

PC

Intel or AMD Based

<i>Minimum Configurations</i>	Unit Price	Discount %	Unit Discounted Price
A. Standard Desktop Offering	\$868.00 (does not include monitor) \$229.00 monitor	40% - years 1 & 2 (37% - years 3-5) monitor: 22% years 1 & 2 (19% years 2-5)	year 1 & 2: \$520.00 (does not include monitor) Year 1 & 2: \$179.00 monitor
2.4 Ghz Core 2 Duo E6600/ 2 Ghz Athlon 64 X2 3800+ or equivalent			
Graphics Media Accelerator (256mb RAM minimum)			
2GB RAM or greater			
80GB SATA drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Two Front Facing USB Ports or greater			
17" LCD Monitor (minimum)			
Two button optical mouse with scroll wheel			
Keyboard with 103 keys			
10/100/1000 RJ-45			

Warranty is three years on-site. Additionally, you may offer depot.

	Unit Price	Discount %	Unit Discounted Price
B. Premium Desktop Offering	\$1328.00(does not include monitor) \$319.00 monitor	40% - years 1 & 2 (37% - years 3-5) monitor: 22% years 1 & 2 (19% years 3-5)	Year 1 & 2: \$797.00 (does not include monitor) Year 1 & 2: \$258.00 monitor
3-GHz Core 2 Duo E6850 or equivalent			
Discrete Graphics Media Accelerator (256mb RAM minimum)			
2GB RAM or greater			
120GB SATA drive or greater			

CDRW/ DVD+/-RW Combo Drive
Microsoft Vista Business Capable
Two Front Facing USB Ports or greater
21" LCD Monitor
Two button optical mouse with scroll wheel
Keyboard with 103 keys
10/100/1000 RJ-45

Warranty is three years on-site.

Units above are base offerings.

AMD processors must be at least equivalent to listed Intel processors

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

Notebook

Intel/ AMD Based

<i>Minimum Configurations</i>	Unit Price	Discount %	Unit Discounted Price
A. Standard Notebook Offering	\$1,243.00	27% Years 1 & 2 (24% Years 3-5)	Year 1 & 2: \$908.00
2 GHz Core 2 Duo T7300 or equivalent			
Integrated Graphics Media Accelerator (256mb RAM min)			
1GB RAM or greater			
80GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (optional)			
802.11a/b/g/draft-n intergrated wireless			
14.1 inch screen or greater			

Warranty is three years on-site. Additionally, you may offer depot.

	Unit Price	Discount %	Unit Discounted Price
B. Premium Notebook Offering	\$1,781.00	30% - Years 1 & 2 (27% Years 3 -5)	Year 1 & 2: \$1,246.00
2.4 GHz Core 2 Duo T7700 or equivalent			
Discreet Graphics Media Accelerator (256mb RAM min)			
2GB RAM or greater			
120GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (Optional)			
802.11a/b/g/draft-n intergrated wireless			
17 inch screen or greater			
10/100/1000 RJ45			

Warranty is three years on-site. Additionally, you may offer depot.

Tablet

Intel/ AMD Based

	Unit Price	Discount %	Unit Discounted Price
C. Tablet Offering	\$2,473.00	30% Years 1 & 2 27% - Years 3-5	Year 1 & 2: \$1,731.00
1.6-GHz Core 2 Duo L7500 or equivalent			
Discreet Graphics Media Accelerator (256mb RAM min)			
2GB RAM or greater			
80 GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive (external ok)			
Microsoft Vista Business Capable			
Integrated fingerprint reader (optional)			
802.11a/b/g/draft-n intergrated wireless			
12 inch screen or greater			
10/100/1000 RJ-45			

Warranty is three years on-site.

AMD processors must be at least equivalent to listed Intel processors

Units above are base offerings.

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

Rugged Notebooks

Intel/ AMD Based

Partial Mil Spec 810.F (shock, vibration, etc)

<i>Minimum Configurations</i>	Unit Price	Discount %	Unit Discounted Price
A. Standard Rugged Notebook Offering	\$1,293.00	24% - Years 1 & 2 21% - Years 3-5	Year 1 & 2: \$979.00
2 GHz Core 2 Duo T7300 or equivalent			
Integrated Graphics Media Accelerator (256mb RAM min)			
1GB RAM or greater			
80GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (optional)			
802.11a/b/g/draft-n intergrated wireless			
12 inch screen or greater			
10/100/1000 RJ45			
56K RJ-11			

Warranty is three years on-site. Additionally, you may offer depot.

