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**INDEPENDENT CUSTOMER SATISFACTION RATINGS & RANKINGS  
RELEASED FOR OILFIELD SERVICE SUPPLIERS**

***M-I-Swaco Rates First; Results Highlight Ability to Execute in Cyclical Times***

HOUSTON (February 3, 2010) – Houston-based EnergyPoint Research, a market research company specializing in measuring and monitoring customer satisfaction in the oil and gas industry, today announces results from its 2008-09 comprehensive Oilfield Services Survey on customer satisfaction in the industry.

M-I SWACO, a global provider of oilfield fluids and fluids-related systems and services, ranked number one in customer satisfaction in the survey overall. In addition to its top overall rating, the company placed first in numerous regions, both within the U.S. and internationally. Other honors going to M-I SWACO, which is jointly owned by Smith International and Schlumberger, include first-place rankings for offshore, high-pressure high temperature (HPHT) and non-vertical wells, as well as for special applications.

“M-I SWACO has rated well in EnergyPoint Research’s surveys for several years now,” said Doug Sheridan, managing director of EnergyPoint. “Respondents to the survey indicate the company has performed particularly well over the last 24 months, especially on the service side. Contributing to its strong showing are improved ratings for the company’s sales and field personnel, pre-job planning, service and professionalism, and responsiveness to requests for new technologies. The company also enjoyed standout scores for offshore applications, especially in the deepwater.”

The survey, which is a successor to a similar study published by EnergyPoint Research in 2006, measures customers’ satisfaction with oilfield services suppliers across a range of attributes, categories and global regions. Evaluations were collected from customers of oilfield suppliers operating in multiple oil and gas producing regions, both in North America and international markets.

Core Laboratories placed second in the Oilfield Services Survey. The company rated number one in core and fluids analysis, as well as in the related category of formation and well evaluation. Sheridan noted that Core Laboratories has traditionally enjoyed strong marks in EnergyPoint Research's surveys, driven by its performance and reliability. The company also placed first with larger multinational customers and in land-based applications.

Other top-five finishers overall in the survey include Geoservices, the Frank's companies and Wood Group.

Among larger integrated service providers, the top spot in the survey was captured by Smith International; the company also rated number one in both directional drilling and in fishing services. Halliburton placed just behind Smith, in part based on the top ratings it garnered in the categories of hydraulic fracturing, perforation, sand control and well testing services. Halliburton also placed first in the regions of Latin America & Mexico and Asia & Pacific Rim.

Other category winners from the survey include BJ Services in cementing services, Basic Energy Services for workovers and well servicing, and Baker Hughes in the region of Africa. Schlumberger rated number one in the category of health, safety and environmental (HSE), as well as in logging-while-drilling (LWD), measurement-while-drilling (MWD) and wireline logging services. Weatherford International placed first overall in the region of Eastern Europe & FSU.

A total of 16 companies received the minimum number of evaluations required to be included in the survey. Those rating in the top half, listed by descending rank, are M-I SWACO, Core Laboratories, Geoservices, the Frank's companies, Wood Group, Smith International, Halliburton and TETRA Technologies. Companies ranking in the bottom half of the survey, listed alphabetically, include Baker Hughes, Basic Energy Services, BJ Services, Expro International, Key Energy Services, Schlumberger, Scientific Drilling and Weatherford International.

"Results from this survey are some of the most interesting we've observed since launching our ratings back in 2003," said Sheridan. "Not only does the survey cover the period leading up to both commodity prices and corresponding demand for oilfield services reaching all-time highs, it also covers the subsequent and precipitous drop in prices and demand later in 2008 and 2009." Sheridan added, "To a large extent, the survey measures suppliers' abilities to manage on behalf of customers in times of cyclicity."

The Oilfield Services Survey was conducted as part of EnergyPoint Research's 2008-09 industry-wide Oilfield Products & Services Survey, which was comprised of more than 3,800 in-depth evaluations performed in 2008 and 2009 by domestic and international customers of oilfield suppliers. Respondents from both multinational and independent E&P companies, from all parts of the globe, were represented in the Oilfield Services Survey.

For the Oilfield Services Survey, providers were evaluated in the areas of total satisfaction, pricing and contract terms, performance and reliability, technology, job quality, safety and environmental, service and professionalism and corporate capabilities, as well as across various service segments and domestic and international regions. For categories in which pre-2008 supplier ratings existed, historical ratings were included in the calculations at lesser weightings. In no case were historical ratings assigned a weighting of more than 20 percent for the purposes of calculating category winners.

***About EnergyPoint Research, Inc.***

EnergyPoint Research provides independent research regarding the oil and gas industry's satisfaction with the products and services it purchases and utilizes. Founded in 2003, the firm offers oil and gas industry professionals and their employers opportunities to both provide confidential ratings and customer feedback in areas important to oilfield product and service suppliers through objective and independent evaluation processes. For more information regarding EnergyPoint Research and its surveys and data, visit the company's website at [www.energypointresearch.com](http://www.energypointresearch.com) or contact the company at [info@epresearch.com](mailto:info@epresearch.com).

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