



IBM Maintenance Services –
ServicePac for Warranty and Maintenance Options

IBM ServicePac Post-Warranty Maintenance Services

Supported Products List
July 18, 2007

MA ServicePac

Post-warranty maintenance agreement

Overview

- 1 or 2-year maintenance agreement for post-warranty hardware service — including parts and labor.
- Simple, cost-effective way to add maintenance services and enhance the availability of your IBM equipment.
- Choice of service levels, ranging from depot to 24x7 service.
- Telephone access to technical support specialists 7 days a week, 24 hours a day.
 - Expert problem determination over the phone, that can resolve up to 30 percent of service calls on the spot.
- To purchase a MA ServicePac[®], visit:
http://www-132.ibm.com/content/home/store_IBMPublicUSA/en_US/ma_servicepac.html

MA ServicePac or warranty service upgrade?

Which service coverage is right for me?

- If you have an IBM machine that is out of warranty, OR you have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac) is right for you.
- If you have an IBM machine that is still within its original warranty period, then you can upgrade your service with a ServicePac WSU.
 - For details, visit: <http://www-1.ibm.com/services/us/index.wss/so/its/a1001505>

Purchase eligibility

- **MA ServicePac may be added to a machine...**
 - ✓ Having no present service coverage (not under warranty, no warranty service upgrade)*.
 - ✓ Prior to expiration of a current ServicePac WSU.
 - ✓ Prior to expiration of a current MA ServicePac.
 - MA ServicePacs will not automatically renew upon expiration. To continue service, additional purchase and activation is required. The term will then be extended either one or two years (depending on length purchased) from the current MA ServicePac end date at the requested level of service. Service will not take effect until the the current MA ServicePac expires.

* IBM reserves the right to inspect any machine not under current service to verify that the machine meets acceptance criteria.

Types of service

IBM onsite repair (IOR)	A service technician will come to your location for equipment repair.
EasyServ depot repair	A courier will pick up your failed equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival. Machines arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.
IBM onsite exchange (IOE)	A service technician will come to your location with a replacement machine and perform the equipment exchange.
EasyServ exchange	A courier will deliver a replacement machine to you in exchange for your failed machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. Uninstallation of the failed machine and installation of the replacement machine is a customer responsibility. The replacement packaging will include shipping instructions on how to return the failed machine using the same carton that contained the replacement. All shipping and handling is paid for by IBM.

Service response* times

24x7x2 hour	A service technician is scheduled to arrive at your location within two hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
24x7x4 hour	A service technician is scheduled to arrive at your location within four hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
9x5x4 hour	A service technician is scheduled to arrive at your location within four business hours after remote problem determination is completed. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays. If after 1:00 p.m. it is determined that onsite service is required, you can expect the service technician to arrive the morning of the following business day. For non-critical service requests, a service technician will arrive by the end of the following business day.
9x5 next business day	A service technician is scheduled to arrive at your location on the business day after we receive your call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays.

* IBM's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service option availability by hardware type

IBM's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service Options ¹	IBM Hardware Type				
	Notebooks	Desktops & Workstations	Monitors	Servers	Server peripherals ²
<i>Repair Options (IOR = IBM onsite repair)</i>					
IOR 24x7x2 hour ³	----	----	----	1 or 2 years	1 or 2 years
IOR 24x7x4 hour	----	1 or 2 years	----	1 or 2 years	1 or 2 years
IOR 9x5x4 hour	----	1 or 2 years	----	1 or 2 years	----
IOR 9x5/next business day	1 or 2 years	1 or 2 years	----	1 or 2 years	1 or 2 years
EasyServ depot repair	1 or 2 years	----	----	----	----
<i>Exchange Options (IOE = IBM onsite exchange)</i>					
IOE 24x7x2 hour ³	----	----	----	----	1 or 2 years
IOE 24x7x4 hour	----	----	1 or 2 years	----	1 or 2 years
IOE 9x5x4 hour	----	----	----	----	----
IOE 9x5/next business day	----	----	1 or 2 years	----	----
EasyServ exchange	----	----	----	----	----

¹ Service options may vary by machine type and/or model.

² Only non-configured server peripherals are eligible for post-warranty maintenance agreements.

³ 24x7x2 hour service is available in select metropolitan locations only.

Limitations of service

- Maintenance agreements for post-warranty hardware service will not automatically renew.
- Service cannot be prorated, refunded or transferred.
- ServicePac **MUST BE ACTIVATED** after purchase in order to use the service. Service activation is required immediately following purchase (within 30 days). Machine type, model and serial number will be necessary for activation and registration.
- Prices are subject to change without notice.
- Services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered. If the machine problem turns out to be a Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached machine.
- For ThinkPad® notebooks requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.
- IBM performs hardware problem determination to the component level. For non-IBM components the customer must provide the replacement part and IBM will provide the labor to replace it. If IBM has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- MA ServicePac can only be ordered for machines that were released and purchased in the United States.
- MA ServicePac is available only for the machines listed in the supported products list.
- Only non-configured server peripherals are eligible for post-warranty maintenance agreements.

Locations eligible for specific service options

- Onsite 24x7x2 hour service for servers and server peripherals will be provided within a 50-mile radius of the cities indicated on the list below, based on zip code. The center point is identified by the zip code where city hall is located. All zip code zones that fall within a 50-mile radius of this center point will be eligible. You can determine if a location is within this 50-mile zone by entering the zip code of the location in question, and the nearest zip code from the list below, by using Zip Find. Zip Find can be found on the Internet at: <http://zipfind.net/>

Akron, OH 44308
Albuquerque, NM 87103
Allentown, PA 18101
Atlanta, GA 30335
Austin, TX 78767
Baltimore, MD 21202
Baton Rouge, LA 70816
Birmingham, AL 35203
Boston, MA 02108
Bridgeport, CT 06604
Buffalo, NY 14202
Charlotte, NC 28202
Chicago, IL 60602
Cincinnati, OH 45202
Cleveland, OH 44114
Columbia, SC 29201
Columbus, OH 43215
Dayton, OH 45401

Denver, CO 80202
Detroit, MI 48226
Fort Worth, TX 76102
Greensboro, NC 27402
Harrisburg, PA 17101
Hartford, CT 06103
Honolulu, HI 96813
Houston, TX 77002
Indianapolis, IN 46204
Jacksonville, FL 32202
Kansas City, MO 64106
Las Vegas, NV 89101
Los Angeles, CA 90012
Louisville, KY 40202
Memphis, TN 38103
Miami, FL 33133
Milwaukee, WI 53202
Minneapolis, MN 55415

Nashville, TN 37201
New Orleans, LA 70112
New York, NY 10007
Newark, NJ 07102
Norfolk, VA 23510
Oklahoma City, OK 73102
Omaha, NE 68183
Orlando, FL 32801
Philadelphia, PA 19107
Phoenix, AZ 85003
Pittsburgh, PA 15219
Portland, OR 97204
Providence, RI 02903
Raleigh, NC 27602
Richmond, VA 23219
Rochester, NY 14614
Sacramento, CA 95814
Salt Lake City, UT 84111

San Antonio, TX 78205
San Diego, CA 92101
San Francisco, CA 94102
San Jose, CA 95110
Seattle, WA 98104
St. Louis, MO 63103
St. Paul, MN 55102
St. Petersburg, FL 33731
Syracuse, NY 13202
Tacoma, WA 98402
Tampa, FL 33602
Toledo, OH 43604
Virginia Beach, VA 23456
Washington, DC 20001
West Palm Beach, FL 33402
Wilmington, DE 19801

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Mobile					
ThinkPad 240, 310, 365, 380, 390, 390e, 560, 570, 600, 760, 770, A20m, A20p, A21e, A21m, A21p, A22, A22e, A22m, A22p, A30, A31, A31p, Dock, Dock II, G40, G41, G41 Express, i Series™ 1200, i Series 1300, i Series 1400, i Series 1500, i Series 1700, Mini-Dock, R30, R31, R32, R40, R50e, R50p, R51, R52, SelectaDock, T20, T21, T22, T23, T30, T40, T40p, T41, T41p, T42, T43, T43p, Express T43, Express T43p, TransNote, X20, X21, X22, X23, X24, X30, X31, X41	1161, 1171, 1829, 1830, 1831, 1832, 1833, 1834, 1836, 1840, 1841, 1842, 1846, 1847, 1848, 1849, 1850, 1858, 1859, 1860, 1861, 1862, 1863, 1864, 1865, 1870, 1871, 1872, 1873, 1874, 1875, 1876, 1958, 2366, 2367, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2378, 2379, 2382, 2384, 2386, 2388, 2389, 2525, 2526, 2527, 2528, 2609, 2611, 2621, 2626, 2627, 2628, 2629, 2631, 2633, 2635, 2636, 2640, 2641, 2643, 2645, 2646, 2647, 2648, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2662, 2663, 2664, 2666, 2667, 2668, 2669, 2672, 2673, 2676, 2677, 2678, 2679, 2681, 2682, 2683, 2684, 2686, 2687, 2722, 2723, 2724, 2877, 2878, 2881, 2882, 2883, 2884, 2885, 2886, 2887, 2888, 2889, 2894, 2895, 2896, 2897, 3547, 9547, 9548, 9549	All	1 YR depot repair 1 YR IOR 9x5/next day 2 YR depot repair 2 YR IOR 9x5/next day	69P9380 69P9381 96P2074 96P2075	\$169 \$199 \$321 \$388
ThinkPad R50e	2670	All	1 YR depot repair 1 YR IOR 9x5/next day	69P9380 69P9381	\$169 \$199

