ADVANTEST®

Number 1 Global ATE Supplier

VLSIresearch Customer Satisfaction Survey 2020

Advantest Awarded RANKED 1st 10 BEST Supplier

- Advantest earns RANKED 1st in the:
  - 2020 10 BEST *Large Chip Making Equipment Suppliers*
    - highest record score of 10 BEST *Large Chip Making Equipment Suppliers* with an excellent 9.50
    - among the elite few to be honored as a 10 BEST supplier since the survey's launch 32 years ago
  - THE BEST *Test Equipment Supplier* of 2020
- Awarded 5 VLSI Stars from customers for the fourth consecutive year
- No. 1 global Automatic Test Equipment (ATE) supplier, with expansive customer base spanning the world's key semiconductor regions
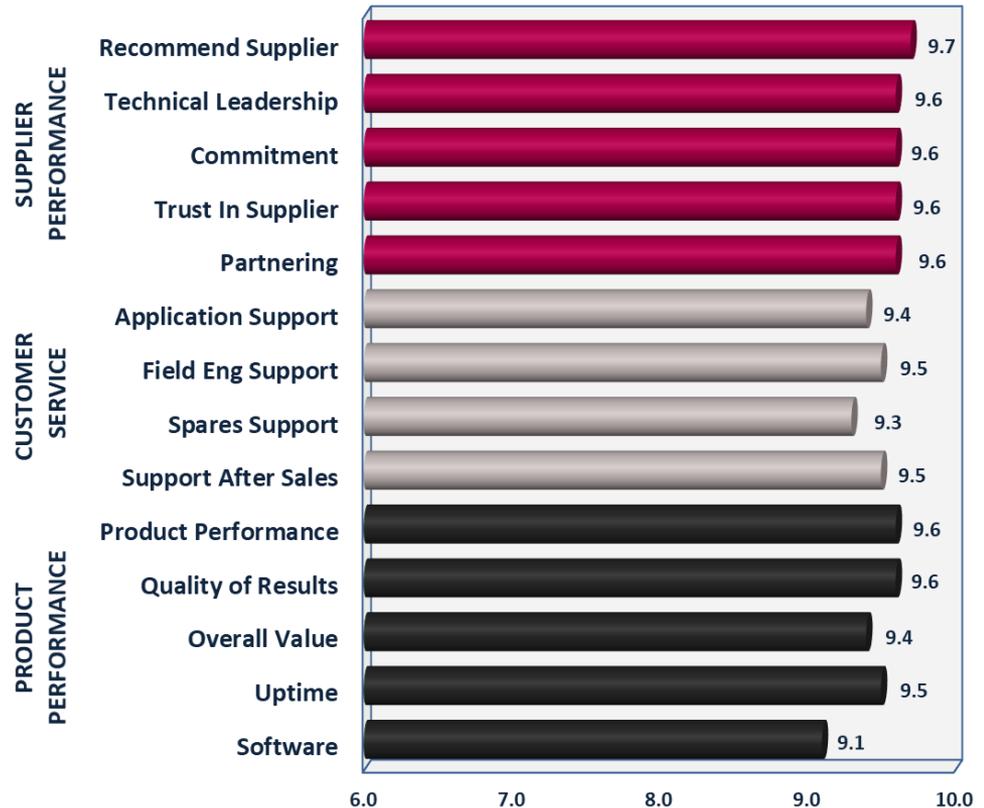
LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	VLSI Stars
ADVANTEST®	9.50	★★★★★
Teradyne	9.48	★★★★★
ASML	9.31	★★★★★
ASM Pacific Technology	8.92	★★★★⯪
Kokusai Electric	8.35	★★★★
Tokyo Electron	8.34	★★★★
Lam Research	8.21	★★★★
Applied Materials	8.00	★★★★
Hitachi High-Tech	7.64	★★★⯪

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How Customers Perceive Advantest

- Earns highest score of all 10 BEST *Large Chip Making Equipment Suppliers* in 8 rating categories

- Improves ratings in all rating categories
  - *recommend supplier* and *field engineering support* by 40 basis points
  - *commitment, trust in supplier, application support, support after sales, product performance, quality of results,* and *overall value* by 30 basis points

