes first 8 hours), plus \$450 per hour for each additional hour

Smart Wireless Field Network (Support for the process configuration within the Smart Wireless Gateway to the host interface is fee-based.)	No charge	
Wireless Plant Network - Expert Technical Support plan with 24-hour option	No charge	
Wireless Plant Network - Expert Technical Support plan with standard hours support	No charge	\$325 per hour 4 hour minimum
Smart Wireless Plant Network without Expert Technical Support plan	\$325 per hour 4 hour minimum	\$400 per hour 4 hour minimum