Updates are highlighted and underlined in blue. Deleted items are highlighted in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Check <http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505> for the most recent product and pricing information. Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Desktops					
NetVista A20, A20i, A21, A22p, A30, A40, A40i, A40p, A60, A60i, M41, M42, S40, S40P, S42, X40, X41	2251, 6058, 6059, 6263, 6266, 6268, 6269, 6270, 6274, 6275, 6277, 6278, 6280, 6282, 6285, 6287, 6288, 6338, 6339, 6341, 6342, 6343, 6345, 6347, 6349, 6350, 6560, 6561, 6562, 6563, 6564, 6565, 6566, 6574, 6578, 6579, 6581, 6584, 6586, 6587, 6588, 6589, 6591, 6592, 6594, 6643, 6644, 6645, 6646, 6648, 6649, 6790, 6791, 6792, 6793, 6794, 6823, 6825, 6830, 6831, 6832, 6833, 6838, 6840, 6841, 6862, 6872, 6875, 6876, 6877, 6885, 6886, 6887, 6892, 8084, 8086, 8087, 8088, 8089, 8141, 8142, 8143, 8144, 8145, 8146, 8147, 8149, 8171, 8172, 8173, 8177, 8183, 8184, 8185, 8187, 8188, 8189, 8190, 8191, 8193, 8194, 8301, 8303, 8304, 8305, 8306, 8307, 8308, 8310, 8313, 8317, 8319, 8320, 8413, 8414, 8415, 8416, 8417, 8419, 8420, 8422, 8424, 8429, 8432	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour	69P9350 69P9351 69P9352 96P2076 96P2077 96P2078	\$99 \$135 \$149 \$188 \$257 \$283
PC 300, 300 GI, 300GL, 300PL, 300XL, 350, 360, 365, 730, 750					
ThinkCentre™ A30, A50, A50p, A51, A51p, M50, M51, S50, S51					
NetVista A21, A21i, A22, A22p, X41	2254, 2257, 2283, 2292, 6336, 6337, 8085, 8090, 8148, 8195, 8198, 8199, 8311, 8315, 8423, 8427, 8433	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour	69P9356 69P9357 96P2079 96P2080	\$80 \$108 \$152 \$205
ThinkCentre A30, A50p					

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Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Monitors					
UV-N Color Monitor	2248	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9358 69P9359 96P2081 96P2082	\$59
E54	6331	All			\$89
E51	6333	All			\$112
G42	6540	00N			\$169
G51	6541	02N			
G41, G50	6543	301 313 333			
G52, G54	6546	00N 40N 4AN 86U 0AN B2N			
P50	6553	All			
G72, G74	6547	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9362 69P9363 96P2083 96P2084	\$200 \$300 \$380 \$570

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Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
G200	6545	All	1 YR IOE 9x5/next day	69P9364	\$89
			1 YR IOE 24x7x4 hour	69P9365	\$134
			2 YR IOE 9x5/next day	96P2085	\$169
			2 YR IOE 24x7x4 hour	96P2086	\$255
E74	6332	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9366 69P9367 96P2087 96P2088	\$69 \$104 \$131 \$198
E74M	6517	All			
G76	6548	All			
P76	6550	All			
P70	6554	All			
P72	6556	All			
G78	6627	All			
P77	6639	All			
C170 Monitor	6737	All			
G52, G54	6546	Q0E Q0N			
ThinkVision L150p	6636	AB1 AC1 AK1 AW1 HB1 HK1			
TFT	6653	All			
T560	6656	All			
ThinkVision L150	9418	AB1			
T56A	9493	All			
T54	9511	AG1 AG4 AW1 AW4 HG2 HW2			
TFT Flat Panel	9512	All			
T55A, T55D	9513	All			

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
G94, G96	6549	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9370	\$79
P96	6551	All		69P9371	\$119
P92	6557	All		96P2091	\$150
E94, G97	6634	All		96P2092	\$226
P77	6651	All			
ThinkVision C190	6739	All			
P260	6552	All			
P200, P201	6555	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9372	\$89
P202	6558	All		69P9373	\$134
P275	6652	All		96P2085	\$169
				96P2086	\$255

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePa c Part Number	List Price
T710 Flat Panel	6637	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9374 69P9375 96P2093 96P2094	\$260
T84	6658	HG2 HW2			\$390
TFT	6657	HG2 HW2			\$494
ThinkVision L170, L170p	6734	AB0 ACO AK0 HB0 HK0 LB1			\$741
L180p	9180	HB9			
T860	9494	HB0 HBN HW0 HWN			
T74A	9495	AG1 AW1			
T86	9497	AG1 AG6 AW1 AW6 DG0			
T54	9511	TG1 TW1			
T85A	9519	AG1 AW1			
T85D	9519	DG0 DG1 DG2 DW0 DW1 DW2			
ThinkVision L170	9818	ACO			
ThinkVisionL190p	2704	All			1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour
ThinkVision L200p	6736	HB0 HC9	\$540		
ThinkVisionL190	9329	AB9	\$684		
ThinkVisionL191p	9419	HB7	\$1,026		



Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
TFT Flat Panel	9516	A03 A13 A23 B03 B13 B23	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	69P9378 69P9379 96P2099 96P2100	\$507 \$761 \$963 \$1,446

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Servers					
IntelliStation E Pro, M Pro	6204, 6216, 6226, 6836, 6851, 6867, 6893	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour	69P9350 69P9351 69P9352 96P2076 96P2077 96P2078	\$99 \$135 \$149 \$188 \$257 \$283
IntelliStation A Pro, IntelliStation Z Pro	6217, 6218, 6224, 9228	10U 20U 30U 33U 35U 37U 38U 39U	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour	69P9353 69P9354 69P9355 96P2135 96P2136 96P2224	\$199 \$270 \$299 \$378 \$513 \$568
IntelliStation E Pro, M Pro, S Pro, Z Pro	6214, 6219, 6220, 6221, 6223, 6225, 6228, 6229, 6230, 6231, 6233, 6846, 6849, 6850, 6865, 6866, 6868, 6878, 6888, 6889, 6898, 6899, 9236	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour	69P9353 69P9354 69P9355 96P2135 96P2136 96P2224	\$199 \$270 \$299 \$378 \$513 \$568
SE310, PC Server 315	8638, 8639	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour	69P9398 69P9399 69P9400 96P2117 96P2118 96P2119	\$333 \$450 \$500 \$633 \$855 \$950

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Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Netfinity 4500R, 5000/5000 Rack Mounted, 5100, 5500 M10/5500 M10 Rack Mounted, 5500 M20/5500 M20 Rack Mounted, 5600, 6000R PC Server 320, 330 xSeries 150, 230, 240, 340, 350	8640, 8656, 8658, 8659, 8660, 8661, 8662, 8664, 8682	All	1 YR IOR 9x5/next day	69P9386	\$1,000
			1 YR IOR 9x5x4 hour	69P9387	\$1,350
			1 YR IOR 24x7x4 hour	69P9388	\$1,500
			1 YR IOR 24x7x2 hour	69P9389	\$2,250
			2 YR IOR 9x5/next day	96P2105	\$1,900
			2 YR IOR 9x5x4 hour	96P2106	\$2,565
			2 YR IOR 24x7x4 hour	96P2107	\$2,850
			2 YR IOR 24x7x2 hour	96P2108	\$4,275
Netfinity 7000, 7000 M10 Rack Mounted, 7100, 7600 xSeries 250, 255, 260, 3800	8651, 8665, 8666, 8680, 8685, 8865, 8866	All	1 YR IOR 9x5/next day	69P9390	\$1,000
			1 YR IOR 9x5x4 hour	69P9391	\$1,350
			1 YR IOR 24x7x4 hour	69P9392	\$1,500
			1 YR IOR 24x7x2 hour	69P9393	\$2,250
			2 YR IOR 9x5/next day	96P2109	\$1,900
			2 YR IOR 9x5x4 hour	96P2110	\$2,565
			2 YR IOR 24x7x4 hour	96P2111	\$2,850
			2 YR IOR 24x7x2 hour	96P2112	\$4,275
Netfinity 8500 xSeries 370	8681	All	1 YR IOR 9x5/next day	69P9394	\$2,250
			1 YR IOR 9x5x4 hour	69P9395	\$3,050
			1 YR IOR 24x7x4 hour	69P9396	\$3,375
			1 YR IOR 24x7x2 hour	69P9397	\$5,000
			2 YR IOR 9x5/next day	96P2113	\$4,275
			2 YR IOR 9x5x4 hour	96P2114	\$5,795
			2 YR IOR 24x7x4 hour	96P2115	\$6,413
			2 YR IOR 24x7x2 hour	96P2116	\$9,500
BladeCenter eServer 325, 326 xSeries 130, 135, 200, 206, 206m, 220, 225, 226, 300, 305, 306, 330, 335, 336 System x3200, x3250, x3455	1878, 1879, 1880, 1887, 4362, 4363, 4364, 4365, 6227, 7969, 7978, 7984, 8478, 8479, 8480, 8481, 8482, 8485, 8487, 8488, 8489, 8490, 8491, 8645, 8646, 8647, 8648, 8649, 8654, 8672, 8673, 8674, 8675, 8676, 8830, 8835, 8836, 8837, 8848, 8849	All	1 YR IOR 9x5/next day	69P9398	\$333
			1 YR IOR 9x5x4 hour	69P9399	\$450
			1 YR IOR 24x7x4 hour	69P9400	\$500
			1 YR IOR 24x7x2 hour	69P9401	\$750
			2 YR IOR 9x5/next day	96P2117	\$633
			2 YR IOR 9x5x4 hour	96P2118	\$855
			2 YR IOR 24x7x4 hour	96P2119	\$950
			2 YR IOR 24x7x2 hour	96P2120	\$1,425

