

HP SupportPack Quick Reference Card

Hardware Support - 3 Years

Product Description	TechData Part Number	HP Product Number	Service Level	List Price
DeskJets, LaserJets, Office Jets, CopyJets, Color Copiers, Fax & Mopier				
HP DeskJet 340, 340CM, 400, 670C, 672C, 680C, 682C, 690C, 692C, 693C, 694C, 720, 722, 1000C, 1000Cxi, 1100C Printer HP DeskWriter 680C Printer	450575	H5461A	Express Exchange	\$49.00
HP DeskJet 820Cse, 820Cxi Printer HP LaserJet 6L, 6Lxi, 6Lse Printer HP LaserJet Companion	450582	H5462A	Express Exchange	\$60.00
HP LaserJet 5L, 5Lxi, 6P, 6Pse, 6Pxi, 6MP Printer HP DeskJet 870Cse, 870Cxi, 890C Printer HP FAX - 900, 950 HP OfficeJet 300, 330, 350, 500, 520, 570, 580, 590 Printer/Fax/Copier HP PhotoSmart Photo Printer	418223	H5465A	Express Exchange	\$85.00
HP LaserJet 6Lse & Companion Bundle HP OfficeJet 600, 610, 630 Printer/Fax/Copier	546203	H5467A	Express Exchange	\$100.00
HP DeskJet 1600C, 1600C P/S, 1600CN, 1600CM Printer HP Color Copier 110, 120 HP OfficeJet Pro 1150C Printer/Scanner/Copier	546073	H5471A	Express Exchange	\$150.00
HP Color Copier 210, 210LX	418078	H5511A	Express Exchange	\$249.00
HP LaserJet 6P, 6Pse, 6Pxi, 6MP Printer	546100	H5478A	Next Day On-Site	\$225.00
HP LaserJet 4000, 4000T, 4000N, 4000TN, 4000Se Printer	546202	H5479A	Next Day On-Site	\$250.00
HP LaserJet 5, 5M, 5N, 5se Printer	417984	H5486A	Next Day On-Site	\$300.00
HP LaserJet 4V, 4MV Printer	417989	H5489A	Next Day On-Site	\$600.00
HP LaserJet 5L, 5Lxi, 6L, 6Lxi, 6Lse Printer	546072	H5500A	Next Day On-Site	\$100.00
HP Color LaserJet 5, 5M Printer	546101	H5501A	Next Day On-Site	\$800.00
HP LaserJet 5Si Mopier, 5Si Mopier Engine, 5Si, 5Si MX, 5Si NX, 5Si HM Printer	546123	H5499A	Same Day On-Site	\$950.00
ScanJets & Digital Cameras				
HP ScanJet 4P, 4S, 5P, 5PhotoSmart Photo Scanner HP ScanJet 5100C, 5100Cse, 5100Cxi Scanner	418223	H5465A	Express Exchange	\$85.00
HP ScanJet 3C, 4C, 6100C, 6100Cse Scanner	418222	H5470A	Express Exchange	\$135.00
HP NetworkScanJet 5 (Ethernet & Token Ring)	418279	H5485A	Express Exchange	\$399.00
HP PhotoSmart Digital Camera	450582	H5462A	Express Exchange	\$60.00
SureStore Tape Drives & Optical Jukeboxes				
HP SureStore 30e DLT Tape Drive	450575	H5475A	Express Exchange	\$200.00
HP SureStore 40e DLT Tape Drive	418078	H5511A	Express Exchange	\$249.00
HP SureStore 70e DLT Tape Drive	418279	H5485A	Express Exchange	\$399.00
HP SureStore Optical Jukebox 2 drives, 16 slots	420378	H5516A	Same Day On-Site	\$2,200.00
HP SureStore Optical Jukebox 1 drive, 16 slots	417605	H5518A	Same Day On-Site	\$1,295.00
HP SureStore DLT, DLT4000, DLT7000 Tape Library	417607	H5520A	Same Day On-Site	\$2,900.00
HP SureStore Optical Multifunction Disk Drive	421707	H5531A	Same Day On-Site	\$950.00

**HP SupportPack hardware services must be purchased within 90 days of product sale.
For SupportPack Questions call: 1-800-445-3500 Press option #2, follow menu.**

Hardware Support - 3 Years (continued)

