

October 19, 2010

November 1 marks an important milestone for Agilent. It is the date the majority of Varian systems, products, people and processes will be integrated into Agilent. You will begin to see benefits right away, such as:

- a broader portfolio of solutions from a single company;
- one point of contact for all of your sales and service needs; and,
- a continuation of the trusted support you expect and deserve, for the industry-leading solutions that you rely on.

I always find it better to tell customers upfront about what to expect. While we are working to make the changeover invisible to you, it is possible you may experience some inconveniences such as longer wait times on the phone or needing to be transferred to find the right resource. Combining two companies is a complex effort that involves most of our company's systems and processes. We have spent the past six months addressing every detail to ensure the transition is as seamless as possible for you. However, in my experience, even when you plan well, there can be issues.

I want to thank you for your patience as we work through any issues that arise. Please tell us immediately if you have any concerns about our performance, or need to get a problem resolved (www.agilent.com/chem/ContactUs). We are here to help, and we will make it right as quickly as possible.

If you are a customer new to Agilent, I would like to personally welcome you. Like all Agilent customers, you are our highest priority, and we will do whatever is possible to provide you with the best solutions for your needs. Please visit our integration webpage (www.agilent.com/go/varian) to get details about the integration.

Thank you for trusting us with your business and for the opportunity to address your measurement needs.

Sincerely,



Bill Sullivan
President and CEO
Agilent Technologies, Inc.