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
BladeCenter LS41	7972	All	1 YR IOR 9x5/next day	12X7025	\$533
			1 YR IOR 9x5x4 hour	12X7026	\$720
			1 YR IOR 24x7x4 hour	12X7027	\$800
			1 YR IOR 24x7x2 hour	12X7028	\$1,200
			2 YR IOR 9x5/next day	12X7029	\$1,000
			2 YR IOR 9x5x4 hour	12X7030	\$1,350
			2 YR IOR 24x7x4 hour	12X7031	\$1,500
			2 YR IOR 24x7x2 hour	12X7032	\$2,250
System x3755, xSeries 3850, eServer 366, xSeries 365, xSeries 360	8686, 8862, 8863, 8864, 8877	All	1 YR IOR 9x5/next day	44J8725	\$490
			1 YR IOR 9x5x4 hour	44J8726	\$650
			1 YR IOR 24x7x4 hour	44J8727	\$735
			1 YR IOR 24x7x2 hour	44J8728	\$980
			2 YR IOR 9x5/next day	44J8729	\$930
			2 YR IOR 9x5x4 hour	44J8730	\$1,235
			2 YR IOR 24x7x4 hour	44J8731	\$1,395
			2 YR IOR 24x7x2 hour	44J8732	\$1,860
System x3400, System x3650, System x3655, xSeries 342, 343, 345, 346,, 365, 382	7973, 7974, 7975, 7976, 7979, 7980, 7985, 8669, 8670, 8827, 8834, 8840, 8847, 8861	All	1 YR IOR 9x5/next day	69P9402	\$450
			1 YR IOR 9x5x4 hour	69P9403	\$600
			1 YR IOR 24x7x4 hour	69P9404	\$675
			1 YR IOR 24x7x2 hour	69P9405	\$900
			2 YR IOR 9x5/next day	96P2121	\$855
			2 YR IOR 9x5x4 hour	96P2122	\$1,140
			2 YR IOR 24x7x4 hour	96P2123	\$1,283
			2 YR IOR 24x7x2 hour	96P2124	\$1,710
xSeries 232, 235, 236 System x3400, System x 3500,	7977, 8668, 8671, 8841	All	1 YR IOR 9x5/next day	69P9406	\$900
			1 YR IOR 9x5x4 hour	69P9407	\$1,215
			1 YR IOR 24x7x4 hour	69P9408	\$1,350
			1 YR IOR 24x7x2 hour	69P9409	\$1,755
			2 YR IOR 9x5/next day	96P2125	\$1,710
			2 YR IOR 9x5x4 hour	96P2126	\$2,309
			2 YR IOR 24x7x4 hour	96P2127	\$2,565
			2 YR IOR 24x7x2 hour	96P2128	\$3,335

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
BladeCenter HS20, HS21, HS40, JS20, JS21,LS20	1883, 1884, 1885, 7981, 7995, 8678, 8832, 8839, 8842, 8843, 8844, 8850, 8853	All	1 YR IOR 9x5/next day	69P9513	\$267
			1 YR IOR 9x5x4 hour	69P9514	\$360
			1 YR IOR 24x7x4 hour	69P9515	\$400
			1 YR IOR 24x7x2 hour	69P9516	\$600
			2 YR IOR 9x5/next day	96P2129	\$507
			2 YR IOR 9x5x4 hour	96P2130	\$684
			2 YR IOR 24x7x4 hour	96P2131	\$760
			2 YR IOR 24x7x2 hour	96P2132	\$1,140
BladeCenter HC10	7996	All	1 YR IOR 9x5/next day	44T6090	\$150
			1 YR IOR 9x5x4 hour	44T6091	\$200
			1 YR IOR 24x7x4 hour	44T6092	\$225
			1 YR IOR 24x7x2 hour	44T6093	\$335
			2 YR IOR 9x5/next day	44T6094	\$285
			2 YR IOR 9x5x4 hour	44T6095	\$380
			2 YR IOR 24x7x4 hour	44T6096	\$425
			2 YR IOR 24x7x2 hour	44T6097	\$635
xSeries 440, 450, 455	8687, 8688	All	1 YR IOR 24x7x4 hour	96P1990	\$1,695
			1 YR IOR 24x7x2 hour	96P1991	\$2,250
			2 YR IOR 24x7x4 hour	96P2133	\$3,390
			2 YR IOR 24x7x2 hour	96P2134	\$4,500
Netfinity 3000, 3500 xSeries 200, 205, 206, 220, 225, 226 Blade Center H, HS20, HT, T	1881, 1886, 8476, 8644, 8655, 8657, 8677, 8720, 8730, 8740, 8750, 8852	All	1 YR IOR 9x5/next day	69P9382	\$417
			1 YR IOR 9x5x4 hour	69P9383	\$563
			1 YR IOR 24x7x4 hour	69P9384	\$625
			1 YR IOR 24x7x2 hour	69P9385	\$938
			2 YR IOR 9x5/next day	96P2101	\$793
			2 YR IOR 9x5x4 hour	96P2102	\$1,070
			2 YR IOR 24x7x4 hour	96P2103	\$1,188
			2 YR IOR 24x7x2 hour	96P2104	\$1,783
System x3950, xSeries 445, 455, 460	8855, 8870, 8872, 8878	All	1 YR IOR 9x5/next day	96P2679	\$2,400
			1 YR IOR 9x5x4 hour	96P2680	\$3,240
			1 YR IOR 24x7x4 hour	96P2681	\$3,600
			1 YR IOR 24x7x2 hour	96P2682	\$4,778
			2 YR IOR 9x5/next day	96P2683	\$4,560
			2 YR IOR 9x5x4 hour	96P2684	\$6,156
			2 YR IOR 24x7x4 hour	96P2685	\$6,840
			2 YR IOR 24x7x2 hour	96P2686	\$9,078

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
xSeries 460, xSeries 3950	8872, 8874, 8879	All	1 YR IOR 9x5/next day	10N3069	\$1,200
			1 YR IOR 9x5x4 hour	10N3070	\$1,620
			1 YR IOR 24x7x4 hour	10N3071	\$1,800
			1 YR IOR 24x7x2 hour	10N3072	\$2,400
			2 YR IOR 9x5/next day	10N3073	\$2,280
			2 YR IOR 9x5x4 hour	10N3074	\$3,078
			2 YR IOR 24x7x4 hour	10N3075	\$3,420
			2 YR IOR 24x7x2 hour	10N3076	\$4,560
xSeries 3105, xSeries 100	4347, 8486	All	1 YR IOR 9x5/next day	41W9319	\$150
			1 YR IOR 9x5x4 hour	41W9320	\$203
			1 YR IOR 24x7x4 hour	41W9321	\$225
			1 YR IOR 24x7x2 hour	41W9322	\$338
			2 YR IOR 9x5/next day	41W9323	\$285
			2 YR IOR 9x5x4 hour	41W9324	\$385
			2 YR IOR 24x7x4 hour	41W9325	\$428
			2 YR IOR 24x7x2 hour	41W9326	\$641
eServer OpenPower 710	9123	All	1 YR IOR 9x5/next day	40M6828	\$600
			1 YR IOR 9x5x4 hour	40M6829	\$756
			1 YR IOR 24x7x4 hour	40M6830	\$900
			1 YR IOR 24x7x2 hour	40M6831	\$1,080
			2 YR IOR 9x5/next day	40M6832	\$1,139
			2 YR IOR 9x5x4 hour	40M6833	\$1,435
			2 YR IOR 24x7x4 hour	40M6834	\$1,708
			2 YR IOR 24x7x2 hour	40M6835	\$2,050
eServer OpenPower 720	9124	1T1 1R1 1T4 1R4 2T1 2R1 AT1 AR1 AT4 AR4 CT1 CR1	1 YR IOR 9x5/next day	38R3583	\$900
			1 YR IOR 9x5x4 hour	38R3584	\$1,128
			1 YR IOR 24x7x4 hour	38R3585	\$1,356
			1 YR IOR 24x7x2 hour	38R3586	\$1,620
			2 YR IOR 9x5/next day	38R3587	\$1,708
			2 YR IOR 9x5x4 hour	38R3588	\$2,141
			2 YR IOR 24x7x4 hour	38R3589	\$2,574
			2 YR IOR 24x7x2 hour	38R3590	\$3,075

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Server Clusters (Please note: Customers MUST purchase base model machine type ServicePac (i.e.41E8810) when selecting Option ServicePac(s) coverage.					
e1350 Cluster (Base Model)	1410	25U 2RX 42L 42U 42X 4RX	1 YR IOR 24x7x4 hour	41E8829	\$1,350
Switch Enclosure Option	0445	015 016 021 HC6 HC7 HCA	1 YR IOR 24x7x4 hour	41E8843	\$700
Switch Enclosure Option	0445	011 HCB	1 YR IOR 24x7x4 hour	41E8844	\$1,500
Spine Enclosure Option	0445	012 HC3	1 YR IOR 24x7x4 hour	41E8845	\$1,500
Spine Line Card Option	0445	019 013 020 HC4 HC8	1 YR IOR 24x7x4 hour	41E8846	\$1,800
Spine Thru Module Option	0445	014 HC5	1 YR IOR 24x7x4 hour	41E8847	\$1,200
32 Port Terminal	0448	011 HC4	1 YR IOR 24x7x4 hour	41E8834	\$2,500
48 Port Terminal	0448	012 HC3	1 YR IOR 24x7x4 hour	41E8846	\$1,800
Ethernet Adapter 48 port	0564	010 HC3	1 YR IOR 24x7x4 hour	41E8846	\$1,800
Switch Chassis Bundle Option	4667	001 010 011 012 013 016 022 023 024 HC3 HC4 HC7 HCA HCB HCC HCG	1 YR IOR 24x7x4 hour	41E8830	\$17,000
Line Card Option	4667	002 020 HC8	1 YR IOR 24x7x4 hour	41E8831	\$7,500
Line Card Option	4667	003 021 HC9	1 YR IOR 24x7x4 hour	41E8832	\$8,000
Line Card Option	4667	004 014 HC5	1 YR IOR 24x7x4 hour	41E8833	\$14,000
Stackable Switch Option	4667	005 015 HC6	1 YR IOR 24x7x4 hour	41E8834	\$2,500