Product Description	TechData Part Number	HP Product Number	Service Level	List Price
DesignJets				
HP DesignJet 700 Plotter	417989	H5489A	Next Day On-Site	\$600.00
HP DesignJet 2000CP, 2500CP Plotter	418187	H5504A	Next Day On-Site	\$1700.00
HP DesignJet 750C, 755CM, 750C Plus Plotter	418129	H5729A	Next Day On-Site	\$996.00
HP DesignJet 430 Plotter	419623	H5650A	Next Day On-Site	\$350.00
HP DesignJet 450C Color Plotter	419624	H5651A	Next Day On-Site	\$450.00
HP DesignJet 455CA Color Plotter	419625	H5652A	Next Day On-Site	\$650.00
Vectras, Palmtops & Omnibooks				
HP Vectra & Kayak Series PC Computers (all models except the 5300 series)	420841	H5509A	Next Day On-Site	\$160.00
HP Vectra 500 Series & Brio Series PC	421313	H5483A	Next Day On-Site	\$200.00
HP 200/300/320/340/360 LX Palmtop PC	418223	H5465A	Express Exchange	\$85.00
HP 620 LX Palmtop PC	546073	H5471A	Express Exchange	\$150.00
Omnibook PCs, Products that have a 3 year warranty	420983	H5703A	24Hr Rapid Repair	\$190.00
Omnibook PCs, Products that have a 1 year Warranty	420986	H5715A	24Hr Rapid Repair	\$399.00
NetServers				
HP NetServer Storage System 6, Rack Storage 8	418784	H5490A	Same Day On-Site	\$650.00
HP NetServeLXr 200 512, 512 SMP, 1MB SMP Model 1A*	420378	H5516A	Same Day On-Site	\$2,200.00
HP NetServer E30, E40 Series Plus NOS Restoration*				
HP NetServer E45 PII 266 Plus NOS Restoration*	417604	H5517A	Same Day On-Site	\$690.00
HP NetServer LH, LD Series Plus NOS Restoration*				
HP NetServer LH II Pentium II 266, 300*	417605	H5518A	Same Day On-Site	\$1,295.00
HP NetServer LC II Pentium II 266, 300*	417606	H5519A	Same Day On-Site	\$795.00
HP NetServer LXLXe Series Plus NOS Restoration*	417607	H5520A	Same Day On-Site	\$2,900.00
HP NetServeLXr Pro8*	420879	H5526A	Same Day On-Site	\$2,700.00
HP NetServer E30, E40 Series Plus NOS Restoration*				
HP NetServer E45 PII 266 Plus NOS Restoration*	420377	H5512A	7X24 On-Site	\$995.00
HP NetServer Storage System 6, Rack Storage 8				
HP NetServer LH, LD Series Plus NOS Restoration*				
HP NetServer LH II Pentium II 266, 300*	417602	H5513A	7X24 On-Site	\$1,950.00
HP NetServer LC II Pentium II 266, 300*	417603	H5514A	7X24 On-Site	\$1,050.00
HP NetServeLXr 200 512, 512 SMP, 1MB SMP Model 1A*	420878	H5515A	7X24 On-Site	\$2,950.00
HP NetServer LXLXe Series Plus NOS Restoration*	417608	H5521A	7X24 On-Site	\$3,950.00
HP NetServeLXr Pro8*	420889	H5527A	7X24 On-Site	\$3,550.00
HP NetServer E30, E40 Series Plus NOS Restoration*				
HP NetServer E45 PII 266 Plus NOS Restoration*	417609	H5522A	2nd Day On-site	\$250.00
AdvanceStack & Network Products				
HP AdvanceStack 10Base-T Hub-7E, 8E, 8U, 12R, 16U**	418780	H5481A	Same Day On-Site	\$300.00
HP AdvanceStack 100Base-T Hub-8TXE**				
HP AdvanceStack 10Base-T-S Hub-24, 24R, 24T**				
HP AdvanceStack Redundant PS & Redundant PS for Switch 2000				
HP EtherTwist Hub Plus	418782	H5484A	Same Day On-Site	\$375.00
HP AdvanceStack Workgroup Switch 208T**				
HP AdvanceStack 100Base-T Hub-12TX**				
HP AdvanceStack Bridge RB, 100VG Hub-7M & Hub-14**	418784	H5490A	Same Day On-Site	\$650.00
HP AdvanceStack 100Base-T Hub-12TXM**				
HP AdvanceStack Bridge MB, Switch 200, Workgroup Switch 224T**				
HP AdvanceStack Remote 2C**	418786	H5494A	Same Day On-Site	\$850.00
HP Fiber-Optic Hub Plus				
HP Network-ReadCD-Rom Tower				
HP AdvancedStack S switch 800T, 2000**	418788	H5503A	Same Day On-Site	\$1,500.00

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Installation & Network Configuration - Per Incident