	Unit Price	Discount %	Unit Discounted Price
B. Premium Rugged Notebook Offering	\$2,225.00	46% - Years 1 & 2 43% (Years 3-5)	Year 1 & 2: \$1,200.00
2.4 GHz Core 2 Duo T7700 or equivalent			
Discreet Graphics Media Accelerator (256mb RAM min)			
2GB RAM or greater			
120GB SATA hard drive or greater			
CDRW/DVD+/-RW Combo Drive			
Microsoft Vista Business Capable			
Integrated fingerprint reader (Optional)			
802.11a/b/g/draft-n intergrated wireless			
14 inch screen or greater			

10/100/1000 RJ-45
56K RJ-11

Warranty is three years on-site.

Units above are base offerings.

AMD processors must be at least equivalent to listed Intel processors

****Please provide link to publicly available price list.***

<http://gem.compaq.com/gemstore/downloadpricelist.asp?oi=E9CED>

Peripherals

Minimum Configurations

A. Flash Drives	Unit Price	Discount %	Unit Discounted Price
2 GB	\$8.75	17%	\$7.26
4 GB	\$12.37	17%	\$10.28
8 GB	\$23.33	17%	\$19.36

B. Monitors (wide aspect)	Unit Price	Discount %	Unit Discounted Price
17" LCD	\$212	6%	\$199
19" LCD	\$222	6%	\$208
*21" LCD(HP does not offer a 21" monitor, price quoted is 22")	\$300	6%	\$282

C. Docking Station	Unit Price	Discount %	Unit Discounted Price
Ethernet- RJ45	\$202	17%	\$167
Audio Line In/Out			
Video- 15 Pin High Density			
Keyboard USB			
Mouse USB			

D. Port Replicator	Unit Price	Discount %	Unit Discounted Price
Audio Headpnone	\$202	17%	\$167
Audio RCA Digital Coax			
Ethernet- RJ45			
Video- S-Video			

Video- RCA Composite
Serial- 9 Pin D-Shell
Serial- RJ 11 Mod

E. External USB Floppy Drive	Unit Price	Discount %	Unit Discounted Price
1.44MB	\$29	17%	\$24

F. Network Interface Cards	Unit Price	Discount %	Unit Discounted Price
10/100/1000 BASE-T (RJ 45)	\$47	17%	\$39

G. Mouse	Unit Price	Discount %	Unit Discounted Price
Optical Scroll Mouse- PS/2	\$16	17%	\$13
Optical Scroll Mouse- USB	\$16	17%	\$13

H. Keyboard	Unit Price	Discount %	Unit Discounted Price
Standard Keyboard- PS/2	\$29	17%	\$24
Standard Keyboard- USB	\$29	17%	\$24

I. Battery Back Up Unit	Unit Price	Discount %	Unit Discounted Price
Outout Capacity- 865Watts/ 1440VA	\$219	17%	\$182
Nominal Output/Input Voltage- 120V			

Output Connection Type- (6) NEMA 5-15R	
Half Load Run Time- 20 minutes	
Full Load Run Time- 7 minutes	
Rackmount/Tower	

Warranty is manufacturer's warranty

Units above are base offerings.

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	Unit Price	Discount %	Unit Discounted Price
Blade Peripherals/add-ons			
All C3000 Blade Peripherals/add-ons	**	16%	
All C7000 Blade Peripherals/add-ons	**	16%	

Services

In the fields below, enter any services you chose to offer, as well as pricing

HP SKU	Description	List Price	250 - 500 hours	501 - 1000 hours	1001 hours and above
			10% discount from List	15% discount from List	20% discount from List
HE814A1	HP Tier 4 Technical Manager/Project Manager	\$300	\$270	\$255	\$240
HE813A1	HP Tier 3 Consulting Principal Consultant	\$250	\$225	\$213	\$200
HE812A1	HP Tier 2 Technical/Staff Consultant	\$180	\$162	\$153	\$144

