



Product Update

800xA Simulator - Service Desk & Incident Management

Executive Summary

The 800xA Simulator system customers can now call ABB Service Desk on +47 22 87 24 00 or e-mail servicedesk@abb.soil.no to register their systems and order a support agreement.

These items can be ordered from the Service Desk price list for a simulator system:

- 24-7 Service Desk which includes Incident Management. Typical agreement: A purchase order is sent for a pre agreed number of support hours, which will be invoiced when this number is reached, within an agreed time limit.
- Remote support with customer provided access.

Products Concerned

800xA Basic Simulator

800xA Premium Simulator

800xA Professional Simulator

Advant Training Simulator

Industrial IT Training Simulator

Service Desk & Incident Management

The Service Desk is the Customer Site's Single Point of Contact, independent of service request case type and independent of vendor equipment.

Service Desk Contact: +47 22 87 24 00, servicedesk@abb.soil.no.

Service Desk is scaled to be a 24-7 service, with resources in Norway and India working together.

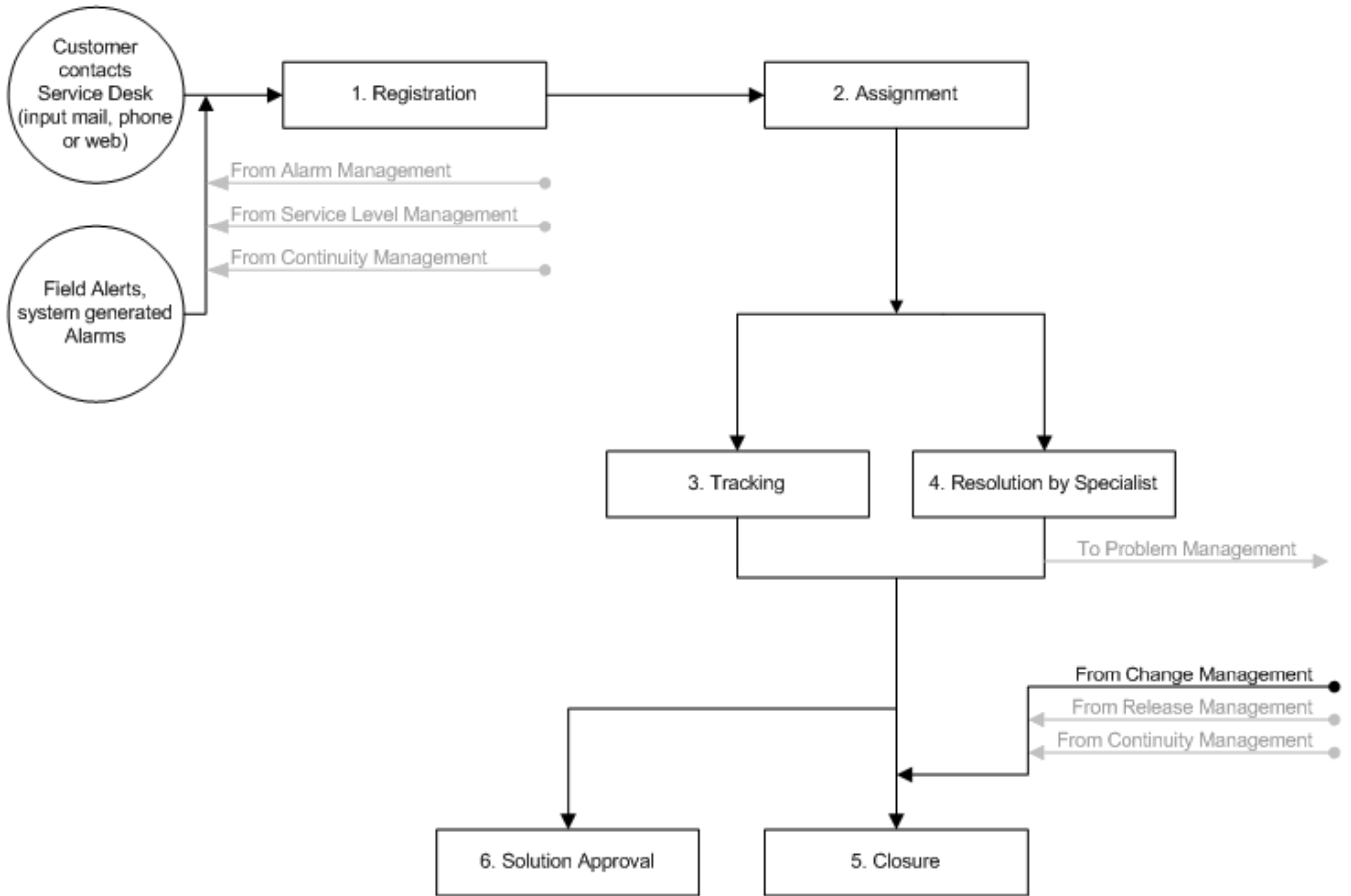
A Single Point of Contact (SPOC) Service Desk agent is available 24-7 to register and categorize any request. The requester receives a Service Desk case number for reference. Actual response on the case will depend upon the support agreement, available resources and information provided. The Service Desk will have an overview of all cases registered for your Plant and named requesters.

3rd Party Service Coordination

Service Desk also handles coordination of service requests related to defined third parties and their products. This service can be further assured through additional Underpinning Contracts in which services are described and committed.

ABB AS

Service Environment Overview



Additional Information

You will find more information about Service Desk on the ABB Products & Services site:
<http://www.abb.com/industries/seitp406/b149dda1cd7d12fcc125748700485d0d.aspx>

Additional information for ABB employees:
<http://no.inside.abb.com/cawp/gad01656/9614cac2395df455c12570a6004419bf.aspx>

Ordering and Sales Support

Please refer to ABB Service Desk, your regular business contacts or
simulator.sales@no.abb.com.

Yours Sincerely,

800xA Simulator Product Management.

ABB AS