



The Top Etch & Clean Supplier

TechInsights Customer Satisfaction Survey 2022



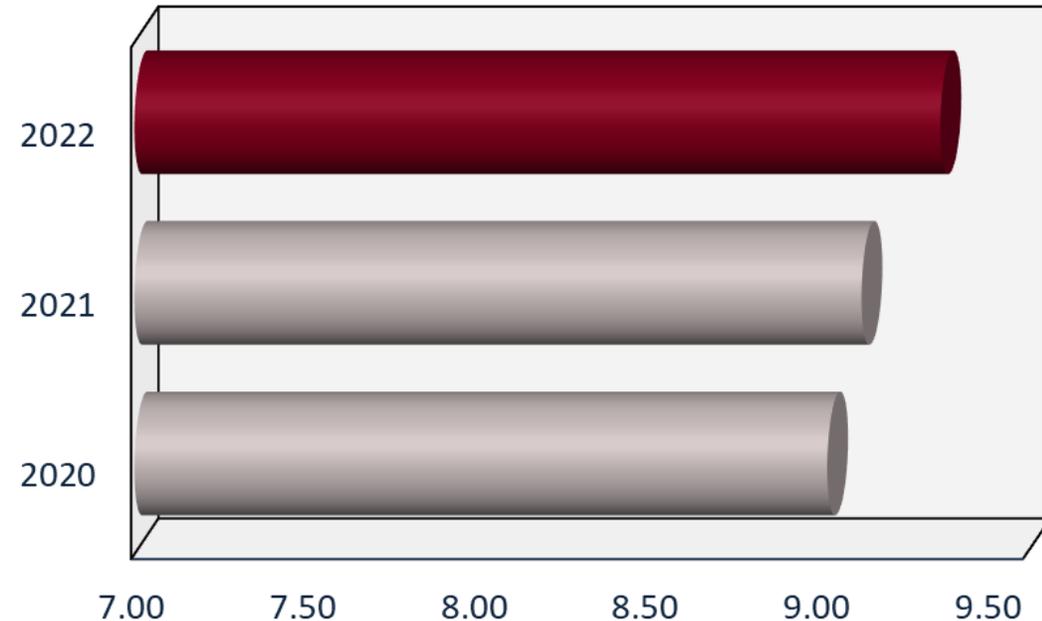


Plasma-Therm ranks as 10 BEST Focused Chip Making Supplier



- Plasma-Therm awarded 5 Stars in the 10 BEST *Focused Suppliers of Chip Making Equipment*
 - improves 10 BEST rating by 23 basis points to an incredible 9.35
- Takes highest ratings of all 10 BEST *Focused Suppliers of Chip Making Equipment* in *recommend supplier, commitment, and overall value*
- Customers award Plasma-Therm with RANKED 1st in *Etch & Clean Equipment*
- Plasma-Therm's expertise in plasma processing technologies makes it the preferred supplier to major manufacturers and research institutions

