



Customer Frequently Asked Questions for integration of Fairchild Semiconductor into ON Semiconductor

Timing for ON Semiconductor to complete former Fairchild Semiconductor integration

Q: *When will ON Semiconductor and Fairchild Semiconductor integrate the ordering, shipping and remittance processes?*

A: The date for full process and system integration is Monday, October 30, 2017. Details regarding the integration can be found at the [Customer Integration Site](#).

Q: *When should customers change the Fairchild Semiconductor Vendor Code to ON Semiconductor?*

A: At the time of system integration, on Monday, October 30, 2017. All Fairchild orders that have not shipped from Fairchild prior to integration will be converted to the ON Semiconductor order management system. All open orders will then be shipped, invoiced and remitted to ON Semiconductor. These open orders need to reflect the customer's ON Semiconductor vendor code.

Q: *What happens to the customer's orders that are open in Fairchild's backlog?*

A: All orders that are open in the Fairchild backlog will be part of a backlog conversion process that begins during the week of October 23rd. Orders will retain the PO#, quantity and commit date. On October 30th, customers should assign the ON Semiconductor vendor code to all unshipped orders. Please contact your customer service representative to assist in making any changes necessary to your orders due to the new vendor code.

Q: *During backlog conversion, will Fairchild Semiconductor continue to ship product?*

A: There will be a "no ship" period for **Fairchild products ONLY**. The "no ship" window is anticipated to be 2 to 4 business days the week prior to integration. During this time we will be moving inventory to ON Semiconductor warehouses and transferring system data. We will have an emergency ship process in place for the orders we anticipate that will need to ship during the system freeze.

*** This "no ship" period does not affect ON Semiconductor products.**

Q: *Should the customer stop sending orders to Fairchild Semiconductor?*

A: Fairchild orders received from customers, from October 24 through October 29, 2017 will be held and entered in the ON Semiconductor system on October 30th. Please remember to change the vendor code on all unshipped orders previously placed on Fairchild Semiconductor.

Electronic Data Interchange (EDI)

Q: *If a customer is already using EDI with ON Semiconductor today, can this existing B2B connectivity be used to order Fairchild Semiconductor products?*

A: Existing and new EDI customers with ON Semiconductor have been contacted to make the necessary changes. Customers should not make changes until contacted by ON Semiconductor. If you have not yet been contacted by ON Semiconductor, please email Fairchild_questions@onsemi.com.

Q: *If a customer is already using EDI with ON Semiconductor today, what happens to a PO released previously to Fairchild Semiconductor and not yet shipped?*

A: Shipments after October 30, 2017 will reflect the outbound EDI from the ON Semiconductor system and therefore, the customer PO needs to reflect the ON Semiconductor vendor code. Please ensure on October 30, 2017 all unshipped EDI orders reflect your vendor code for ON Semiconductor.



Escalations

Q: *Who is the customer contact for escalations?*

A: Our customer service organization is responsible for customer escalations. We have already integrated the service organizations. For many customers both Fairchild and ON Semiconductor systems are currently managed by the same customer service representative.

If you have questions regarding your customer service support please email Fairchild_questions@onsemi.com.

Terms and Conditions

Q: *Will Fairchild Semiconductor standard terms and conditions (cancellation, warranty, end of life etc.) remain in effect?*

A: At this time, we are executing to [ON Semiconductor standard terms and conditions of sale](#).

Q: *Will customer contractual agreements remain in effect with Fairchild Semiconductor? For what period of time?*

A: ON Semiconductor assumed all Fairchild Semiconductor customer contracts effective after the deal closed and they remain valid for Fairchild products until such time as terms can be renegotiated. ON Semiconductor is currently reviewing Fairchild Semiconductor customer contracts for alignment to ON Semiconductor contracts and will work with Sales and the Legal Department to respond to specific customer questions.

Part Numbers

Q: *Will the Fairchild Semiconductor part numbers change?*

A: A [Part Change Notification](#) (PCN) was sent to our customers on May 29, 2017. Former Fairchild Products that contain an underscore (_) will be changes to a dash (-) at system integration. ON Semiconductor systems cannot accept part nomenclature with an underscore (_). If you did not receive the PCN, please contact sales or email Fairchild_questions@onsemi.com.

Part Marking

Q: *What changes will be made to Fairchild Semiconductor part marking?*

A: In general, parts marked with the Fairchild Semiconductor logo will change to the ON Semiconductor logo beginning in November of 2017. Other mass marking changes to parts already released are not currently planned. Any exceptions will be handled with a PCN.

Samples and Datasheets

Q: *Can the Fairchild Semiconductor products be sampled today in ON Semiconductor systems?*

A: Yes, Fairchild Semiconductor standard product information was added to the ON Semiconductor website on June 26, 2017. Sample ordering of Fairchild products is available on www.onsemi.com, www.onsemi.cn, and www.onsemi.jp.



Distribution

Q: Will Fairchild Semiconductor products be available via ON Semiconductor distribution channel at acquisition?

A: Fairchild Semiconductor and ON Semiconductor share many authorized distributor partners. These distribution partners continue to operate separately until full system integration on October 30, 2017.

Logistics

Q: Will the Fairchild Semiconductor warehouse locations and logistics flow remain the same?

A: No they will not. We are migrating to ON Semiconductor logistics flows and process at system integration.

For additional assistance, please contact your Sales or Customer Service Representative. You can also email Fairchild_questions@onsemi.com.