- Highest scores*
  - *recommend supplier*
  - *technical leadership*
  - *commitment*
  - *trust in supplier*
  - *partnering*
  - *product performance*
  - *quality of results*
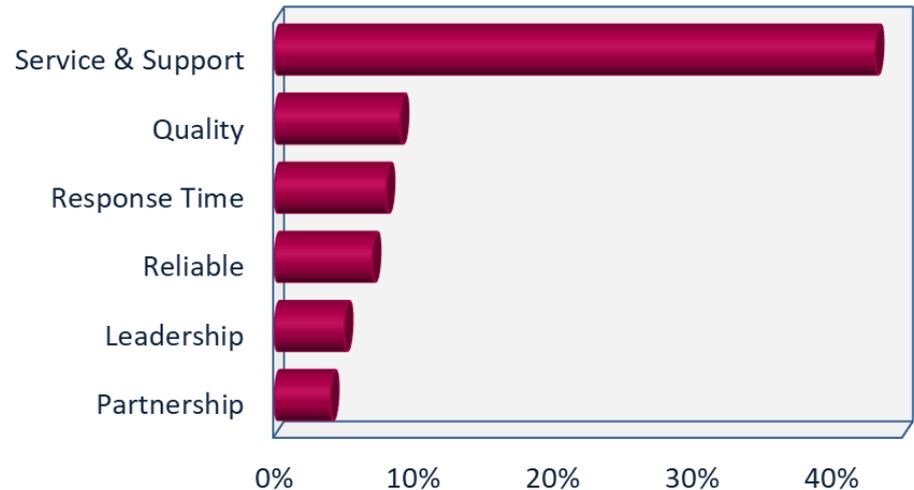
Listed in order of rating

SUPPLIER PERFORMANCE
Category	Rating
Recommend Supplier	9.7
Technical Leadership	9.6
Commitment	9.6
Trust In Supplier	9.6
Partnering	9.6

CUSTOMER SERVICE
Category	Rating
Application Support	9.4
Field Eng Support	9.5
Spares Support	9.3
Support After Sales	9.5

PRODUCT PERFORMANCE
Category	Rating
Product Performance	9.6
Quality of Results	9.6
Overall Value	9.4
Uptime	9.5
Software	9.1

(Scale: 6.0 — 7.0 — 8.0 — 9.0 — 10.0)

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Key Comments from Customers

- 60% of customers provided feedback for Advantest

- 43% of who commented (94 survey responses) mentioned Advantest's outstanding service and support
  - majority of these comments came from regions of Rest of the World, China, North America, and Taiwan

- 17% of customers who commented (37 survey responses) praised them on:
  - high product quality
  - fast response time

- 7% (15 survey responses) commented on how reliable and stable Advantest is

2020 Key Comments from Customers

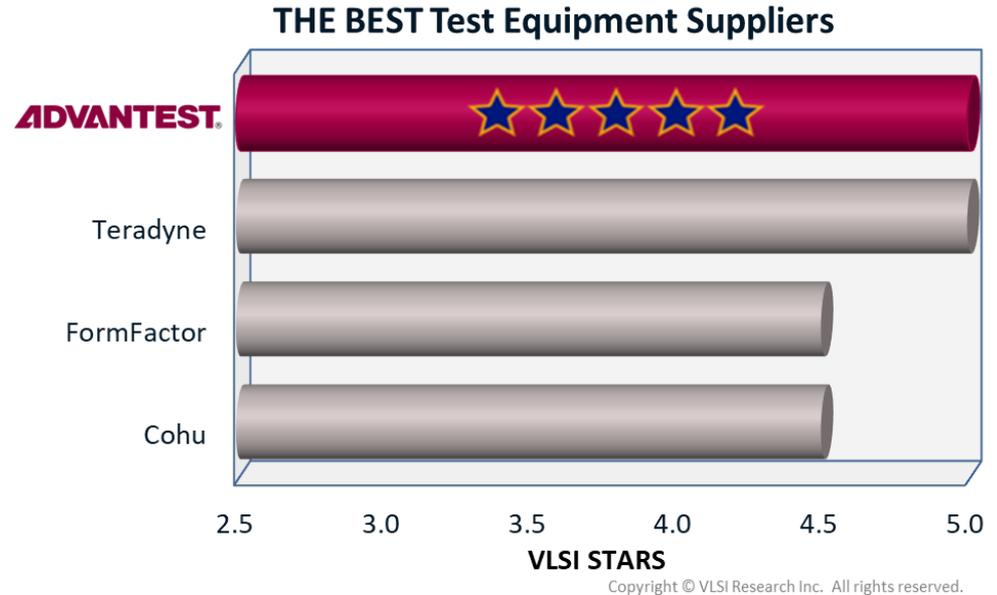**VLSI**research Customer Satisfaction Survey 2020

More Perceptions from Customers

➢ *I trust them as* **high quality vendors** *for my memory test equipment.*

➢ *Advantest is the* **equipment leader** *in SoC IC testing, the* **PS1600 tester design is excellent** *for advance ASIC SoC IC* **test development** *and* **production usage***.*

➢ *Equipment* **stability***,* **precision***, and personnel services meet our requirements.*