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Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
E600/E1200 16port 10 Gig E Line card	4667	HCD	1 YR IOR 24x7x4 hour	44T5814	\$50,000
E300 8 port 10 Gig E Line card	4667	HCE	1 YR IOR 24x7x4 hour	44T5815	\$17,000
Force10 E600i Switch Enclosure Bundle	4667	HCF	1 YR IOR 24x7x4 hour	44T5816	\$30,000
SMC 8024L2 24-port	4668	016 HC5	1 YR IOR 24x7x4 hour	41E8831	\$7,500
Switch Option	4668	015 HC3	1 YR IOR 24x7x4 hour	41E8834	\$2,500
Switch Option	4668	001	1 YR IOR 24x7x4 hour	41E8835	\$850
Switch Option	4668	002 012 HC4	1 YR IOR 24x7x4 hour	41E8836	\$2,500
Option Chassis	4669	015 HC4	1 YR IOR 24x7x4 hour	41E8836	6756J12
Switch Option	4669	001	1 YR IOR 24x7x4 hour	41E8837	\$1,750
IB Switch Router Option	4669	002 012 021 HCA HCB	1 YR IOR 24x7x4 hour	41E8838	\$4,000
Fabric Switch Option	4669	003 013 HC3	1 YR IOR 24x7x4 hour	41E8839	\$1,800
Line Card Option	4669	004 014	1 YR IOR 24x7x4 hour	41E8840	\$2,200
Voltaire ISR 9096-9288 sLB 24, 24 4X	4669	HC5	1 YR IOR 24x7x4 hour	44T5817	\$7,500
Voltaire 9024D 24-X DDR ports Bundle	4669	HC6	1 YR IOR 24x7x4 hour	44T5818	\$7,500
Voltaire 9024S 24-X SDR ports Bundle	4669	HC7	1 YR IOR 24x7x4 hour	44T5819	\$7,500

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Cisco SFS 7012D, 7024D	4670	026 027 HCA HCB	1 YR IOR 24x7x4 hour	41E8830	\$17,000
Enclosure Bundle	4670	014 016 028 HC8 HCC	1 YR IOR 24x7x4 hour	41E8831	\$7,500
Cisco SFS 7000D 24-port	4670	025 HC9	1 YR IOR 24x7x4 hour	41E8833	\$14,000
Enclosure Bundle	4670	013 020 030 HC5 HCE	1 YR IOR 24x7x4 hour	41E8836	\$2,500
e1350 Switch	4670	024 HC7	1 YR IOR 24x7x4 hour	41E8839	\$1,800
Line Card Option	4670	001 015 017 HC3	1 YR IOR 24x7x4 hour	41E8841	\$4,000
Cisco SFS 7012/7024	4670	029 031 HCD HCF	1 YR IOR 24x7x4 hour	44T5814	\$50,000
Enhanced Cisco 6509-E Chassis Bundle	4670	HC4	1 YR IOR 24x7x4 hour	44T5820	\$90,000
Enhanced Cisco 6503-E Chassis Bundle	4670	HC6	1 YR IOR 24x7x4 hour	44T5821	\$14,000
Cisco SFS 7000P24 IB Switch Bundle	4670	HC7	1 YR IOR 24x7x4 hour	44T5822	\$1,800
IB Switch Option	4671	001	1 YR IOR 24x7x4 hour	41E8842	\$4,970
IB Expansion Kit Option	4671	002	1 YR IOR 24x7x4 hour	41E8843	\$700
Switch Enclosure Option	0445	001	1 YR IOR 24x7x4 hour	41E8844	\$1,500
Spine Enclosure Option	0445	002	1 YR IOR 24x7x4 hour	41E8845	\$1,500
Spine Line Card Option	0445	003	1 YR IOR 24x7x4 hour	41E8846	\$1,800
Spine Line Card Option	0445	004	1 YR IOR 24x7x4 hour	41E8847	\$1,200

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Server peripherals (Only non-configured server peripherals are eligible for post-warranty maintenance agreements.)					
Total Storage D4300	1700	1ES 1EX 1RS	1 YR IOR 9x5/next day	38R3769	\$1,062
			1 YR IOR 9x5x4 hour	38R3770	\$1,328
			1 YR IOR 24x7x4 hour	38R3771	\$1,475
			1 YR IOR 24x7x2 hour	38R3772	\$2,213
			2 YR IOR 9x5/next day	38R3773	\$2,018
			2 YR IOR 9x5x4 hour	38R3774	\$2,523
			2 YR IOR 24x7x4 hour	38R3775	\$2,803
			2 YR IOR 24x7x2 hour	38R3776	\$4,205
Total Storage DS400	1700	2ED 2EX 2RD	1 YR IOR 9x5/next day	38R3782	\$1,332
			1 YR IOR 9x5x4 hour	38R3783	\$1,665
			1 YR IOR 24x7x4 hour	38R3784	\$1,850
			1 YR IOR 24x7x2 hour	38R3785	\$2,775
			2 YR IOR 9x5/next day	38R3786	\$2,531
			2 YR IOR 9x5x4 hour	38R3787	\$3,164
			2 YR IOR 24x7x4 hour	38R3788	\$3,515
			2 YR IOR 24x7x2 hour	38R3789	\$5,273
Total Storage DS300	1701	1RL	1 YR IOR 9x5/next day	38R3795	\$245
			1 YR IOR 9x5x4 hour	38R3796	\$306
			1 YR IOR 24x7x4 hour	38R3797	\$340
			1 YR IOR 24x7x2 hour	38R3798	\$510
			2 YR IOR 9x5/next day	38R3799	\$466
			2 YR IOR 9x5x4 hour	38R3800	\$581
			2 YR IOR 24x7x4 hour	38R3801	\$646
			2 YR IOR 24x7x2 hour	38R3802	\$969
Total Storage DS300	1701	1ES 1RS	1 YR IOR 9x5/next day	38R3808	\$1,062
			1 YR IOR 9x5x4 hour	38R3809	\$1,328
			1 YR IOR 24x7x4 hour	38R3810	\$1,475
			1 YR IOR 24x7x2 hour	38R3811	\$2,213
			2 YR IOR 9x5/next day	38R3812	\$2,018
			2 YR IOR 9x5x4 hour	38R3813	\$2,523
			2 YR IOR 24x7x4 hour	38R3814	\$2,803
			2 YR IOR 24x7x2 hour	38R3815	\$4,205

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Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Total Storage DS300	1701	2ED 2RD	1 YR IOR 9x5/next day	38R3821	\$1,296
			1 YR IOR 9x5x4 hour	38R3822	\$1,620
			1 YR IOR 24x7x4 hour	38R3823	\$1,800
			1 YR IOR 24x7x2 hour	38R3824	\$2,700
			2 YR IOR 9x5/next day	38R3825	\$2,462
			2 YR IOR 9x5x4 hour	38R3826	\$3,078
			2 YR IOR 24x7x4 hour	38R3827	\$3,420
			2 YR IOR 24x7x2 hour	38R3828	\$5,130
DS4000 EXP100	1710	10J 10U	1 YR IOR 9x5/next day	14R1411	\$1,786
			1 YR IOR 24x7x4 hour	14R1412	\$2,500
			1 YR IOR 24x7x2 hour	14R1413	\$3,750
			2 YR IOR 9x5/next day	14R1414	\$3,393
			2 YR IOR 24x7x4 hour	14R1415	\$4,750
			2 YR IOR 24x7x2 hour	14R1416	\$7,125
DS4300 Storage Server	1722	60G 60J 60K 60L 60U 6LG 6LJ	1 YR IOR 9x5/next day	96P2371	\$1,667
			1 YR IOR 24x7x4 hour	96P2373	\$2,500
			1 YR IOR 24x7x2 hour	96P2372	\$3,750
			2 YR IOR 9x5/next day	96P2374	\$3,167
			2 YR IOR 24x7x4 hour	96P2376	\$4,750
			2 YR IOR 24x7x2 hour	96P2375	\$7,125
Flat Panel Monitor Console Kit	1723	All Models	1 YR IOR 9x5/next day	14R1700	\$99
			1 YR IOR 9x5x4 hour	29R4962	\$135
			1 YR IOR 24x7x4 hour	29R4963	\$150
			1 YR IOR 24x7x2 hour	29R4964	\$195
			2 YR IOR 9x5/next day	29R4965	\$188
			2 YR IOR 9x5x4 hour	29R4966	\$257
			2 YR IOR 24x7x4 hour	29R4967	\$285
			2 YR IOR 24x7x2 hour	29R4968	\$371
DS4100	1724	1SC 1SJ	1 YR IOR 9x5/next day	39K2379	\$2,659
			1 YR IOR 24x7x4 hour	39K2380	\$3,719
			1 YR IOR 24x7x2 hour	39K2381	\$5,579
			2 YR IOR 9x5/next day	39K2382	\$5,318
			2 YR IOR 24x7x4 hour	39K2383	\$7,438
			2 YR IOR 24x7x2 hour	39K2384	\$11,158

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
DS4100	1724	1XJ 1XP	1 YR IOR 9x5/next day	39K2390	\$2,235
			1 YR IOR 24x7x4 hour	39K2391	\$3,125
			1 YR IOR 24x7x2 hour	39K2392	\$4,688
			2 YR IOR 9x5/next day	39K2393	\$4,241
			2 YR IOR 24x7x4 hour	39K2394	\$5,938
			2 YR IOR 24x7x2 hour	39K2395	\$8,906
DS4100	1724	100 10G 10J	1 YR IOR 9x5/next day	29R5538	\$2,446
			1 YR IOR 24x7x4 hour	29R5539	\$3,719
			1 YR IOR 24x7x2 hour	29R5540	\$5,579
			2 YR IOR 9x5 next day	29R5541	\$5,318
			2 YR IOR 24x7x4 hour	29R5542	\$7,438
			2 YR IOR 24x7x2 hour	29R5543	\$11,158
DS3200	1726	21E 21X 22E 22T 22X HC2 HC6	1 YR IOR 9x5/next day	38R3769	\$1062
			1 YR IOR 9x5 4 hour	38R3770	\$1328
			1 YR IOR 24x7x4 hour	38R3771	\$1475
			1 YR IOR 24x7x2 hour	38R3772	\$2213
			2 YR IOR 9x5 next day	38R3773	\$2018
			2 YR IOR 9x5x4 hour	38R3774	\$2523
			2 YR IOR 24x7x4 hour	38R3775	\$2803
			2 YR IOR 24x7x2 hour	38R3776	\$4205
DS3400	1726	41E 41X 42E 42T 42X HC4 HC8	1 YR IOR 9x5/next day	38R3782	\$1332
			1 YR IOR 9x5 4 hour	38R3783	\$1665
			1 YR IOR 24x7x4 hour	38R3784	\$1850
			1 YR IOR 24x7x2 hour	38R3785	\$2775
			2 YR IOR 9x5 next day	38R3786	\$2531
			2 YR IOR 9x5x4 hour	38R3787	\$3164
			2 YR IOR 24x7x4 hour	38R3788	\$3515
			2 YR IOR 24x7x2 hour	38R3789	\$5273
EXP 300	1727	01X 02T HC1 HC5	1 YR IOR 9x5/next day	69P9423	\$480
			1 YR IOR 24x7x4 hour	69P9424	\$720
			1 YR IOR 24x7x2 hour	69P9425	\$1,080
			2 YR IOR 9x5/next day	96P2162	\$912
			2 YR IOR 24x7x4 hour	96P2163	\$1,368
			2 YR IOR 24x7x2 hour	96P2164	\$2,052