Product-Option	Description	Description of Service
<p>Since Technology Services Maintenance contractual pricing is contingent on hardware and volume, each Product-Option cost will be generated with a custom quote at a 12% discount plus applicable E24 discounts (Pre-pay, volume, multi-Yr). Custom services will be delivered through a client customized HP Statement of Work and include a 12% discount.</p>		
HA154AC - Contractual HA177AC – Per-Event	HP Availability Partnership	<p>The Availability Partnership offer applies a continuous improvement process to achieve and maintain the customer’s desired level of availability. Customized capabilities of the service are embodied in a comprehensive Partnership Support Plan, which specifies:</p> <ul style="list-style-type: none"> • The customers mission and success criteria • The computing environment • Frequency and type of service <p>Availability Partnership is sold on a contractual or per-event basis.</p>
HA152AC	HP Hardware Maintenance Offsite	<p>The Hardware Maintenance Offsite offer provides repairs for HP products at an HP designated location. Multiple service levels are available, including carry-in services, courier pickup, and a range of turnaround times. Hardware Maintenance Offsite is ideal for customers who need committed support levels but do not require onsite services at their own facilities.</p> <p>Hardware Maintenance Offsite is sold and priced per device.</p>
HA151AC	HP Hardware Maintenance Onsite	<p>The Hardware Maintenances Onsite offer provides reliable, high-quality remote and onsite support for HP and selected third-party hardware products. Deliverables in this offer help customers improve</p>

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		<p>uptime and productivity. With Hardware Maintenance Onsite, customers get the flexibility to choose coverage windows, response, or repair times to meet their unique needs.</p> <p>Hardware Maintenance Onsite is sold and priced per device or per system.</p>
HA175AC	HP Hardware Technical Support Incident Support	<p>The Hardware Technical Incident Support offer provides telephone support for HP Intel-based systems and printers. This offer is targeted for enterprise accounts and self maintainers who require a higher level of support than that provided by HP's Level 1 technical resources.</p> <p>Hardware Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support cal1s to be logged and closed during the contract period. A minimum purchase of 25 incidents is required; quantity price breaks apply for purchases of more than 50 incidents. See also HA153AC</p>
HA153AC	HP Hardware Technical Unlimited Support	<p>The Hardware Technical Unlimited Support offer provides telephone support for HP Intel-based and non-intel-based systems, plus proactive hardware support for HP Intel-based systems and access to vendors' third-level support. This offer is targeted for enterprise accounts and self-maintainers who require a higher level of support than that provided by HP's Level 1 technical resources.</p> <p>Hardware Technical Unlimited Support is sold per device or per system. See also HA175AC</p>
HA172AC	HP License Subscription	<p>The License Subscription offer provides license rights to use all revisions of HP and HP supported software products released during the contract period.</p>
HA160AC	HP Mission Critical Service	<p>The Mission Critical offer provides high-level proactive services that can be combined with reactive services to create packages appropriate for mission-critical environments (for example, Critical Service and Proactive 24)</p>
HA170AC	HP Mission Critical Customer-Specific SVC (shadow offer)	<p>The Mission Critical Customer Specific shadow offer provides a dedicated parts inventory for customers in mission-critical environment.</p>
HA308AC	HP Mission Critical Device Dependent Proactive Service (shadow offer)	<p>The Mission Critical Device Dependent Proactive Service shadow offer provides core proactive services that can be combined with reactive services in packages for mission-critical environments</p>
HA182AC	HP Mission critical HP Open View Services	<p>The Mission Critical HP Open View Services shadow offer provides high-level proactive services that can be combined with reactive</p>

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	(shadow offer)	services in packages for mission-critical environments that use HP Open View products.
HA171AC	HP Mission Critical Priority Recovery Service (shadow offer)	The Mission Critical Priority Recovery shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Business Recovery Specialists have full access to information about customer environments and support needs, and use escalation procedures to enlist HP's highest-level resources and technical specialists to resolve problems quickly.
HA162AC	HP Mission Critical Priority Recovery Plus Service (shadow offer)	The Mission Critical Priority Recovery Plus shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Priority Recovery Plus includes a robust set of integrated and accelerated reactive processes, tailored to customer resources and procedures, for engaging HP's top technical experts to restore customer systems as quickly as possible
HA162AC	HP Open Environment Support	The Open Environment Support offer provides single-point-of-contact reactive and proactive support for environments that include both HP and third-party products. Reactive support for third-party products for which HP is not an authorized service provider may be provided through the customer's support provider of choice, but managed by HP via agency agreements. This offer currently includes network-specific deliverables only.
HA161AC –Contractual HA178AC – Per-Event	HP Operations Service	The Operations Service offer contains capabilities for onsite and remote technical services for the “manage and evolve” stage of the enterprise IT lifecycle. Deliverables in this offer can be used individually or combined to accommodate technical service package designs and customer needs. Each technical services package specifies the activities performed for each deliverable The Operations Service Offer is sold on a contractual or per-event basis
HA166AC	HP Recover-All	The Recover-All offer extends the coverage for mechanical failure provided in HP's service agreements to protect customers' multivendor computer equipment against a wide range of disasters, accidents, and environmental hazards. Recover-All provides repair or replacement of HP and multivendor equipment damaged as a result of a covered peril and reimburses the customer, up to defined limits, for many costs associated with the return to normal operations.
HA164AC	HP Relocation Services	The Relocation Services offer provides deinstallation, transportation, and reinstallation of single computer systems or complete IT environments. Planning, management, and site preparation ensure