Plasma-Therm's 10 BEST Award History

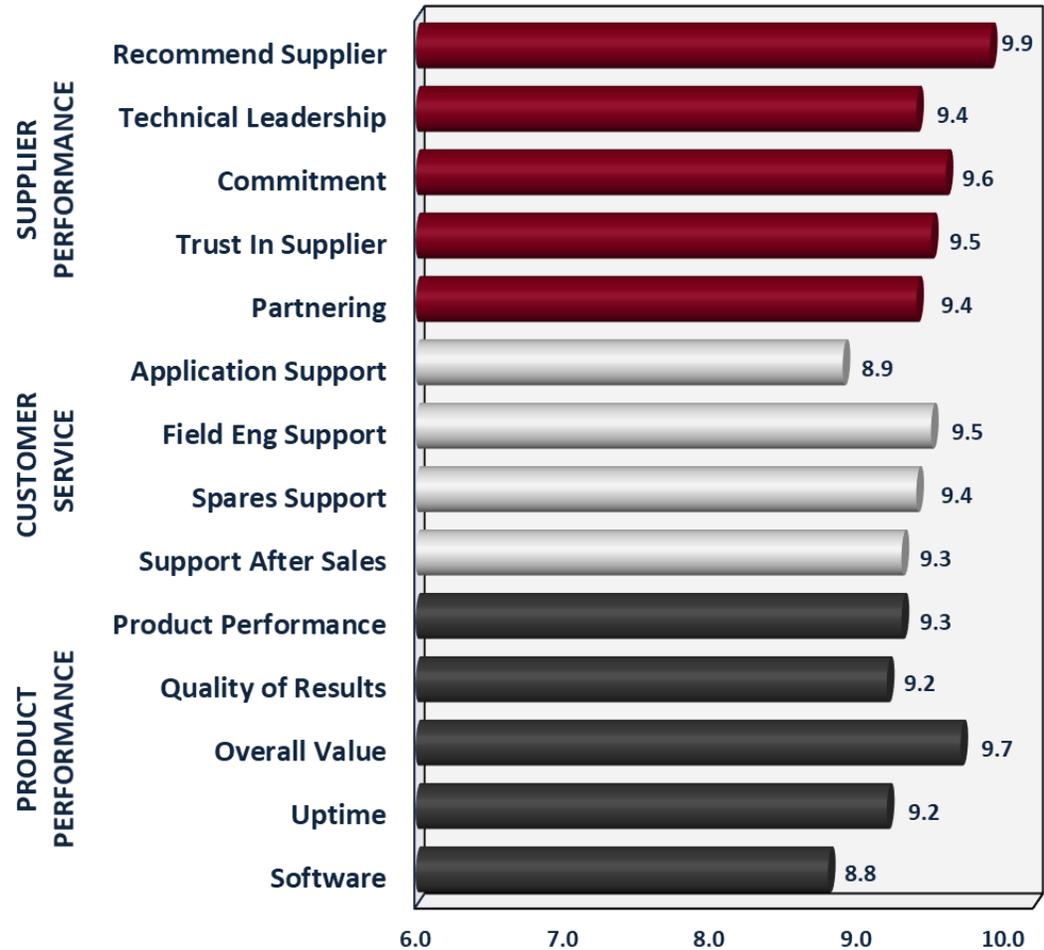


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How Customers Perceive Plasma-Therm

- Customers honor Plasma-Therm with an average rating of 9.6 in *Supplier Performance*
 - earns an exceptional 9.9 in *recommend supplier*
- Improves its ratings in 8 categories
 - *recommend supplier* and *overall value* up 80 basis points
 - *commitment* up 70 basis points
 - *technical leadership, quality of results, and uptime* up 40 basis points
 - *product performance* up 30 basis points
 - *application support* up 20 basis points
- Highest scores*
 - *Recommend Supplier*
 - *Overall Value*
 - *Commitment*
 - *Trust In Supplier*
 - *Field Engineering Support*

*Listed in order of score, highest to lowest



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More Perceptions from Customers

- **Best technical support team. Very responsive and helpful.**
- Great **responsiveness and support**. Since installation, the Vision 320 **has met and exceeded our expectations** throughout the 15 months of service. **I would buy another similar system from Plasma-Therm.**
- **20yrs excellent Technical Support after sales**, after warranty with **consistent ability to resolve all complex issues**. We have over 100 different vendor tools and **Plasma-Therm Technical Support is top of the list.**
- **Great communication and excellent support** of our system.
- **Excellent after-sales support**. Field service engineer is **technically proficient** and offline support is available most of the time.
- **Excellent response from their tech support team**. Always **very responsive** with **detailed technical info** and **procedures on tool issues**.
- **Great customer support** and **good uptime**.



Plasma-Therm's Performance Among Peers

- Earns 5 Stars in THE BEST Suppliers for both *Fab Equipment* and *WFE to Specialty Chip Makers*
 - 13th consecutive year as a THE BEST Supplier in *Fab Equipment*
- Receives the highest score among all *WFE to Specialty Chip Makers* in 11 rating categories
 - awarded RANKED 1st in *WFE to Specialty Chip Makers* by customers
- Plasma-Therm continues to commit to the development of systems and services that meet the diverse requirements of their global customer base

WFE TO SPECIALTY CHIP MAKERS	Rating	TechInsights Stars
Plasma-Therm	9.35	★★★★★
EV Group	9.12	★★★★★
Lam Research	7.90	★★★★☆
Tokyo Electron	7.76	★★★★☆
Applied Materials	7.52	★★★★☆
Hitachi High-Tech	7.41	★★★☆☆
Canon	7.06	★★★☆☆
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Plasma-Therm's Approach to Customer Satisfaction

- Innovate plasma-processing technologies
 - including the industry's first plasma dicing-on-tape solution
 - providing solutions, service & support to meet customers processing needs and expectations
 - used in research, pilot manufacturing, and volume production
- Enable new technology
 - commitment to the development of systems and services that meet the diverse requirement of their global customer base
- Higher performance from smaller and more powerful products
- Plasma-Therm's reputation as an industry leader is built on:
 - customer support
 - product innovation
 - reliability
 - low cost of ownership



About Plasma-Therm

Established in 1974, Plasma-Therm is a global manufacturer of advanced plasma processing equipment, providing etch, deposition, surface modification, and plasma dicing technologies to the specialty semiconductor markets, including wireless communication, power devices, MEMS, photonics, advanced packaging, memory and storage, and R&D. Plasma-Therm's products have been adopted globally and have earned their reputation for value, reliability, and world-class support. Sales and service locations throughout North America, Europe and Asia-Pacific meet the diverse needs of Plasma-Therm's global customer base.

www.plasmatherm.com

About TechInsights

TechInsights is the most trusted source of semiconductor technology and market analysis, providing content and services to the world's most successful companies.

For over 30 years we have existed to support a fair marketplace where semiconductor and electronics intellectual property can be innovated and monetized. By revealing the innovation others cannot inside the broadest range of advanced technology products, we enable business leaders to make the best technology investment decisions and prove patent value with fact-based information.

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About the 2022 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 63% of the semiconductor equipment market and 80% 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. 1,316 surveys were returned, resulting in 17,546 total responses.

The TechInsights 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, Assembly, and WFE Subsystems 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 Equipment, Test Equipment, 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, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

The TechInsights 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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