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
EXP400	1733	1RU 1RX 2RX HC1	1 YR IOR 9x5/next day	69P9423	\$480
			1 YR IOR 24x7x4 hour	69P9424	\$720
			1 YR IOR 24x7x2 hour	69P9425	\$1,080
			2 YR IOR 9x5/next day	96P2162	\$912
			2 YR IOR 24x7x4 hour	96P2163	\$1,368
			2 YR IOR 24x7x2 hour	96P2164	\$2,052
NetBAY Console Manager	1735	R16	1 YR IOR 9x5/next day	69P9442	\$304
			1 YR IOR 24x7x4 hour	69P9443	\$457
			1 YR IOR 24x7x2 hour	69P9444	\$685
			2 YR IOR 9x5 next day	96P2184	\$578
			2 YR IOR 24x7x4 hour	96P2185	\$868
			2 YR IOR 24x7x2 hour	96P2186	\$1,302
DS4000 EXP700	1740	710 71G 71J 1RU	1 YR IOR 9x5/next day	42V1132	\$600
			1 YR IOR 24x7 4 Hour	42V1133	\$900
			1 YR IOR 24x7 2 Hour	42V1134	\$1,350
			2 YR IOR 9x5 next day	42V1135	\$1,140
			2 YR IOR 24x7 4 Hour	42V1136	\$1,710
			2 YR IOR 24x7 2 Hour	42V1137	\$2,565
DS4500 Storage Server	1742	90G 90U 90X	1 YR IOR 9x5/next day	96P2066	\$686
			1 YR IOR 24x7x4 hour	96P2067	\$1,030
			1 YR IOR 24x7x2 hour	96P2068	\$1,544
			2 YR IOR 9x5/next day	96P2219	\$1,303
			2 YR IOR 24x7x4 hour	96P2220	\$1,957
			2 YR IOR 24x7x2 hour	96P2221	\$2,934
DS4500 Storage Server	1742	1RU	1 YR IOR 9x5/next day	42V1138	\$600
			1 YR IOR 24x7x4 hour	42V1139	\$900
			1 YR IOR 24x7x2 hour	42V1140	\$1,350
			2 YR IOR 9x5/next day	42V1141	\$1,140
			2 YR IOR 24x7x4 hour	42V1142	\$1,710
			2 YR IOR 24x7x2 hour	42V1143	\$2,565

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
DS4000 Disk System	1812	81A 81H 81S 81T 8VA 8VH	1 YR IOR 9x5/next day	10N3655	\$1,008
			1 YR IOR 24x7x4 hour	10N3656	\$1,400
			1 YR IOR 24x7x2 hour	10N3657	\$2,100
			2 YR IOR 9x5/next day	10N3658	\$1,915
			2 YR IOR 24x7x4 hour	10N3659	\$2,660
			2 YR IOR 24x7x2 hour	10N3660	\$3,990
DS4200 Disk System	1814	70A 70H 70S 70T 7VA 7VH	1 YR IOR 9x5/next day	42V1558	\$2,431
			1 YR IOR 24x7x4 hour	42V1559	\$3,400
			1 YR IOR 24x7x2 hour	42V1560	\$5,100
			2 YR IOR 9x5/next day	42V1561	\$4,619
			2 YR IOR 24x7x4 hour	42V1562	\$6,460
			2 YR IOR 24x7x2 hour	42V1563	\$9,690
DS4700 Disk System	1814	72A 72H 72S 72T	1 YR IOR 9x5/next day	42V1569	\$3,003
			1 YR IOR 24x7x4 hour	42V1570	\$4,200
			1 YR IOR 24x7x2 hour	42V1571	\$6,300
			2 YR IOR 9x5/next day	42V1572	\$5,706
			2 YR IOR 24x7x4 hour	42V1573	\$7,980
			2 YR IOR 24x7x2 hour	42V1574	\$11,970
DS4800 Disk System	1815	80A 80H 82A 82H	1 YR IOR 9x5/next day	41C5957	\$2,927
			1 YR IOR 24x7x4 hour	41C5958	\$4,020
			1 YR IOR 24x7x2 hour	41C5959	\$6,030
			2 YR IOR 9x5/next day	41C5960	\$5,561
			2 YR IOR 24x7x4 hour	41C5961	\$7,638
			2 YR IOR 24x7x2 hour	41C5962	\$11,457
DS4800 Disk System	1815	84A 84H	1 YR IOR 9x5/next day	41C5968	\$3,469
			1 YR IOR 24x7x4 hour	41C5969	\$4,764
			1 YR IOR 24x7x2 hour	41C5970	\$7,146
			2 YR IOR 9x5/next day	41C5971	\$6,591
			2 YR IOR 24x7x4 hour	41C5972	\$9,051
			2 YR IOR 24x7x2 hour	41C5973	\$13,577

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
DS4800 Disk System	1815	88A 88H	1 YR IOR 9x5/next day	41W9083	\$5,444
			1 YR IOR 24x7x4 hour	41W9084	\$7,560
			1 YR IOR 24x7x2 hour	41W9085	\$11,340
			2 YR IOR 9x5/next day	41W9086	\$10,343
			2 YR IOR 24x7x4 hour	41W9087	\$14,364
			2 YR IOR 24x7x2 hour	41W9088	\$21,546
Total Storage SAN Switch	2005	H08	1 YR IOE 9x5/next day	29R5124	\$515
			1 YR IOE 24x7x4 hour	29R5125	\$720
			2 YR IOE 9x5/next day	29R5126	\$979
			2 YR IOE 24x7x4 hour	29R5127	\$1,368
Total Storage SAN Switch	2005	16B B16	1 YR IOR 9x5/next day	41E9148	\$300
			1 YR IOR 24x7x4 hour	41E9149	\$420
			1 YR IOR 24x7x2 hour	41E9150	\$630
			2 YR IOR 9x5/next day	41E9151	\$570
			2 YR IOR 24x7x4 hour	41E9152	\$798
			2 YR IOR 24x7x2 hour	41E9153	\$1,197
Total Storage SAN Switch	2005	H16	1 YR IOE 9x5/next day	29R5132	\$850
			1 YR IOE 24x7x4 hour	29R5133	\$1,188
			2 YR IOE 9x5/next day	29R5134	\$1,615
			2 YR IOE 24x7x4 hour	29R5135	\$2,257
Total Storage SAN Switch	2005	B5K 5KB	1 YR IOE 9x5/next day	44J8918	\$1,190
			1 YR IOE 24x7x4 hour	44J8919	\$1,665
			2 YR IOE 9x5/next day	44J8920	\$2,260
			2 YR IOE 24x7x4 hour	44J8921	\$3,175
Total Storage SAN Switch	2005	32B B32	1 YR IOE 9x5/next day	41C6048	\$1,400
			1 YR IOE 24x7x4 hour	41C6049	\$1,960
			2 YR IOE 9x5/next day	41C6050	\$2,660
			2 YR IOE 24x7x4 hour	41C6051	\$3,734

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Total Storage SAN Switch	2006	L10	1 YR IOE 9x5/next day	38R3607	\$180
			1 YR IOE 9x5x4 hour	38R3608	\$225
			1 YR IOE 24x7x4 hour	38R3609	\$250
			2 YR IOE 9x5/next day	38R3610	\$342
			2 YR IOE 9x5x4 hour	38R3611	\$427
			2 YR IOE 24x7x4 hour	38R3612	\$475
SAN 12M-1 Entry Switch	2026	12E	1 YR IOE 9x5/next day	39K2343	\$660
			1 YR IOE 24x7x4 hour	39K2344	\$924
			2 YR IOE 9x5/next day	39K2345	\$1,254
			2 YR IOE 24x7x4 hour	39K2346	\$1,755
IBM TotalStorage SAN Switch	2026	16E	1 YR IOR 9x5/next day	41E9160	\$800
			1 YR IOR 24x7x4 hour	41E9161	\$1,120
			1 YR IOR 24x7x2 hour	41E9162	\$1,680
			2 YR IOR 9x5/next day	41E9163	\$1,520
			2 YR IOR 24x7x4 hour	41E9164	\$2,128
			2 YR IOR 24x7x2 hour	41E9165	\$3,192
IBM TotalStorage SAN Switch	2026	32E	1 YR IOR 9x5/next day	41E9171	\$1,200
			1 YR IOR 24x7x4 hour	41E9172	\$1,680
			1 YR IOR 24x7x2 hour	41E9173	\$2,520
			2 YR IOR 9x5/next day	41E9174	\$2,280
			2 YR IOR 24x7x4 hour	41E9175	\$3,192
			2 YR IOR 24x7x2 hour	41E9176	\$4,788
Expandable Storage Plus	2104	DU3 TU3	1 YR IOR 9x5/next day	96P2023	\$1,632
			1 YR IOR 24x7x4 hour	96P2024	\$2,280
			1 YR IOR 24x7x2 hour	96P2025	\$3,420
			2 YR IOR 9x5/next day	96P2196	\$3,101
			2 YR IOR 24x7x4 hour	96P2197	\$4,332
			2 YR IOR 24x7x2 hour	96P2198	\$6,498
SAN Cabinet	2109	C36	1 YR IOR 9x5/next day	96P2030	\$276
			1 YR IOR 24x7x4 hour	96P2031	\$384
			1 YR IOR 24x7x2 hour	96P2032	\$576
			2 YR IOR 9x5/next day	96P2199	\$524
			2 YR IOR 24x7x4 hour	96P2200	\$730
			2 YR IOR 24x7x2 hour	96P2201	\$1,094

