

# System Support Options Program

The HP System Support Options program offers you and your customers basic hardware and software support for HP systems, peripherals and stand-alone software applications.

System Support Options improve the warranty response time, and give customers basic software support services.

**Tailor-Made for Selling** System Support Options fit your sales process. If you quote and order HP products, you already know how to sell support options. Key program features include:

- Quoted and ordered as a product option
- One option gives you recommended hardware/software support
- CPL price represents the total cost for first year of support
- Options available for installation and network configuration
- Quota credit and commission on every sale

NOTE: Some products require special option numbers (A1809A, A1810A, A1811A, A1883A, A1884A and selected software products). Selection instructions and special tables are included.

## System Support Options Availability

System Support Options represent a combination of hardware and software support for an HP product or an installation service. The following table illustrates the deliverables of each support option.

Option OS0	Option OS1	Option OS5
-- License to use software updates	-- License to use software updates	-- License to use software updates
-- Updates*	-- Updates*	-- Updates*
-- Electronic access	-- Electronic access	-- Electronic access
-- Next day on-site response	-- 4 hr. on-site response	-- 24 x 7 on-site response
Option OS2	Option OS3	Option OS6
-- Telephone support	-- Telephone support	-- Telephone support
-- License to use software updates	-- License to use software updates	-- License to use software updates
-- Updates*	-- Updates*	-- Updates*
-- Electronic access	-- Electronic access	-- Electronic access
-- Next day on-site response	-- 4 hr. on-site response	-- 24 x 7 on-site response
* Includes one copy of media and documentation updates for each media and doc. product ordered.		
Option OS4	-- Installation and network configuration for customer installable products	
Option OSZ	-- Network configuration for HP installed products	

## Electronic Support Bundled with the HP 3000

To beat the competition's claim of "zero-dollar" or "low-cost" software support, HP now provides free electronic support on each new HP 3000 system purchase. This includes HP SupportLine, HP's on-line technical database. Also, the price of per-incident HP PowerPatch tapes (P/N 50757A) has been reduced by 75 percent to a nominal charge of \$100 to make it easier for customers to keep their systems up to date with the latest software patches and fixes. For more details, contact the Sales Response Center Support Line.

The combination of free electronic access to HP SupportLine and drastically reduced HP PowerPatch prices allows cost-conscious customers to receive low-cost support at the initial installation of their systems, resulting in competitive system cost of ownership pricing versus the AS/400 for small configurations. For larger configurations requiring more than "basic" level support, customers should purchase an HP support contract that includes software phone-in assistance, software updates, or on-site assistance.