➢ **Best in class** *and* **# 1 technical/sales/engineering team***.*

➢ *Advantest provides a* **fantastic tester** *and* **service***, we can get* **timely support** *via phone, and on site support with scheduled.*

➢ *Advantest is an* **important partner** *of our company and* **provides a stable and reliable platform** *for testing of our products.*

➢ *Excellent product quality and reliability,* **top class sales and service** *support.*

➢ *ADVANTEST support before and after sale is always awesome with quality. The product of ADVANTEST are highly rated in terms of* **quality and reliability***. They are* **always listening for customer feedback and improvements***.*

➢ *Experience over the last 15 years with the Advantest equipment has been* **excellent***. Advantest has continued to* **demonstrate leadership** *and* **commitment** *in the areas that we chose their equipment.*

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Advantest Performance Among Peers

- Advantest awarded as THE BEST *Test Equipment Supplier*
  - earns 5 VLSI Stars for fourth year
  - improves score by 27 basis points to a record high 9.50 score
- Achieves the highest rating among all THE BEST *Test Equipment Suppliers* in 10 categories
- Exceptionally respected Global ATE supplier who provides Five-Star customer satisfaction by enabling productive leading-edge semiconductor test technology to customers globally

THE BEST Test Equipment Suppliers

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Advantest's Approach to Customer Satisfaction

- Global approach to serve customers consistently in all key semiconductor manufacturing regions
  - push the envelope of the next generation of test technologies
  - partner with advanced customers to deliver leading-edge technology to consumers
  - customers in all critical manufacturing sectors from IDMs to fabless, foundry, and OSAT
  - diverse markets covering SOC, MPU, and memory segments
- Advantest offers comprehensive solutions including Test Systems, Peripherals, and Global Support capabilities
  - semiconductor test requires integration of all critical components into a highly productive test cell
  - highly scalable modular architecture platforms covers varying customer requirements

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About Advantest

Advantest (TSE: 6857) is the leading manufacturer of automatic test and measurement equipment used in the design and production of semiconductors for applications including 5G communications, the Internet of Things (IoT), autonomous vehicles, artificial intelligence (AI), machine learning, smart medical devices and more. Its leading-edge systems and products are integrated into the most advanced semiconductor production lines in the world. The company also conducts R&D to address emerging testing challenges applications, produces multi-vision metrology scanning electron microscopes essential to photomask manufacturing, and offers groundbreaking 3D imaging and analysis tools. Founded in Tokyo in 1954, Advantest is a global company with facilities around the world and an international commitment to sustainable practices and social responsibility.

www.advantest.com

About VLSIresearch

VLSIresearch's unique combination of deep semiconductor industry contacts, data analytics, with databases and information libraries that reach back seven decades, combined with its locations in the world's technology hot-spots, make it perfectly suited for the development of the world's most distinguished semiconductor market research. VLSI's information is selectively crafted by the world's most renown semiconductor manufacturing market research analysts who have over a century of combined experience. VLSIresearch's contributions are industry recognized by being the only market research firm to have received SEMI's Sales and Marketing Excellence Awards. Founded in 1976, VLSIresearch is the leading technology research and advisory company focused on semiconductor market research.

www.vlsiresearch.com

About the 2020 VLSIresearch Customer Satisfaction Survey

VLSIresearch received feedback from more than 98% of the semiconductor equipment market and 85% of subsystems customers for this year's survey. The survey spans two and half months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fourteen categories based on three key factors: supplier performance, customer service, and product performance. 1,970 surveys were returned, resulting in 27,364 total responses.

The VLSIresearch annual Customer Satisfaction Survey is the only publicly available opportunity since 1988 for customers to provide feedback for suppliers of semiconductor equipment and subsystems. The 10 BEST, THE BEST, and RANKED 1st awards provide special recognition to suppliers that are rated highest by their customers.

10 BEST awards recognize each *semiconductor equipment supplier* as a whole, regardless of product type:

- Fab, Test, and Assembly equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: *Large* and *Focused*

THE BEST awards recognize the more detailed markets:

- *Fab*, *Test*, *Assembly equipment*, *WFE to Foundation Chip Makers, WFE to Specialty Chip Makers, Assembly Subsystems, Test Subsystems,* and *WFE Subsystems*

RANKED 1st awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST** and **THE BEST**
- Specialized areas such as: *CMP*, *Deposition*, *Etch & Clean*, *Implant*, *Lithography*, *Process Diagnostics*, *Specialty Fab*, and *Subsystems*

The VLSI Stars rating scale:

★★★★★ 9 to 10   ★★★★⯪ 8.5 to <9   ★★★★ 8 to <8.5   ★★★⯪ 7.5 to <8   ★★★ 7 to <7.5

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