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SAN Fibre Channel Switch	2109	F16	1 YR IOR 9x5/next day	96P2037	\$1,296
			1 YR IOR 24x7x4 hour	96P2038	\$1,800
			1 YR IOR 24x7x2 hour	96P2039	\$2,700
			2 YR IOR 9x5/next day	96P2202	\$2,462
			2 YR IOR 24x7x4 hour	96P2203	\$3,420
			2 YR IOR 24x7x2 hour	96P2204	\$5,130
SAN Fibre Channel Switch	2109	F32	1 YR IOR 9x5/next day	96P2044	\$2,580
			1 YR IOR 24x7x4 hour	96P2045	\$3,600
			1 YR IOR 24x7x2 hour	96P2046	\$5,400
			2 YR IOR 9x5/next day	96P2205	\$4,902
			2 YR IOR 24x7x4 hour	96P2206	\$6,840
			2 YR IOR 24x7x2 hour	96P2207	\$10,260
SAN Fibre Channel Switch	2109	S08	1 YR IOR 9x5/next day	96P2051	\$516
			1 YR IOR 24x7x4 hour	96P2052	\$720
			1 YR IOR 24x7x2 hour	96P2053	\$1,080
			2 YR IOR 9x5/next day	96P2208	\$980
			2 YR IOR 24x7x4 hour	96P2209	\$1,368
			2 YR IOR 24x7x2 hour	96P2210	\$2,052
SAN Fibre Channel Switch	2109	S16	1 YR IOR 9x5/next day	96P2058	\$876
			1 YR IOR 24x7x4 hour	96P2059	\$1,212
			1 YR IOR 24x7x2 hour	96P2060	\$1,824
			2 YR IOR 9x5/next day	96P2211	\$1,664
			2 YR IOR 24x7x4 hour	96P2212	\$2,303
			2 YR IOR 24x7x2 hour	96P2213	\$3,466
Tape Autoloader	3361	4LX HC1	1 YR IOR 9x5 next day	38R3051	\$533
			1 YR IOR 9x5x4 hour	38R3052	\$720
			1 YR IOR 24x7x4 hour	38R3053	\$799
			1 YR IOR 24x7x2 hour	38R3054	\$1,039
			2 YR IOR 9x5 next day	38R3055	\$1,013
			2 YR IOR 9x5x4 hour	38R3056	\$1,368
			2 YR IOR 24x7x4 hour	38R3057	\$1,518
			2 YR IOR 24x7x2 hour	38R3058	\$1,974

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Tape Autoloader	3362	2LX HC1	1 YR IOR 9x5 next day	38R3051	\$533
			1 YR IOR 9x5x4 hour	38R3052	\$720
			1 YR IOR 24x7x4 hour	38R3053	\$799
			1 YR IOR 24x7x2 hour	38R3054	\$1,039
			2 YR IOR 9x5 next day	38R3055	\$1,013
			2 YR IOR 9x5x4 hour	38R3056	\$1,368
			2 YR IOR 24x7x4 hour	38R3057	\$1,518
			2 YR IOR 24x7x2 hour	38R3058	\$1,974
DLT Tape Autoloader	3502	108	1 YR IOR 9x5/next day	69P9410	580
			1 YR IOR 24x7x4 hour	69P9411	\$870
			1 YR IOR 24x7x2 hour	69P9412	\$1,305
			2 YR IOR 9x5/next day	96P2137	\$1,102
			2 YR IOR 24x7x4 hour	96P2138	\$1,653
			2 YR IOR 24x7x2 hour	96P2139	\$2,480
DLT Tape Library - Tower	3502	314 R14	1 YR IOR 9x5/next day	69P9413	\$800
			1 YR IOR 24x7x4 hour	69P9414	\$1,200
			1 YR IOR 24x7x2 hour	69P9415	\$1,800
			2 YR IOR 9x5/next day	96P2140	\$1,520
			2 YR IOR 24x7x4 hour	96P2141	\$2,280
			2 YR IOR 24x7x2 hour	96P2142	\$3,420
Tape Enclosure	3503	B1X	1 YR IOR 9x5/next day	69P9420	\$400
			2 YR IOR 9x5/next day	96P2159	\$760
Netfinity EXP10	3520	1RU	1 YR IOR 24x7x4 hour	69P9419	\$536
			2 YR IOR 24x7x4 hour	96P2146	\$1,018
Netfinity EXP15	3520	2RU	1 YR IOR 9x5/next day	69P9416	\$279
			1 YR IOR 24x7x4 hour	69P9417	\$412
			1 YR IOR 24x7x2 hour	69P9418	\$618
			2 YR IOR 9x5/next day	96P2143	\$530
			2 YR IOR 24x7x4 hour	96P2144	\$783
			2 YR IOR 24x7x2 hour	96P2145	\$1,174

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Netfinity Fibre Channel Hub	3523	1RU	1 YR IOR 9x5/next day	69P9426	\$50
			1 YR IOR 24x7x4 hour	69P9427	\$75
			1 YR IOR 24x7x2 hour	69P9428	\$112
			2 YR IOR 9x5/next day	96P2147	\$95
			2 YR IOR 24x7x4 hour	96P2148	\$143
			2 YR IOR 24x7x2 hour	96P2149	\$213
Netfinity Fibre Channel Raid Controller	3526	1RU	1 YR IOR 9x5/next day	69P9429	\$886
			1 YR IOR 24x7x4 hour	69P9430	\$1,329
			1 YR IOR 24x7x2 hour	69P9431	\$1,994
			2 YR IOR 9x5/next day	96P2150	\$1,683
			2 YR IOR 24x7x4 hour	96P2151	\$2,525
			2 YR IOR 24x7x2 hour	96P2152	\$3,789
Netfinity SP Switch	3529	1RY	1 YR IOR 9x5/next day	69P9445	\$100
			1 YR IOR 24x7x4 hour	69P9446	\$150
			1 YR IOR 24x7x2 hour	69P9447	\$225
			2 YR IOR 9x5/next day	96P2153	\$190
			2 YR IOR 24x7x4 hour	96P2154	\$285
			2 YR IOR 24x7x2 hour	96P2155	\$428
EXP 10/EXP200 - Storage Expansion Unit	3530	1RU	1 YR IOR 9x5/next day	69P9420	\$400
			1 YR IOR 24x7x4 hour	69P9421	\$600
			1 YR IOR 24x7x2 hour	69P9422	\$900
			2 YR IOR 9x5/next day	96P2159	\$760
			2 YR IOR 24x7x4 hour	96P2160	\$1,140
			2 YR IOR 24x7x2 hour	96P2161	\$1,710
Netfinity EXP300	3531	1RU	1 YR IOR 9x5/next day	69P9451	\$160
			1 YR IOR 24x7x4 hour	69P9452	\$240
			1 YR IOR 24x7x2 hour	69P9453	\$360
			2 YR IOR 9x5/next day	96P2156	\$304
			2 YR IOR 24x7x4 hour	96P2157	\$456
			2 YR IOR 24x7x2 hour	96P2158	\$684

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SAN Switch	3534	F08	1 YR IOE 9x5/next day	96P1998	\$852
			1 YR IOE 24x7x4 hour	96P1999	\$1,200
			1 YR IOE 24x7x2 hour	96P2000	\$1,800
			2 YR IOE 9x5/next day	96P2187	\$1,619
			2 YR IOE 24x7x4 hour	96P2188	\$2,280
			2 YR IOE 24x7x2 hour	96P2189	\$3,420
SAN Fibre Channel Hub	3534	1RU	1 YR IOE 9x5/next day	96P2007	\$780
			1 YR IOE 24x7x4 hour	96P2008	\$1,092
			1 YR IOE 24x7x2 hour	96P2009	\$1,638
			2 YR IOE 9x5/next day	96P2190	\$1,482
			2 YR IOE 24x7x4 hour	96P2191	\$2,075
			2 YR IOE 24x7x2 hour	96P2192	\$3,112
Raid Controller	3542	1RU	1 YR IOR 9x5 next day	42V1144	\$863
			1 YR IOR 24x7x4 hour	42V1145	\$1,294
			1 YR IOR 24x7x2 hour	42V1146	\$1,941
			2 YR IOR 9x5 next day	42V1147	\$1,639
			2 YR IOR 24x7x4 hour	42V1148	\$2,459
			2 YR IOR 24x7x2 hour	42V1149	\$3,688
Raid Controller	3542	2RU	1 YR IOR 9x5 next day	42V1150	\$863
			1 YR IOR 24x7x4 hour	42V1151	\$1,553
			1 YR IOR 24x7x2 hour	42V1152	\$2,329
			2 YR IOR 9x5 next day	42V1153	\$1,967
			2 YR IOR 24x7x4 hour	42V1154	\$2,950
			2 YR IOR 24x7x2 hour	42V1155	\$4,425
FAStT EXP500	3560	1RU	1 YR IOR 9x5/next day	69P9448	\$120
			1 YR IOR 24x7x4 hour	69P9449	\$180
			1 YR IOR 24x7x2 hour	69P9450	\$270
			2 YR IOR 9x5/next day	96P2168	\$240
			2 YR IOR 24x7x4 hour	96P2169	\$360
			2 YR IOR 24x7x2 hour	96P2170	\$540

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
LTO Tape Library	3573	F3H F4H L3H L34 L4H L4U S34 S4H	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour	42V1543 42V1544 42V1545 42V1546	\$1,560 \$2,184 \$2,964 \$4,150
LTO Tape Library	3573	F3S F4S L2U L3S L32 L4S S32 S4S	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour	42V1348 42V1349 42V1350 42V1351	\$800 \$1,120 \$1,520 \$2,128
LTO Tape Drive	3580	H3L H3S L3E S3E	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	44D4679 44D4680 44D4681 44D4682	\$610 \$860 \$1160 \$1630
LTO Tape Drive	3580	L23	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	96P2893 96P2895 96P2894 96P2896	\$816 \$1,143 \$1,550 \$2,172
LTO Tape Drive	3580	L33 L3H	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	40M7510 40M7511 40M7512 40M7513	\$816 \$1,143 \$1,550 \$2,172
LTO Tape Drive	3580	L43 L4X	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	44J8925 44J8926 44J8927 44J8928	\$695 \$970 \$1,320 \$1,845
LTO Tape Drive	3580	S43 S4X	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	44J8932 44J8933 44J8934 44J8935	\$695 \$970 \$1,320 \$1,845

