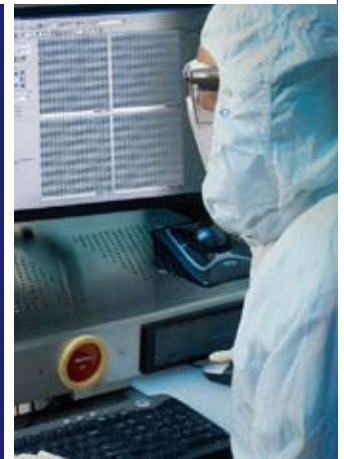


# Lifecycle Solutions

## K-T SERVICES

For mature factories where  
reducing cost and minimizing risk  
are essential

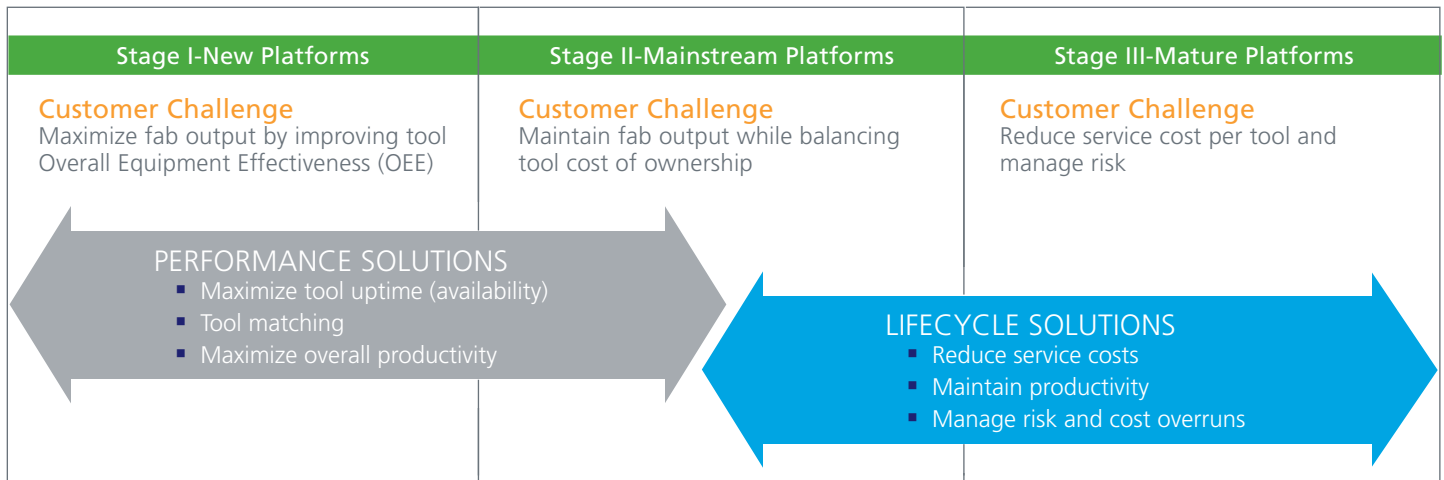


# Lifecycle Solutions

## K-T SERVICES

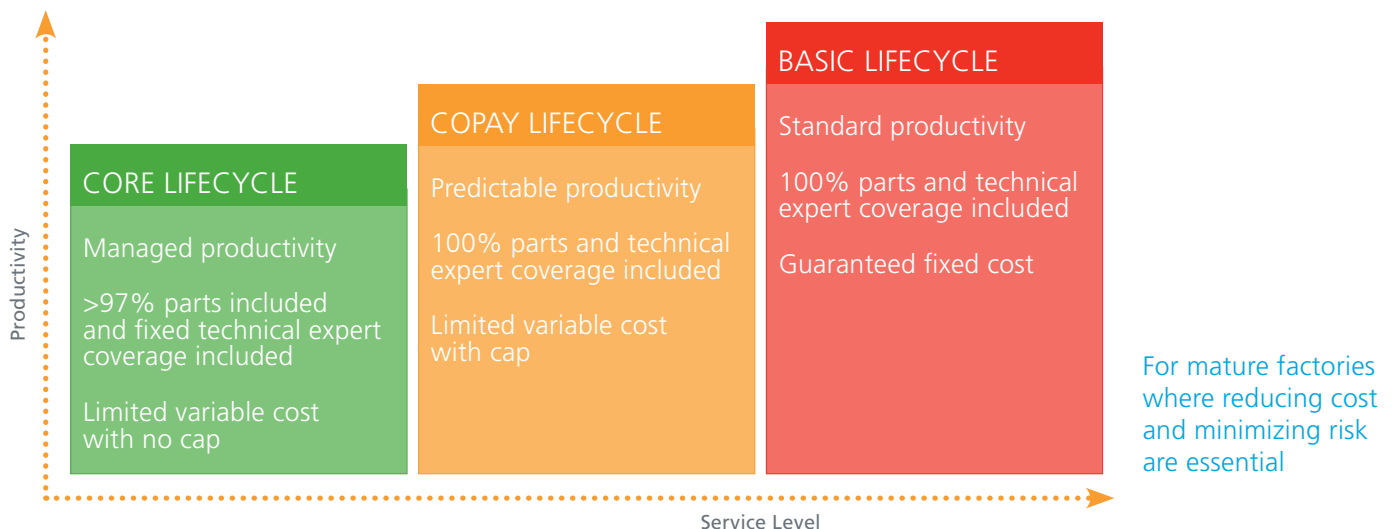
### MANAGING TOOLS THROUGH THE LIFE STAGES

KLA-Tencor tools, as with all semiconductor capital equipment, typically undergo three stages during their life. KLA-Tencor Services is committed to meeting the customer's evolving requirements as their tool moves through the life stages by providing Performance Solutions and Lifecycle Solutions:



### LIFECYCLE SOLUTIONS

Our Lifecycle portfolio of service agreements supports mature factories where reducing cost and minimizing risk are essential. The Lifecycle Portfolio is offered in **Core**, **CoPay** and **Basic** configurations to help customers choose the correct balance of price and productivity.



KLA-Tencor Services, in support of KLA-Tencor's inspection and metrology tools, enable customers to realize their required productivity and performance at the lowest overall cost. Only KLA-Tencor Services delivers the expertise and support infrastructure needed to service highly complex systems — ensuring customers achieve required uptime and matching with uncompromised sensitivity and precision.