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		that systems are operational in their new locations as soon as possible
HA165AC – Contractual HA165AC- Per-Event	HP Resources	The Resources offer provides project management, software and hardware technical, and business critical consultant resources. The Resources offer is sold on a contractual or per-event basis
HA173AC	HP Software Media & Documentation Updates	The Software Media and Documentation Updates offer provides new revisions of HP and HP-supported software binaries and documentation to help customers keep their software platforms current. Software updates are available as binaries and documentation for individual products or platform-specific consolidations, such as OpenVMS/VAX, OpenVMS/Alpha, or Tru64 UNIX /Alpha. This offer is for customers who receive the right to install updated software versions through License Subscription services or the purchase of an update or upgrade license
HA159AC	HP Software Technical Incident-Based Support	The Software Technical Incident Support offer provides software problem identification and resolution assistance for customers in Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum of 3 incidents is required for upfront purchases; a minimum of 10 incidents is required for contractual purchases. See also HA158AC.
HA158AC	HP Software Technical Unlimited Support	The Software Technical Unlimited Support Offer provides software problem identification and resolution assistance for customers in HP-UX, OpenVMS, Tru64 UNIX, Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Unlimited Support is sold per product or per bundle. Quantity price breaks apply. See also HA159AC
HA174AC	HP Software Update Installation	The Software Update Installation offer provides installation of all software updates on a customer's system for a single monthly fee
HA156AC	HP Software Updates Support	The Software Updates offer provides: <ul style="list-style-type: none"> • License to use and right to copy software product updates to all systems covered by the original software license

		<ul style="list-style-type: none"> • Updates to HP and selected HP supported software products • 24-hour access to electronic software information, including the ability to download HP-released software patches <p>Customers can register to use the Software Update Manager (SUM) to view order status and history. For some products, customers can elect to receive electronic notification of new software updates, plus download software and documentation updates</p>
HA183AC	HP User Application Support	The User Application Customer Support Offer provides features and usage assistance for desktop applications and utilities not covered by the standard User Application Incident and Unlimited Support offers. A statement of work (SOW) and custom pricing are required.
HA180AC	HP User Application Incident Support	<p>The User Application Incident support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities.</p> <p>User Application Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum purchase of 10 incidents is required; quantity price breaks apply for purchases of more than 25 incidents. See also HA163AC</p>
	HP User Application Unlimited Support	<p>The User Application Unlimited Support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities.</p> <p>User Application Unlimited Support is sold per seat, based on the number of users. A minimum purchase of coverage for 10 seats is required; quantity price breaks apply for coverage of more than 25 seats. See also HA180AC</p>
HA103AC	HP 4 Hr, 13x5 Hardware Support	<p>HP services hardware at the customer's location, with a 4-hour response time during a 13-hour coverage window on standard office days, as defined in the countries.</p> <p>The optional Preventive Maintenance deliverable and the Defective Material Retention and Named Engineer choice modifiers are available with the contractual version of the package</p>
HA104AC	HP 4 Hr, 24x7 Hardware Support	<p>HP services hardware at the customer's location, with a 4-hour response time. Service is available 24 hours per day, 7 days per week, including HP holidays.</p> <p>The optional Preventive Maintenance deliverable and the following choice modifiers are available with the contractual version of this package:</p> <ul style="list-style-type: none"> • Defective Material Retention for disc drives or products containing disc drives

