

## Service and Support Offerings (HP Care PackServices)

### Hardware Services On-site Service

Description	Option Part#
4-Hour On-site Service, 5-Day x 13-Hour Coverage, 3 Years	U4607A
4-Hour On-site Service, 5-Day x 13-Hour Coverage, 3 Years, Electronic	U4607E
4-Hour On-site Service, 7-Day x 24-Hour Coverage, 3 Years	U4608A
4-Hour On-site Service, 7-Day x 24-Hour Coverage, 3 Years, Electronic	U4608E

### 6-Hour Call to Repair, On-site Service 7-Day x 24-Hour Coverage, 3 Years (U.S.Part Number)

Description	Option Part#
6-Hour Call to Repair, On-site Service, 7-Day x 24-Hour Coverage, 3 Years	U4609A
6-Hour Call to Repair, On-site Service, 7-Day x 24-Hour Coverage, 3 Years,Electronic	U4609E

### Installation & Start-up Services

Description	Option Part#
Hardware Installation	U4617A
Hardware Installation, Electronic	U4617E
Installation & Start-Up of a ProLiant server and Microsoft or Linux O/S per theCustomer Description and/or Data Sheet. To be delivered on a scheduled basis 8am-5pm, M-F, excl. HP holidays.	U4618A
Installation & Start-Up of a ProLiant server and Microsoft or Linux O/S per theCustomer Description and/or Data Sheet. To be delivered on a scheduled basis 8am-5pm, M-F, excl. HP holidays, Electronic	U4618E

### Support Plus

Description	Option Part#
Onsite HW support, 8am-9pm, M-F, 4hr response and Microsoft O/S SW Techsupport offsite, onsite at HP's discretion, 8am-9pm, M-F 2hr response time excl. HP holidays.	U4619A
Onsite HW support, 8am-9pm, M-F, 4hr response and Microsoft O/S SW Techsupport offsite, onsite at HP's discretion, 8am-9pm, M-F 2hr response time excl. HP holidays, Electronic	U4619E

### Support Plus 24

Description	Option Part#
Onsite HW support 24x7, 4hr response and Microsoft O/S SW Tech support offsite,onsite at HP's discretion, 24x7 2hr response time incl. HP holidays.	U4620A
Onsite HW support 24x7, 4hr response and Microsoft O/S SW Tech support offsite,onsite at HP's discretion, 24x7 2hr response time incl. HP holidays, Electronic	U4620E
Onsite HW support 24x7, 4hr response and SuSE Linux SW Tech support offsite,onsite at HP's discretion, 24x7 2hr response time incl. HP holidays.	U6316A
Onsite HW support 24x7, 4hr response and SuSE Linux SW Tech support offsite,onsite at HP's discretion, 24x7 2hr response time incl. HP holidays, Electronic	U6316E
Onsite HW support 24x7, 4hr response and Red Hat AS Linux SW Tech supportoffsite, onsite at HP's discretion, 24x7 2hr response time incl. HP holidays.	U9239A
Onsite HW support 24x7, 4hr response and Red Hat AS Linux SW Tech supportoffsite, onsite at HP's discretion, 24x7 2hr response time incl. HP holidays, Electronic	U9239E