**KLA-TENCOR SERVICES:**

Delivers the expertise to service highly complex inspection and metrology systems

Ensures customers achieve the required uptime and matching with uncompromising sensitivity and precision

Provides a broad portfolio of service agreements to meet the requirements of both leading edge and mature factories

## CHOOSE YOUR PACKAGE AND SERVICE LEVEL TO MEET YOUR NEEDS

HIGHER SERVICE LEVEL = HIGHER UPTIME WITH LESS VARIATION	CORE LIFECYCLE	COPAY LIFECYCLE	BASIC LIFECYCLE
Guaranteed annual fixed cost			•
100% parts included with no additional cost			•
Multi-tool dispatch		•	•
100% technical expert coverage		•	•
100% parts CoPay with cap		•	
5x8 coverage	•	•	•
Majority of parts delivered ≤ 24hr	•	•	•
Targeted response time	•	•	•
> 97% parts included	•		
Fixed technical expert coverage	•		

### KLA-TENCOR SERVICE and SUPPORT

Customer service is an integral part of KLA-Tencor's portfolio that enables our customers to accelerate yield. Our extensive customer service organization collaborates with customers worldwide through the life stages of their factory and tools to achieve the required productivity and performance at the lowest overall cost.

KLA-TENCOR CORPORATION  
 One Technology Drive  
 Milpitas, CA 95035  
 phone (+1) 408 875 3000  
[www.kla-tencor.com](http://www.kla-tencor.com)