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		<ul style="list-style-type: none"> • Page Limit 600,000 Pages for high-performance printers • Named Engineer
HA116AC	HP 4 Hr, 9x5 Hardware Support	<p>HP services hardware at the customer's location, with a 4-hour response time during standard office hours, as defined in the countries.</p> <p>The optional Preventive Maintenance deliverable and the Defective Material Retention, and Named Engineer choice modifier are available with the contractual version of the package</p>
HA105AC	HP 6 Hr Call-to Repair Hardware Support	<p>HP services hardware at the customer's location, with a 6-hour repair time commitment. Service is available 24 hours per day, 7 days per week, including HP holidays.</p> <p>The optional Preventive Maintenance deliverable and the following choice modifiers are available with the contractual version of this package:</p> <ul style="list-style-type: none"> • Defective Material Retention for disk drives or products containing disc drives • Page Limit 600,000 Page for high-performance printers • Named Engineer
HA101AC	HP Next Day Hardware Support	<p>HP services hardware at the customer's location, with a next business-day response time during standard office hours, as defined in the countries.</p> <p>The optional Preventive Maintenance deliverables and the following choice modifiers are available with the contractual version of this package:</p> <ul style="list-style-type: none"> • Standard Office Hours, Day 6 and/or Day 7 coverage • Holidays coverage • Defective Material Retention for disc drives or products containing disk drives
HA101AC	HP Next Day Hardware Support with Page Limit	<p>HP services hardware at the customer's location, with a next-business day response time during standard office hours, as defined in the countries.</p> <p>The Page Limit 600,000 Pages modifier applies</p>
HA111AC	HP Proactive 24 Service	<p>HP provides mission-critical-level proactive and reactive service. Proactive coverage is available for servers, storage, SANs, and networks. The default reactive service level includes 24x7 hardware and software support, with a 4-hour onsite response for hardware problems and a 2-hour callback for software</p> <p>Many optional deliverables and choice modifiers are available in the contractual version of this package, including:</p> <ul style="list-style-type: none"> • Customer Support Team Days • Named Response Center Engineer • Named Reactive Support Specialist • 30-Minute Critical Remote Response for software problems • 2-Hour Onsite Response for hardware repairs • 8-, 6-, or 4-Hour Call to Repair commitment.
HA327AC	HP Proactive Essentials Incident SVC	<p>HP provides entry-level mission-critical proactive and reactive hardware and software services for low-end enterprise, commercial, and public-sector customers with servers running Windows or Linux operating systems. Incident-based service is also available for storage and SAN devices, but not for HP-proprietary operating systems, networks or application software. .</p>
HA326AC	HP Proactive Essentials	<p>HP provides entry-level mission-critical proactive and reactive hardware and software</p>

	Unlimited SVC	services for low-end enterprise, commercial and public-sector customers with servers running HP-proprietary operating systems, Windows, or Linux. Unlimited service is also available for storage and SAN devices, but not for networks or application software. Two upfront packages support storage and SAN devices and Windows or Linux servers. A contractual package adds support for HP-proprietary operating systems and a range of proactive and reactive support choices.
HA112AC	HP Critical Service	<p>HP Provides a combination of proactive and reactive services to maximize availability and performance across the customer's IT infrastructure. An assigned team uses leading-edge technologies, processes, and technical services to minimize downtime, increase productivity, and improve return on IT investments. The minimum reactive service level includes immediate access to a Business Recovery Specialist, 6-hour call-to-repair coverage, and 24x7 software technical support. Service is modular and scalable, with server, storage, SAN, and network technology modules available for purchase, depending on customer needs.</p> <p>A call-to-restoration enhancement, available for selected servers, provides fast resolution of complex problems and a relationship with HP that aligns support activities with Customer IT strategies and business goals. This enhancement includes HP's commitment to resolve hardware and operating system problems and restore network connectivity within 4 hours of the customer's call.</p>
HA120AC	HP Mission Critical Partnership Service	<p>HP provides high-level, customized support for critical IT infrastructures, with a Service Relationship Manager acting as the customer's prime contact and ensuring coordination of all service activities, including regular service reviews. A Partnership Plan defines service activities and lists key HP and customer contacts. Service begins with an IT Service Management Baseline and Gap Analysis, with results documented and areas for improvement prioritized in a Service Improvement Plan. The HP team maintains data relevant to service delivery in a Partnership Information Repository.</p> <p>Optional deliverables available with this package include:</p> <ul style="list-style-type: none"> • Infrastructure Audit • Availability Modeling • High Availability Report • System Administration & Monitoring • Change Management Consulting • Security Management Consulting • ITIL Complaint Process Support • Shared Risk Contact
HA327AC	HP Proactive Essentials Incident SVC	HP provides entry-level mission-critical proactive and reactive hardware and software services for low-end enterprise, commercial, and public-sector customers with servers running Windows or Linux operating systems. Incident-based service is also available for storage and SAN devices, but not for HP-proprietary operating systems, networks or application software. .
HA326AC	HP Proactive Essentials	HP provides entry-level mission-critical proactive and reactive hardware and software

