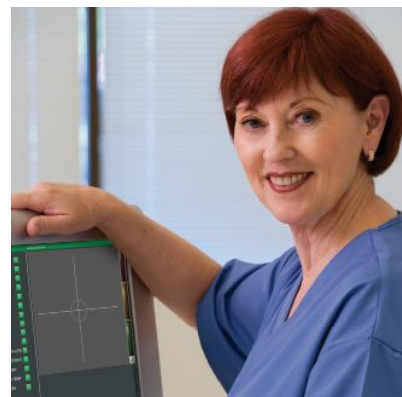
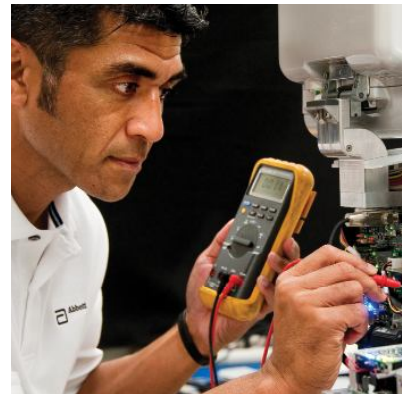


BeyondService

Delivering Peace of Mind





Our Promise

At Abbott Medical Optics Inc. (AMO), our goal is to develop advanced vision technologies so you, our customers, can provide optimal quality of life for your patients. However, our commitment to you just begins when you purchase your AMO devices. Our award-winning customer service and support teams are dedicated to building partnerships with you, our customers, by providing you with quality service and expedited solutions to minimize your downtime and maximize your peace of mind. Furthermore, we understand that our service can influence your business success and the service you provide your patients. That's why we treat you as we'd like to be treated, with respect, honesty and candor. With hundreds of support professionals strategically positioned around the globe, AMO is poised to deliver support when you need it, where you need it. At AMO, our long-term commitment is to go BeyondService providing you with exceptional service experiences, every time.

The AMO Service Experience

At AMO, you are family, and we strive to offer you personalized, dependable, and caring support. Before you even

purchase our devices, our team of highly experienced Field Service Engineers (FSEs) work with you to inspect and plan the site, minimizing your installation time and ensuring you have a great out-of-the-box experience.

If you have technical support questions once your equipment has been installed, AMO offers a unique "Follow the Sun" methodology that allows you to speak to an AMO Technical Support Specialist, 24 hours a day, 7 days a week, 365 days a year no matter where you are in the world. Should you require an in-office visit, one of our highly-trained and annually recertified Field Service Engineers will contact you within minutes to schedule your service. Backed by AMO's strategically located global spare parts warehouses, each of our over 200 FSEs are equipped to fix most any problem at your site in a single visit. Our commitment to you is fast, friendly, competent support so you can get back to providing care for your patients.

This commitment to our customers has made AMO a proud ten-time recipient

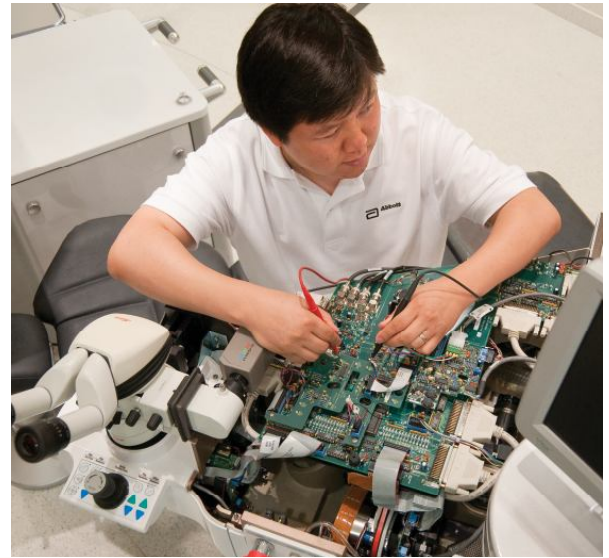


of the prestigious Omega Management Group's annual NorthFace ScoreBoard Award for world-class excellence in customer satisfaction. This award, which is based on independent customer surveys, is given to organizations that deliver exemplary service to their customers and demonstrate a deep

commitment to consistently exceeding customer expectations. We strive to ensure that you, our extended family, receive award-winning service with each interaction whether customer, technical or in-office field support. At AMO, we go BeyondService to consistently exceed your expectations and deliver on our promise.

Value of Service

As is the case with medicine, in business, prevention is better than cure. Regular



inspection and preventive maintenance of your medical devices prolongs the life of your investment and ensures reliable performance and regulatory compliance. To provide you the security of support and maintenance coverage for your AMO refractive and cataract equipment, we offer service plans that fit your business needs and budget (highlighted in the table on the next page). These plans provide the following services and benefits during your contract term:

- Regular Scheduled Preventive Maintenance
- All Parts Specific to Preventive Maintenance Service
- Reduced Total Cost of Ownership by Minimizing Downtime and Maximizing Utilization
- Predictable Maintenance Costs for More Accurate Service Budgeting
- Software Updates and Component Retrofits for Optimized Performance
- Service Contract Customers May Be Eligible for Multiple System or Multiple Year Discounts

Our service plans can be purchased at any time and are available with a Monthly, Quarterly, or Annual payment plan. At AMO, we go BeyondService to provide you peace of mind.

Services	AMO Total Care				AMO Flex Care		AMO Vital Care			AMO Essential Care	Fee-Based
Eligible Products	Femto	Excimer	Aberrometer	Phaco	Femto	Excimer	Femto	Excimer	Aberrometer	Phaco	Femto, Excimer, Aberrometer, Phaco
Global 24 x 7 Technical Support (After-Hours Service in English Only)	√	√	√	√	√	√	√	√	√	√	√
Pre-Scheduled Preventive Maintenance (Travel, Labor & PM Parts)	√	√	√	√	√	√	√	√	√	√	Hourly Rate
Un-Scheduled Service (Travel & Labor)	√	√	√	√	√	√	Hourly Rate			√	Hourly Rate
Spare Parts Replacement (Includes Optics & Laser Cavity for Refractive Products)	√	√	√	√	√	√	List Price			List Price	List Price
Software Updates	√	√	√	√	√	√	√	√	√	√	
Performance Retrofits	√	√	√	√	√	√	√	√	√	√	
Equipment Relocation											√
Remote Procedure Transfer and Troubleshooting	√				√		√				
Tuition for three to AMO University or Fastrack Workshop		√									
200 Calibration Blocks		√									
Monthly, Quarterly, or Yearly Payment Plan	√	√	√	√	Base Fee Only	Base Fee Only	√	√	√	√	
Fee Structure	Flat Annual Fee				Base Fee + Per Procedure Fee		Flat Annual Fee for PM Labor, Travel, and PM Parts. All other parts and service billed at T&M rates			Flat Annual Fee for PM and Reactive Labor, Travel, and PM Parts. All other parts billed at T&M Rates	Hourly Rate Plus Parts at List Price

Service agreements are not for end-of-service products. Equipment inspection fees will apply when renewing service agreements for units with expired warranties or lapsed contract coverage. Consumables, Gas, and elective service, such as equipment relocation, are not included.

Obtaining Service

To obtain Technical Support, please call:
1 800 511 0911

To obtain Customer Support or service plan information/ordering, please call:
1 877 AMO 4 LIFE (1-877-266-4543)

Service plan information may also be obtained by contacting
global.services@amo.abbott.com.

Visit <http://www.AMOservice.com>
for more information about AMO
products and services.