Product Description	TechData Part Number	HP Product Number	Service Level	List Price
Inst. & Network Config. - Per Incident				
HP NetServer (excluding E30/E40 Series)	417610	H5751A	Inst. NetConfig.	\$1,350.00
One Intel PC client or Network printer	417611	H5752A	Inst. NetConfig.	\$300.00
Five Intel PC Clients and/or Network Printers	417612	H5753A	Inst. NetConfig.	\$950.00
HP NetServer (E30/E40 Series)	417613	H5754A	Inst. NetConfig.	\$850.00
HP Hubs, Bridges, and Switches	418790	H5755A	Inst. NetConfig.	\$350.00
HP NetServer Rack Solution	417599	H5756A	Inst. NetConfig.	\$1,995.00
HP Clustering for NT Solution	417601	H5757A	Inst. NetConfig.	\$1,995.00

Comprehensive Technical Support, LAN Support, Comprehensive Network Support, Openview Applications for Windows NT, PC Software Assist and Network Phone-In Support

Product Description	TechData Part Number	HP Product Number	Service Level	List Price
Comprehensive Technical Support				
100 Credits or 36 months, whichever comes first, Extended hours optional.	417614	H1847AA	5 Days x 8 Hours with optional 7x24 hour coverage	\$1,250.00
LAN Support - Per Incident				
LAN Support, Standard Hours, 5-incident bundle	418770	H5570A	5 day x 8 hour	\$424.00
LAN Support, Extended Hours, 5-incident bundle	418771	H5571A	7x24	\$599.00
LAN Support, Standard Hours, 10-incident bundle	418772	H5572A	5 day x 8 hour	\$799.00
LAN Support, Extended Hours, 10-incident bundle	418773	H5573A	7x24	\$1,119.00
Comprehensive Network Support - 1 Year				
Comprehensive Network Support, Standard Hours	418776	H5576A	5 day x 8 hour	\$3,975.00
Comprehensive Network Support, Extended Hours	418777	H5577A	7x24	\$5,975.00
Comprehensive Network Support, Standard Hours, MS BackOffice Support	418778	H5578A	5 day x 8 hour	\$5,975.00
Comprehensive Network Support, Extended Hours, MS BackOffice Support	418779	H5579A	7x24	\$8,975.00
OpenView Apps. for Windows NT - Per Incident				
5 Incidents or 12 Months, whichever comes first	419563	H1676A	7x24	\$995.00
PC Software Assist - Per Incident				
3 Incidents or 12 Months, whichever comes first	417596	H1453AA	5 day x 8 hour	\$99.00
3 Incidents or 12 Months, whichever comes first	417595	H1452AA	7x24	\$115.00
25 Incidents or 12 Months, whichever comes first	417597	H1455AA	5 day x 8 hour	\$790.00
25 Incidents or 12 Months, whichever comes first	417598	H1456AA	7x24	\$900.00
Network Phone-In Support				
First Server, Standard Hours		H5550A	5 day x 8 hour	\$1,950.00
Additional Servers, Standard Hours		H5551A	5 day x 8 hour	\$495.00
First Server, Extended Hours		H5552A	7x24	\$2,925.00
Additional Servers, Extended Hours		H5553A	7x24	\$745.00

Notes:

* Includes support for select non-HP Network Interface Cards (NIC's) (see NetServer Compatibility Page). This page will provide you with a list of Network Interface Card (NIC's) that are supported with the NetServer. Only one PCI card can be configured in one system; second PCI slot must be empty. The URL is: <http://www.hp.com/netserver/index.htm>

** Includes support for HP internal modules and transceivers purchased with the base product.

For SupportPack Questions call: 1-800-445-3500 Press option #2, follow menu.

Monthly Highlights

New Services:

New Products:

Added To SupportPacks:

Special Highlights

Hewlett-Packard would like to inform you of our plans to discontinue HP Network Phone-In Support (NPS). The HP Network Phone-In Support Services will be available for purchase until April 1, 1998 after which time it will be removed from Hewlett-Packard's price list. We will continue to honor Network Phone-In SupportPack agreements through April 1, 1999.

To better meet the changing service and support needs of your customers, a new service for Windows NT computing environments is now available from HP: HP SupportPack for Comprehensive Technical Support is an improved, remote, per incident, phone-in support offering that accommodates the diversity of real-life networks by providing coverage for a wide range of multivendor NOS/OS, desktop application, server application, management and LAN/WAN products.

For more information on new support offerings available for your customers from Hewlett-Packard, please contact the Channel Business Center at 1-800-445-3500 option 4, option 3.

Note:

Any changes (prices, additions, moves, newSupportPacks) are in bold lettering.