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	Unlimited SVC	services for low-end enterprise, commercial and public-sector customers with servers running HP-proprietary operating systems, Windows, or Linux. Unlimited service is also available for storage and SAN devices, but not for networks or application software. Two upfront packages support storage and SAN devices and Windows or Linux servers. A contractual package adds support for HP-proprietary operating systems and a range of proactive and reactive support choices.
HA118AC	HP Pick-up & Return	HP repairs hardware at an HP-designated repair center during standard office hours, as defined in the countries. Service begins with remote diagnosis; if necessary, HP picks up the faulty equipment and ships repaired or replacement units back to the customer. Turn-around time is standard, as defined in the countries.
HA118AC	HP Pick-up & Return with 2-day TAT	HP repairs hardware at an HP-designated repair center during standard office hours, as defined in the countries. Service begins with remote diagnosis; if necessary, HP picks up the faulty equipment and ships repaired or replacement units back to the customer. Turn-around time is two business days.
HA118AC	HP Return Service	HP repairs hardware at an HP-designated repair center during standard office hours, as defined in the countries. Service begins with remote diagnosis; if necessary, the customer delivers the faulty equipment to the repair center and HP ships repaired or replacement units back to the customer. Turn-around-time is standard, as defined in the countries. The following choice modifiers are available with the contractual version of the package: <ul style="list-style-type: none"> • Two, Three, Five, or Seven Business Days Turn-Around-Time • Pickup by HP of faulty equipment at the customer's site • Defective Material Retention for disc drives or products containing disc drives.
HA118AC	HP Return to Depot with ADP	HP repairs hardware at an HP-designated site as defined in the countries. repair center, during standard office hours, Service begins with remote diagnosis; if necessary, the customer delivers the faulty equipment to the repair center and HP ships repaired or replacement units back to the as defined in the countries. Turn-around time is standard; This package includes the Accidental Damage Coverage modifier.
HA108AC	HP Software Product Update Service	This subscription service gives customers license rights to use and copy new software revisions and provides software updates and associated documentation updates. Customers may select software update and documentation update media types (if the customer's preferred media type is not available, the HP-recommended media type is delivered). The service also includes the Electronic Software Information deliverable
HA106AC	HP Software Support	HP provides access to technical resources for software problem analysis and resolution, features support, and installation/interoperability advice. Service is available during standard office hours. The callback time is 2 hours. This package includes license rights to new software versions, software updates, and electronic access to software product information and patches.
HA107AC Support	HP Software 24x7 Support	HP provides access to technical resources for problem analysis and resolution, features support, and installation/interoperability advice. Service is available 24 hours per day, 7 days per week, including HP holidays. The callback time is 2 hours. This package includes

		license rights to new software versions, software updates, and electronic access to software product information and patches
HA109AC	HP Support Plus Service	<p>HP provides combined hardware and software support, plus software updates and education services. This package includes:</p> <ul style="list-style-type: none"> • Hardware repairs at the customer's site • Access to technical resources for software problem analysis and resolution, features support , and installation/interoperability advice • Electronic access to software product information and patches • License rights to new software versions and software updates • One Integrated Learning Pack(ILP) <p>Service is available 13 hours per day on standard office days. The onsite response time for hardware is 4 hours. The call back time for software is 2 hours.</p> <p>The following choice modifiers are available with the contractual version of the package</p> <ul style="list-style-type: none"> • Preventative Maintenance (hardware) • Standard Office Hours, Standard Office Days coverage (software only) • Additional Named Callers for software technical support beyond the standard 3 callers • Defective Material Retention for disc drives or products containing disc drives • Named Engineer
HA110AC	HP Support Plus 24 Service	<p>HP provides combined hardware and software support, plus software updates and education services. This package includes:</p> <ul style="list-style-type: none"> • Hardware repairs at the customer's site • Access to technical resources for software problem analysis and resolution, features support, and installation/interoperability advice • Electronic access to software product information and patches • License rights to new software versions and software updates • One Integrated Learning Pack (ILP) <p>Service is available 13 hours per day on standard office days, as defined in the countries. The onsite response time for hardware is 4 hours. The call back time for software is 2 hours.</p> <p>The following choice modifiers are available with the contractual version of this package.</p> <ul style="list-style-type: none"> • Preventive Maintenance (hardware) • Standard Office Hours, Standard Office Days coverage (software only) • Additional Named Callers for software technical support beyond the standard 3 callers • Defective Material Retention for disc drives or products containing disc drives • Named Engineer

