



Automation & Controls Customer Messages and FAQs

Purpose: This document is a guide to answer customer questions at the time of deal close.

Key Messages

- GE's Automation & Controls combines what was formerly known as GE's Intelligent Platforms and Alstom's Power Automation & Controls.
- Starting today, we offer our customers new, competitive solutions with complementary technologies, services and expertise.
- Our systems are controlling a significant portion of the world's power generation assets. We have an installed base of greater than 17,000 turbine control and distributed control systems in thermal power and oil & gas plants; greater than 14,000 excitation and starter systems for generator control; and greater than 20,000 wind turbines operating with our controls, power converters, and pitch systems.
- Our Industrial Internet solutions solve our customers' most complicated business issues and help customers obtain the highest possible benefits- **performance, reliability and innovation**- from their critical assets.
- With the Industrial Internet, we couple customers' data to amazing analytics to enable them to optimize their productivity - connecting machines, data, insights and people.
- **Customers determine our success** and we will continue to put them at the forefront of everything we do.

Frequently Asked Questions

General

Why did GE acquire Alstom's Power and Grid businesses?

The world needs accessible, affordable and sustainable power. It is estimated that \$17 trillion will be invested in the next 20 years in power & grid globally. GE is investing to innovate in the power and grid sectors. Alstom, like GE, is a company built on engineering and innovation, and Alstom brings both industry expertise and leadership. GE knows Alstom. GE loves the technology, the customer focus and the talent. This is the largest deal in GE's history, in an industry we've been in since its inception with Thomas Edison, and with a partner with which we share a common ancestry. This acquisition fits our industrial growth strategy and should create long-term value for our customers, shareholders, and employees.

What are we specifically announcing here?

Alstom's Power Automation and Controls (PAC) and GE's Intelligent Platforms are joining to become [GE's Automation & Controls](#) (Existing GE and Alstom legal entity names within regions will continue to be applicable in the near term).

Alstom's PAC business has provided leading solutions and services for existing and new power



plant projects, including key domain expertise in design, operation and maintenance of power plant automation systems. Combining it with GE's expertise in high performance, innovative automation control systems that are integrated with the Industrial Internet, this alliance will make GE one of the leading providers of automation and controls solutions.

How will I benefit from the formation of Automation & Controls?

- Simplification of engagement through a "one stop shop" for automation and controls solutions and services our customers require.
- Accelerated innovation as we combine the expertise and assets of these two leading teams.
- Access to a richer and more robust capability and application set from a single strategic partner.
- New geographic locations expanding GE's customer support capabilities.
- Significant value from their assets with high performance, reliable and innovative automation and controls products and solutions integrated with the Industrial Internet.
- A competitive edge through our industry-leading technology combined with best-in-class services.

Sales, Services and Support Contact Information

Will my sales contacts be the same as with my current relationship with Alstom PAC?

Yes. Your primary sales, services and support contacts will remain the same as they were prior to our integration, and you can continue to contact them. If you have any immediate questions or are unsure who your contact is, please contact our global customer support numbers.

- Americas: 800-433-2682
- Asia: 0086 400-820-8208
- Europe, Middle East and Africa: +800 1 433 2682

Will my service/support contact remain the same?

Yes. Your primary sales, services and support contacts will remain the same as they were prior to our integration, and you can continue to contact them. If you have any immediate questions or are unsure who your contact is, please contact our global customer support numbers.

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Will Alstom PAC products still be supported?

Yes. Alstom customers can continue to obtain support through their existing, local hotline numbers. In the days, weeks and months post-close, there will be additional communications regarding product evolution.



Contracts and Agreements

Will GE honor my Alstom PAC existing contract?

Except for a very limited number, the contracts entered into by Alstom PAC will remain in the same legal entities and will therefore not be affected by the integration. For the limited number of contracts that would be transferred from one legal entity to another, our customers can be assured that the new GE entity holding the contract will dedicate resources to perform contractual obligations under and subject to the contract terms.

What happens to frame agreements / blanket contracts or other pre-agreed conditions?

As for all the contracts entered into by GE on one side, and Alstom on the other side, frame agreements and blanket contracts will remain valid as per their terms and will be honored by GE. If both businesses have entered into frame agreements / blanket contracts with the same customers and for the same products, it shall be the new GE sales organization's responsibility to determine which of the two documents will remain, and negotiate with the customer according to the product line's strategy.

What happens to ongoing tenders where Alstom is competing against GE?

For offers that are being prepared but have not yet been submitted to the customer, GE will determine the best approach and sales strategy going forward. For situations where both GE and Alstom have already submitted tenders to a customer, GE will honor the tenders, consistent with all applicable laws and tender regulations and subject to the terms and any expiration dates of such tenders. GE will be responsible for negotiating such tenders with the customer in accordance with the business strategy as well as the tender regulations and requirements, consistent with all applicable laws.

Order Entry and Status

Do I process orders in the same way?

Existing GE customers will continue to place orders in the same way they did prior to deal close, including use of the same GE legal entity name on purchase orders. For former Alstom products, you will continue to place orders in the same way you did prior to our integration, including use of the same Alstom legal entity name on purchase orders. Your primary contacts will remain the same as they were with Alstom PAC, and you can continue to contact them to place an order. If you are unsure who your contact is, you can call one of our global customer support numbers.

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How do I check the status of my current order(s) and will that status be affected?

Current orders in process with GE will be unaffected, and orders can be checked using the same process as before. For former Alstom products, you will continue to check order status in the same way you did prior to our integration. There will be no impact to the status of your order. Your primary contacts will remain the same as they were with Alstom PAC and you can continue to contact them to



check order status. If you are unsure who your contact is, you can call one of our global customer support numbers.

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Will the current delivery model continue? Will the products be shipped from their current factory locations?

Immediately after closing, we will continue to follow the delivery models that GE and Alstom had in place prior to the close of this deal. Any future change in the delivery and/or shipment model will be communicated with sufficient notice to all stakeholders.

Payment

Will my current payment/credit terms change?

The standard approach will be thirty (30) day payment terms. Deviation will be subject to the tender/deal review process that will be implemented for Automation & Controls. Please refer to your regional sales contact if there are specific requirements for letter of credit or bank guarantees.

If I have accounts receivable questions, who do I call?

Your primary support contacts will remain the same as they were prior to our integration, and you can continue to contact them. If you have any immediate questions or are unsure who your contact is, please contact our global customer support numbers.

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