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
LTO Tape Drive	3581	F28	1 YR IOE 9x5/next day	29R5174	\$1,794
			1 YR IOE 24x7x4 hour	29R5175	\$3,409
			2 YR IOE 9x5/next day	29R5176	\$2,512
			2 YR IOE 24x7x4 hour	29R5177	\$4,773
LTO Tape Drive	3581	F3H	1 YR IOE 9x5/next day	41C5609	\$1,794
			2 YR IOE 9x5/next day	41C5610	\$2,512
			1 YR IOE 24x7x4 Hour	41C5611	\$3,409
			2 YR IOE 24x7x4 Hour	41C5612	\$4,773
LTO Tape Drive	3581	L23	1 YR IOE 9x5/next day	96P2900	\$1,725
			1 YR IOE 24x7x4 hour	96P2902	\$2,415
			2 YR IOE 9x5/next day	96P2901	\$ 3,278
			2 YR IOE 24x7x4 hour	96P2903	\$4,589
LTO Tape Drive	3581	L28	1 YR IOE 9x5/next day	29R5167	\$1,495
			1 YR IOE 24x7x4 hour	29R5168	\$2,841
			2 YR IOE 9x5/next day	29R5169	\$2,093
			2 YR IOE 24x7x4 hour	29R5170	\$3,977
LTO Tape Drive	3581	L3H	1 YR IOE 9x5/next day	41C5602	\$1,495
			1 YR IOE 24x7x4 hour	41C5603	\$2,093
			2 YR IOE 9x5/next day	41C5604	\$2,841
			2 YR IOE 24x7x4 hour	41C5605	\$3,977
LTO Tape Drive	3582	L23	1 YR IOE 9x5/next day	96P2907	\$1,825
			1 YR IOE 24x7x4 hour	96P2909	\$2,778
			2 YR IOE 9x5/next day	96P2908	\$3,769
			2 YR IOE 24x7x4 hour	96P2910	\$5,278

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
LTO Tape Drive	3600	109	1 YR IOR 9x5/next day	69P9454	\$1,100
			1 YR IOR 24x7x4 hour	69P9455	\$1,650
			1 YR IOR 24x7x2 hour	69P9456	\$2,475
			2 YR IOR 9x5/next day	96P2171	\$2,090
			2 YR IOR 24x7x4 hour	96P2172	\$3,135
			2 YR IOR 24x7x2 hour	96P2173	\$4,703
LTO Tape Drive	3600	220 LXU R20	1 YR IOR 9x5/next day	69P9457	\$1,840
			1 YR IOR 24x7x4 hour	69P9458	\$2,760
			1 YR IOR 24x7x2 hour	69P9459	\$4,140
			2 YR IOR 9x5/next day	96P2174	\$3,496
			2 YR IOR 24x7x4 hour	96P2175	\$5,244
			2 YR IOR 24x7x2 hour	96P2176	\$7,866
LTO Autoloader	3607	16X 26X	1 YR IOR 9x5/next day	96P2223	\$1,550
			1 YR IOR 24x7x4 hour	96P2229	\$2,325
			1 YR IOR 24x7x2 hour	96P2225	\$3,100
			2 YR IOR 9x5/next day	96P2226	\$2,945
			2 YR IOR 24x7x4 hour	96P2227	\$4,418
			2 YR IOR 24x7x2 hour	96P2228	\$5,890
LTO Tape Drive	3623	2LX 2SX	1 YR IOR 9x5/next day	38R3051	\$533
			1 YR IOR 9x5 x4 hour	38R3052	\$720
			1 YR IOR 24x7x 4 hour	38R3053	\$799
			1 YR IOR 24x7x 2 hour	38R3054	\$1,039
			2 YR IOR 9x5/next day	38R3055	\$1,013
			2 YR IOR 9x5x 4 hour	38R3056	\$1,368
			2 YR IOR 24x7x 4 hour	38R3057	\$1,518
			2 YR IOR 24x7x 2 hour	38R3058	\$1,974
Tape Enclosure	4559	1UX FHX HHX	1 YR IOR 9x5/next day	69P9420	\$400
			1 YR IOR 24x7x4 hour	69P9421	\$600
			1 YR IOR 24x7x2 hour	69P9422	\$900
			2 YR IOR 9x5/next day	96P2159	\$760
			2 YR IOR 24x7x4 hour	96P2160	\$1,140
			2 YR IOR 24x7x2 hour	96P2161	\$1,710

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SDLT/LTO Modular Tape Library	4560	SLX	1 YR IOR 9x5/next day	69P9457	\$1,840
			1 YR IOR 24x7x4 hour	69P9458	\$2,760
			1 YR IOR 24x7x2 hour	69P9459	\$4,140
			2 YR IOR 9x5/next day	96P2174	\$3,496
			2 YR IOR 24x7x4 hour	96P2175	\$5,244
			2 YR IOR 24x7x2 hour	96P2176	\$7,866
17" CRT Monitor	4938	7NU HC1	1 YR IOR 9x5/next day	10N3121	\$69
			1 YR IOR 24x7x 4 hour	10N3122	\$104
			2 YR IOR 9x5/next day	10N3123	\$131
			2 YR IOR 24x7x 4 hour	10N3124	\$198
15" TFT Monitor	4942	15U HC1	1 YR IOR 9x5/next day	10N3125	\$130
			1 YR IOR 24x7x 4 hour	10N3126	\$195
			2 YR IOR 9x5/next day	10N3127	\$247
			2 YR IOR 24x7x 4 hour	10N3128	\$371
17" TFT Monitor	4943	17U HC1	1 YR IOR 9x5/next day	10N3129	\$260
			1 YR IOR 24x7x 4 hour	10N3130	\$390
			2 YR IOR 9x5/next day	10N3131	\$494
			2 YR IOR 24x7x 4 hour	10N3132	\$741
19" TFT Monitor	4944	19U HC1	1 YR IOR 9x5/next day	10N3133	\$360
			1 YR IOR 24x7x 4 hour	10N3134	\$540
			2 YR IOR 9x5/next day	10N3135	\$684
			2 YR IOR 24x7x 4 hour	10N3136	\$1,026
20" TFT Monitor	4945	20U HC1	1 YR IOR 9x5/next day	10N3137	\$360
			1 YR IOR 24x7x 4 hour	10N3138	\$540
			2 YR IOR 9x5/next day	10N3139	\$684
			2 YR IOR 24x7x 4 hour	10N3140	\$1,026
NAS 100	5190	R12	1 YR IOR 9x5/next day	96P2016	\$570
			1 YR IOR 24x7x4 hour	96P2017	\$800
			1 YR IOR 24x7x2 hour	96P2018	\$1,200
			2 YR IOR 9x5/next day	96P2193	\$1,083
			2 YR IOR 24x7x4 hour	96P2194	\$1,520
			2 YR IOR 24x7x2 hour	96P2195	\$2,280

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
System Storage SAN Switch	6918	10X	1 YR IOR 9x5/next day	41W9319	\$150
			1 YR IOR 9x5X4 hour	41W9320	\$203
			1 YR IOR 24x7x4 hour	41W9321	\$225
			1 YR IOR 24x7x4 hour	41W9322	\$338
			2 YR IOR 9x5 next day	41W9323	\$285
			2 YR IOR 9x5x4 hour	41W9324	\$385
			2 YR IOR 24x7x4 hour	41W9325	\$428
			2 YR IOR 24x7x2 hour	41W9326	\$641
RXE-100 Remote Expansion Enclosure	8684	1RX 2RX	1 YR IOR 24x7x4 hour	96P2465	\$700
			1 YR IOR 24x7x2 hour	96P2466	\$935
			2 YR IOR 24x7x4 hour	96P2467	\$1,330
			2 YR IOR 24x7x2 hour	96P2468	\$1,777
Tape Drive Enclosure	8765	1UX	1 YR IOR 9x5/next day	69P9420	\$400
			1 YR IOR 24x7x4 hour	69P9421	\$600
			1 YR IOR 24x7x2 hour	69P9422	\$900
			2 YR IOR 9x5 next day	96P2159	\$760
			2 YR IOR 24x7x4 hour	96P2160	\$1,140
			2 YR IOR 24x7x2 hour	96P2161	\$1,710
Tape Drive Enclosure	8766	4UX HC1	1 YR IOR 9x5/next day	69P9420	\$400
			1 YR IOR 24x7x4 hour	69P9421	\$600
			1 YR IOR 24x7x2 hour	69P9422	\$900
			2 YR IOR 9x5 next day	96P2159	\$760
			2 YR IOR 24x7x4 hour	96P2160	\$1,140
			2 YR IOR 24x7x2 hour	96P2161	\$1,710
Tape Drive Enclosure	8767	HHX HC1	1 YR IOR 9x5/next day	69P9420	\$400
			1 YR IOR 24x7x4 hour	69P9421	\$600
			1 YR IOR 24x7x2 hour	69P9422	\$900
			2 YR IOR 9x5 next day	96P2159	\$760
			2 YR IOR 24x7x4 hour	96P2160	\$1,140
			2 YR IOR 24x7x2 hour	96P2161	\$1,710