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HA154AC - Contractual HA177AC –	Per-Event HP Availability Partnership	The Availability Partnership offer applies a continuous improvement process to achieve and maintain the customer's desired level of availability. Customized capabilities of the service are embodied in a comprehensive Partnership Support Plan, which specifies: <ul style="list-style-type: none"> • The customers mission and success criteria • The computing environment • Frequency and type of service Availability Partnership is sold on a contractual or per-event basis.
HA152AC	HP Hardware Maintenance Offsite	The Hardware Maintenance Offsite offer provides repairs for HP products at an HP designated location. Multiple service levels are available, including carry-in services, courier pickup, and a range of turnaround times. Hardware Maintenance Offsite is ideal for customers who need committed support levels but do not require onsite services at their own facilities.] Hardware Maintenance Offsite is sold and priced per device.
HA151AC	HP Hardware Maintenance Onsite	The Hardware Maintenance Onsite offer provides reliable, high-quality remote and onsite support for HP and selected third-party hardware products. Deliverables in this offer help customers improve uptime and productivity. With Hardware Maintenance Onsite, customers get the flexibility to choose coverage windows, response, or repair times to meet their unique needs. Hardware Maintenance Onsite is sold and priced per device or per system.
HA175AC	HP Hardware Technical Support Incident Support	The Hardware Technical Incident Support offer provides telephone support for HP Intel-based systems and printers. This offer is targeted for enterprise accounts and self-maintainers who require a higher level of support than that provided by HP's Level 1 technical resources. Hardware Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum purchase of 25 incidents is required; quantity price breaks apply for purchases of more than 50 incidents. See also HA153AC
HA153AC	HP Hardware Technical Unlimited Support	The Hardware Technical Unlimited Support offer provides telephone support for HP Intel-based and non-Intel-based systems, plus proactive hardware support for HP Intel-based systems and access to vendors' third-level support. This offer is targeted for enterprise accounts and self-maintainers who require a higher level of support than that provided by HP's Level 1 technical resources. Hardware Technical Unlimited Support is sold per device or per system. See also HA175AC
HA172AC	HP License Subscription	The License Subscription offer provides license rights to use all revisions of HP and HP supported software products released during the contract period.
HA160AC	HP Mission Critical	The Mission Critical offer provides high-level proactive services that can be combined with

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	Service	reactive services to create packages appropriate for mission-critical environments (for example, Critical Service and Proactive 24)
HA170AC	HP Mission Critical Customer-Specific SVC (shadow offer)	The Mission Critical Customer Specific shadow offer provides a dedicated parts inventory for customers in mission-critical environment.
HA308AC	HP Mission Critical Device Dependent Proactive Service (shadow offer)	The Mission Critical Device Dependent Proactive Service shadow offer provides core proactive services that can be combined with reactive services in packages for mission critical environments
HA182AC	HP Mission critical HP Open View Services (shadow offer)	The Mission Critical HP Open View Services shadow offer provides high-level proactive services that can be combined with reactive services in packages for mission-critical environments that use HP Open View products.
HA171AC	HP Mission Critical Priority Recovery Service (shadow offer)	The Mission Critical Priority Recovery shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Business Recovery Specialists have full access to information about customer environments and support needs, and use escalation procedures to enlist HP's highest-level resources and technical specialists to resolve problems quickly.
HA162AC	HP Mission Critical Priority Recovery Plus Service (shadow offer)	The Mission Critical Priority Recovery Plus shadow offer provides immediate access to Business Recovery Specialists for fast resolution of software and hardware problems. Priority Recovery Plus includes a robust set of integrated and accelerated reactive processes, tailored to customer resources and procedures, for engaging HP's top technical experts to restore customer systems as quickly as possible
HA162AC	HP Open Environment Support	The Open Environment Support offer provides single-point-of-contact reactive and proactive support for environments that include both HP and third-party products. Reactive support for third-party products for which HP is not an authorized service provider may be provided through the customer's support provider of choice, but managed by HP via agency agreements. This offer currently includes network-specific deliverables only
HA161AC – Contractual HA178AC – Per-Event	HP Operations Service	The Operations Service offer contains capabilities for onsite and remote technical services for the “manage and evolve” stage of the enterprise IT lifecycle. Deliverables in this offer can be used individually or combined to accommodate technical service package designs and customer needs. Each technical services package specifies the activities performed for each deliverable The Operations Service Offer is sold on a contractual or per-event basis
HA166AC	HP Recover-All	The Recover-All offer extends the coverage for mechanical failure provided in HP's service agreements to protect customers' multi-vendor computer equipment against a wide range of disasters, accidents, and environmental hazards. Recover-All provides repair or replacement of HP and multivendor equipment damaged as a result of a covered peril and reimburses the customer, up to defined limits, for many costs associated with the return to normal operations.
HA164AC	HP Relocation Services	The Relocation Services offer provides deinstallation, transportation, and reinstallation of

