



## Statement to Customers

On 1st September 2015, Keysight Technologies (China) Co., Ltd will implement an important change that affects customers doing business with Keysight in Shanghai, Chengdu, Shenzhen, Guangzhou and other cities in Chinese Yuan Renminbi (CNY). This change is necessary to comply with China tax laws that require branches to pay taxes in the cities where branches are registered.

### What is not changing :

1. This change does not affect any existing CNY orders (for product, services or agreement) or any existing/new USD orders.
2. Your contact information for Keysight does not change.

Finally, what does not change is our commitment to help you get to market faster and at a lower cost with solutions created from our unique combination of hardware, software, and global industry experts.

## FAQs

### Strategy/Policy

#### 1. How will customers located in these branch office cities be impacted on Sep 1?

Effective Sep 1, new local currency Chinese Yuan Renminbi (CNY) quotes and orders will be placed through the new Keysight branch. There is no need for customers to cancel and re-enter POs for any existing quote or order, as Keysight will honor the order from the original selling entity.

Prior to Sep 1: In preparation for this change customers need to set up a new Keysight vendor with a different entity name (including branch), new value added tax (VAT) registration, and new bank account.

#### 2. What about customers in other cities not in the branch office cities?

The customer will be impacted only if they have:

- i) Hardware and/or Software orders sold to = any of the 4 cities (Shanghai, Chengdu, Shenzhen, Guangzhou)
- ii) Service and Support orders ship to = any of the 4 cities (Shanghai, Chengdu, Shenzhen, Guangzhou)

All other customers in other cities will continue to be managed by the existing Beijing HQ entity "Keysight Technologies (China) Co., Ltd."

#### 3. Do I need to send Keysight branches the customer questionnaires to be filled up and if yes, who would I send that to?

Yes, customer may send us any customer questionnaires to re-qualify the new Keysight China tax locations since they are independent legal entity. As required, customer may send them to the Keysight China Customer Contact Centre.

#### 4. As a customer, can I refuse and choose not to setup base on multiple Keysight branches?

This is a regulatory requirement and Keysight China needs to comply with China tax laws that require branches to pay taxes in the cities where branches are registered.

## Orders/Quotes

#### 5. What is the transition period from Keysight China to Keysight branches?

From Sep 1, all new CNY quotes and orders will need to be placed through the new Keysight legal entity (and where appropriate with the new Keysight branches for the 4 cities) so as to comply with China tax laws.



6. **How can I be sure my purchase orders are set up for the correct branches at the correct time?**  
Keysight China will send email to communicate about the new Keysight legal entity and what changes will be needed by our CNY customers between June and September 2015.
7. **I am trying to place an order and not sure which Keysight branches I should place my order.**  
The appropriate Keysight branch information that you should use to place your order will be provided to you via our Keysight quotes. Please use the information provided.
8. **If my order was accepted by Keysight China before Sep 1 will it need to be cancelled and re-processed as a Keysight branches' order?**  
There is no need for customers to cancel and re-enter POs for any existing CNY quote or order, as Keysight will honor the order from the original selling entity.

## Contracts

9. **Will my order contract change?**  
For order specific contract, no change is required for existing quotes/order. From Sep 1, all new CNY quotes and orders will need to be placed through the new Keysight legal entity (and where appropriate with the new Keysight branches for the 4 cities) so as to comply with China tax laws.
10. **How are support agreement contracts going to transition - will they remain the same? Any impact on multi-year support agreements?**  
All existing Support agreements (including multi-year agreements) will be honored in the original entity until renewal when they will be moved to the new branch entity. For service and support, we will work closely with our customers to proactively identify potential serviced assets based on the ship-to city so as to have any service purchase orders properly set up for the correct branches.

## Customer Experience

11. **Will Company Name and Remit to Address change?**  
Keysight China will send email to communicate about the new Keysight legal entity name and remit to address to our affected CNY customers between June and September 2015.
12. **Will there be changes to the business registration licence?**  
Yes, each Keysight branch will have its own business registration number. This will be provided to our customers during our email communication.
13. **Will there be changes to China toll-free numbers and generic email nodes?**  
No. The toll-free numbers and the generic email addresses for Keysight China will remain unchanged.
14. **Will my existing sales, service and/or support contacts change?**  
There is no change. The toll-free numbers and the generic email addresses for Keysight China will remain unchanged and do continue to contact us as usual.
15. **Will there be delays in shipping due to this change?**  
No, there is no expected delay in shipment.

## Service/Support

16. **Will there be any impact to existing warranty, service or calibrations?**  
No, there is no impact to existing orders related to warranty, service or calibrations.