

CustomerNet

What is *CustomerNet*?

CustomerNet is a secure website that contains information that is of interest to ASML Customers. The information on *CustomerNet* can be for all customers, tailored to one customer, or even to a single user. *CustomerNet* contains a lot of training information, computer based training, electronic documentation updates, and downloads of ASML-specific software tools.

Where is *CustomerNet*?

On the asml.com homepage, click the *Go to other ASML websites* pull-down menu, and select *CustomerNet*.

Why Register?

As a registered customer, you will receive a user name and password that allows you to view the information provided on the ASML *CustomerNet* secure web site.

Who Can Register?

Due to the proprietary and confidential nature of the information provided on the *CustomerNet* web site, user names and passwords can only be issued to legitimate owners of ASML equipment. ASML will thoroughly review each applicant to verify that he or she is a current employee of a ASML customer company before approving access.

How to Register

To register, click registration in the menu on the left. Required fields are marked with an asterisk.

ASML will review your request for access. If approved, you will receive two e-mail messages with your username and password. Please be sure to keep your user name and password in a safe place and do not share this information with others. Password-protect your computer or close your browser if you need to leave your computer unattended. If you do not receive notification within two working days, please send an email to IT.SERVICE.DESK@asml.com with a CC: to your ASML Account Manager.

Forgotten Passwords

If you forget your password, click Forgotten Password in the menu on the left.

Your password will be sent to the e-mail address you provided when you registered. If you forgot your user name or changed your e-mail address, you will have to re-register. If you do not receive notification within two working days, please send an email to IT.SERVICE.DESK@asml.com with a CC: to your ASML Account Manager.

Personal Privacy

Any personal information that you submit to ASML will be used only to verify your customer status for the purpose of issuing a user name and password. No personal information will be provided to third-party companies.

Recommended Browsers

CustomerNet adheres to the [W3C](http://www.w3.org/) recommendations. The following browsers follow the W3C recommendations, you can choose which one you like best:

- Microsoft Internet Explorer IE11
- Mozilla Firefox (latest release)
- Google Chrome (latest release)
- Apple Safari (latest release)

You may also use any other browsers that claim to adhere to the W3C recommendations.

Questions and Comments

Should you experience technical problems (login, password, access permissions), please send an email to **IT.SERVICE.DESK@asm.com** with a CC: to your account manager.

For commercial questions about CustomerNet ask your account manager, who will ensure it is forwarded to the department which will answer it.