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		single computer systems or complete IT environments. Planning, management, and site preparation ensure that systems are operational in their new locations as soon as possible
HA165AC – Contractual HA165AC Per-Event	HP Resources	The Resources offer provides project management, software and hardware technical, and business critical consultant resources. The Resources offer is sold on a contractual or per-event basis
HA173AC	HP Software Media & Documentation Updates	The Software Media and Documentation Updates offer provides new revisions of HP and HP-supported software binaries and documentation to help customers keep their software platforms current. Software updates are available as binaries and documentation for individual products or platform-specific consolidations, such as OpenVMS/VAX, OpenVMS/Alpha, or Tru64 UNIX /Alpha. This offer is for customers who receive the right to install updated software versions through License Subscription services or the purchase of an update or upgrade license
HA159AC	HP Software Technical Incident-Based Support	The Software Technical Incident Support offer provides software problem identification and resolution assistance for customers in Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum of 3 incidents is required for upfront purchases; a minimum of 10 incidents is required for contractual purchases. See also HA158AC.
HA158AC	HP Software Technical Unlimited Support	The Software Technical Unlimited Support Offer provides software problem identification and resolution assistance for customers in HP-UX, OpenVMS, Tru64 UNIX, Windows, Novell, and Linux environments. Deliverables in this offer include telephone support and online access to HP's information databases. Support is available for networked and standalone systems, and for current and specified prior/mature versions of software products Software Technical Unlimited Support is sold per product or per bundle. Quantity price breaks apply. See also HA159AC
HA174AC	HP Software Update Installation	The Software Update Installation offer provides installation of all software updates on a customer's system for a single monthly fee
HA156AC	HP Software Updates Support	The Software Updates offer provides: <ul style="list-style-type: none"> • License to use and right to copy software product updates to all systems covered by the original software license • Updates to HP and selected HP supported software products • 24-hour access to electronic software information, including the ability to download HP-released software patches Customers can register to use the Software Update Manager (SUM) to view order status and history. For some products, customers can elect to receive electronic notification of

		new software updates, plus download software and documentation updates
HA183AC	HP User Application Support	The User Application Customer Support Offer provides features and usage assistance for desktop applications and utilities not covered by the standard User Application Incident and Unlimited Support offers. A statement of work (SOW) and custom pricing are required.
HA180AC	HP User Application Incident Support	The User Application Incident support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities. User Application Incident Support is sold on a per-incident basis, with pricing based on an anticipated number of support calls to be logged and closed during the contract period. A minimum purchase of 10 incidents is required; quantity price breaks apply for purchases of
	HP User Application Unlimited Support	The User Application Unlimited Support offer provides access to software technical resources and electronic information for assistance with features and usage of desktop software applications and utilities.
		User Application Unlimited Support is sold per seat, based on the number of users. A minimum purchase of coverage for 10 seats is required; quantity price breaks apply for coverage of more than 25 seats. See also HA180AC
HE808AC	Mature Hardware support	HP Mature Hardware Onsite Support Service provides mature product diagnosis and mature onsite hardware support for selected products that have reached HP's end of supportability status. The service benefits listed below are being offered for a limited time only. Mature hardware support is offered only on products with existing hardware support coverage with HP. Problem identification and troubleshooting may take longer, and to some extent, HP may not be able to fully resolve all problems or fully restore the product to full operating condition. HP makes no representations as to the effectiveness of this support. HP reserves the right to terminate support without notice if continued support is not reasonably feasible