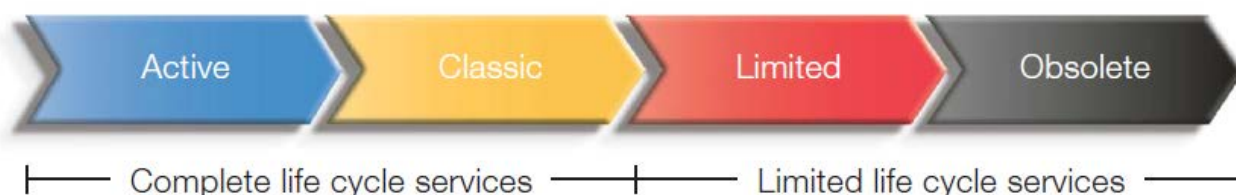


Service for excitation systems and synchronizing equipment Support line charging policy

Dear Customer,

ABB established the support line as a global customer service. Highly experienced experts in ABB excitation systems and combined solutions provide fast and precise technical emergency assistance 24/7, 365 days a year. Below please find the detailed charging policy:

Service excitation support line: +41 58 589 34 34



System type UNITROL 6080 UNITROL 6800 MEGATROL	System type UNITROL 5000 UNITROL F	System type UNITROL P STARTEX	System type UNITROL C UNITROL M UNITROL D
Charging conditions <ul style="list-style-type: none"> - First two hours are free of charge - After two hours support the case fee* will become effective - Every additional hour outside the case fee* will be charged CHF 220/ hour 	Charging conditions <ul style="list-style-type: none"> - First two hours are free of charge - After two hours support the case fee* will become effective - Every additional hour outside the case fee* will be charged CHF 220/ hour 	Charging conditions <ul style="list-style-type: none"> - Case fee* - Every additional hour outside the case fee* will be charged CHF 248/ hour 	Charging conditions <ul style="list-style-type: none"> - Case fee* - Every additional hour outside the case fee* will be charged CHF 260/ hour

* Case fee:

- The case fee starts immediately or two hours after the first incoming support line call, depending on the life cycle status of the product.
- The invoiced flat rate of CHF 2'000 covers maximum five hours support including the entire administrative effort. Every additional hour will be charged according to the hourly rate as indicated.
- Rates and system life cycle status are valid until 31.12.2015

Important: The owner of an “ABB Excitation Care” service agreement benefits of the included support line service with preferred technical assistance and therefore can disregard this announcement.

In case of questions, please do not hesitate to contact us!

Kind regards,

Philipp Kech
 Service and support line manager
 ABB Power Electronics

For more information, please contact:

ABB Switzerland Ltd.

**Power Control Service / Excitation systems and
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Doc. no. 3BHS816261