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Tape Drive Enclosure	8768	FHX HC1	1 YR IOR 9x5/next day	69P9420	\$400
			1 YR IOR 24x7x4 hour	69P9421	\$600
			1 YR IOR 24x7x2 hour	69P9422	\$900
			2 YR IOR 9x5 next day	96P2159	\$760
			2 YR IOR 24x7x4 hour	96P2160	\$1,140
			2 YR IOR 24x7x2 hour	96P2161	\$1,710
Tape Autoloader	8769	1VX HC1	1 YR IOR 9x5/next day	38R3051	\$533
			1 YR IOR 9x5x4 hour	38R3052	\$720
			1 YR IOR 24x7x4 hour	38R3053	\$799
			1 YR IOR 24x7x2 hour	38R3054	\$1,039
			2 YR IOR 9x5/next day	38R3055	\$1,013
			2 YR IOR 9x5x4 hour	38R3056	\$1,368
			2 YR IOR 24x7x4 hour	38R3057	\$1,518
			2 YR IOR 24x7x2 hour	38R3058	\$1,974
Rack/Storage Expansion Unit	9306	110 200	1 YR IOR 9x5/next day	69P9435	\$168
			1 YR IOR 24x7x4 hour	69P9436	\$252
			1 YR IOR 24x7x2 hour	69P9437	\$378
			2 YR IOR 9x5/next day	96P2177	\$319
			2 YR IOR 24x7x4 hour	96P2178	\$479
			2 YR IOR 24x7x2 hour	96P2179	\$718
Netfinity Rack 25 Standard Rack	9306	1RX 250 420 421 910 CPX RC1	1 YR IOR 9x5 NBD	69P9438	\$295
			1 YR IOR 24x7 4 Hour	69P9439	\$443
			1 YR IOR 24x7 2 Hour	69P9440	\$665
			2 YR IOR 9x5 NBD	96P2180	\$561
			2 YR IOR 24x7 4 Hour	96P2181	\$842 \$1,264
			2 YR IOR 24x7 2 Hour	96P2182	
Netfinity Rack Enclosure	9306	900	1 YR IOR 24x7x4 hour	69P9441	\$443
			2 YR IOR 24x7x4 hour	96P2183	\$842

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Rack/Storage Expansion Unit	9307	2RX 2SX 4BX 4EX 4RX 4SX 4XX EBX RRX RC2 RC4	1 YR IOR 9x5/next day	69P9438	\$295
			1 YR IOR 24x7x4 hour	69P9439	\$443
			1 YR IOR 24x7x2 hour	69P9440	\$665
			2 YR IOR 9x5/next day	96P2180	\$561
			2 YR IOR 24x7x4 hour	96P2181	\$842
			2 YR IOR 24x7x2 hour	96P2182	\$1,264
Netfinity Netbay42 Rack/Storage Expansion Unit	9308	42P 42X 4RX 4XX RC4	1 YR IOR 9x5/next day	69P9442	\$304
			1 YR IOR 24x7x4 hour	69P9443	\$457
			1 YR IOR 24x7x2 hour	69P9444	\$685
			2 YR IOR 9x5/next day	96P2184	\$578
			2 YR IOR 24x7x4 hour	96P2185	\$868
			2 YR IOR 24x7x2 hour	96P2186	\$1,302
Netfinity Netbay42 Rack/Storage Expansion Unit	9308	42E 42S	1 YR IOR 9x5/next day	69P9442	\$304
			1 YR IOR 24x7x4 hour	69P9443	\$457
			2 YR IOR 9x5/next day	96P2184	\$578
			2 YR IOR 24x7x4 hour	96P2185	\$868

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Point of Sale systems					
SUREMARK POS PRINTER	4610	DM6 IF6 TF6 TM6	1 Year Depot Repair	44J8733	\$65
			1 Year onsite repair 9x5/next day	44J8734	\$80
			1 Year onsite repair 24x7x4 hours	44J8735	\$110
			2 Year EZS Depot	44J8736	\$125
			2 Year onsite repair 9x5 NBD	44J8737	\$155
			2 Year onsite repair 2x7x4 hours	44J8738	\$205
SUREMARK POS PRINTER	4610	DG3 DI3 TG3 TI3	1 Year Depot Repair	40M6943	\$89
			1 Year onsite repair 9x5/next day	40M6944	\$112
			1 Year onsite repair 24x7x4 hours	40M6945	\$150
			2 Year Depot Repair	40M6946	\$169
			2 Year onsite repair 9x5/next day	40M6947	\$212
			2 Year onsite repair 24x7x4 hours	40M6948	\$285
SUREMARK POS PRINTER	4610	DG4 DI4 TG4 TI4	1 Year Depot Repair	40M6949	\$104
			1 Year onsite repair 9x5/next day	40M6950	\$130
			1 Year onsite repair 24x7x4 hours	40M6951	\$175
			2 Year Depot Repair	40M6952	\$198
			2 Year onsite repair 9x5/next day	40M6953	\$247
			2 Year onsite repair 24x7x4 hours	40M6954	\$333

Updates are highlighted and underlined in blue. Deleted items are highlighted in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Check <http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505> for the most recent product and pricing information. Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SUREMARK POS PRINTER	4610	DG8 DG9 DI8 DI9 TG8 TG9 TI8 TI9	1 Year Depot Repair	44J8739	\$115
			1 Year onsite repair 9x5/next day	44J8740	\$140
			1 Year onsite repair 24x7x4 hours	44J8741	\$190
			2 Year Depot Repair	44J8742	\$215
			2 Year onsite repair 9x5/next day	44J8743	\$270
			2 Year onsite repair 24x7x4 hours	44J8744	\$360
SUREMARK POS PRINTER	4610	TS3	1 Year Depot Repair	40M6961	\$134
			1 Year onsite repair 9x5/next day	40M6962	\$167
			1 Year onsite repair 24x7x4 hours	40M6963	\$225
			2 Year Depot Repair	40M6964	\$254
			2 Year onsite repair 9x5/next day	40M6965	\$318
			2 Year onsite repair 24x7x4 hours	40M6966	\$428
SUREMARK POS PRINTER	4610	TS4	1 Year onsite repair 24x7x4 hours	40M6973	\$275
			2 Year onsite repair 2x7x4 hours	40M6974	\$523
SUREONE	4614	A04 A05 P81	1 Year Depot Repair	40M6993	\$267
			1 Year onsite repair 9x5/next day	40M6994	\$334
			1 Year onsite repair 24x7x4 hours	40M6995	\$450
			2 Year Depot Repair	40M6996	\$507
			2 Year onsite repair 9x5/next day	40M6997	\$634
			2 Year onsite repair 24x7x4 hours	40M6998	\$855
SUREPOS 300	4810	310 31C 31H 320 32C 32H 330 33H E3H W2H	1 Year Depot Repair	40M6955	\$119
			1 Year onsite repair 9x5/next day	40M6956	\$149
			1 Year onsite repair 24x7x4 hours	40M6957	\$200
			2 Year Depot Repair	40M6958	\$226
			2 Year onsite repair 9x5/next day	40M6959	\$282
			2 Year onsite repair 24x7x4 hours	40M6960	\$380
SUREPOINT FLAT PANEL	4820	1GD 1WD	1 Year Depot Repair	40M6931	\$60
			1 Year onsite repair 9x5/next day	40M6932	\$75
			1 Year onsite repair 24x7x4 hours	40M6933	\$100
			2 Year EZS Depot	40M6934	\$113
			2 Year onsite repair 9x5 NBD	40M6935	\$141
			2 Year onsite repair 2x7x4 hours	40M6936	\$190

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SUREPOINT FLAT PANEL	4820	10D 1FD 1FR	1 Year Depot Repair	40M6937	\$75
			1 Year onsite repair 9x5/next day	40M6938	\$93
			1 Year onsite repair 24x7x4 hours	40M6939	\$125
			2 Year Depot Repair	40M6940	\$142
			2 Year onsite repair 9x5/next day	40M6941	\$177
			2 Year onsite repair 24x7x4 hours	40M6942	\$238
SUREPOINT FLAT PANEL	4820	2GD 2WD	1 Year Depot Repair	40M6949	\$104
			1 Year onsite repair 9x5/next day	40M6950	\$130
			1 Year onsite repair 24x7x4 hours	40M6951	\$175
			2 Year Depot Repair	40M6952	\$198
			2 Year onsite repair 9x5/next day	40M6953	\$247
			2 Year onsite repair 24x7x4 hours	40M6954	\$333
SUREPOINT FLAT PANEL	4820	2G5 2GN 2WN 46D 48D	1 Year Depot Repair	40M6955	\$119
			1 Year onsite repair 9x5/next day	40M6956	\$149
			1 Year onsite repair 24x7x4 hours	40M6957	\$200
			2 Year EZS Depot	40M6958	\$226
			2 Year onsite repair 9x5 NBD	40M6959	\$282
			2 Year onsite repair 2x7x4 hours	40M6960	\$380
SUREPOINT FLAT PANEL	4820	2GB 2WB 42D 4FD 4GT 4WT	1 Year Depot Repair	40M6961	\$134
			1 Year onsite repair 9x5/next day	40M6962	\$167
			1 Year onsite repair 24x7x4 hours	40M6963	\$225
			2 Year Depot Repair	40M6964	\$254
			2 Year onsite repair 9x5/next day	40M6965	\$318
			2 Year onsite repair 24x7x4 hours	40M6966	\$428
SUREPOINT FLAT PANEL	4820	42T 46R 46T 48T D6T D8T	1 Year Depot Repair	40M6967	\$149
			1 Year onsite repair 9x5/next day	40M6968	\$186
			1 Year onsite repair 24x7x4 hours	40M6969	\$250
			2 Year Depot Repair	40M6970	\$282
			2 Year onsite repair 9x5/next day	40M6971	\$352
			2 Year onsite repair 24x7x4 hours	40M6972	\$475
SUREPOINT FLAT PANEL	4820	4FT	1 Year Depot Repair	40M6975	\$178
			1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year Depot Repair	40M6978	\$338
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SUREPOINT FLAT PANEL	4820	5G5 5GN 5WN	1 Year Depot Repair	44J8745	\$160
			1 Year onsite repair 9x5/next day	44J8746	\$200
			1 Year onsite repair 24x7x4 hours	44J8747	\$270
			2 Year Depot Repair	44J8748	\$310
			2 Year onsite repair 9x5/next day	44J8749	\$385
			2 Year onsite repair 24x7x4 hours	44J8750	\$515
AnyPlace Kiosk	4836	132 135 13V	1 Year Depot Repair	40M6975	\$178
			1 Year onsite repair 9x5/next day	40M6968	\$186
			1 Year onsite repair 24x7x4 hours	40M6969	\$250
			2 Year Depot Repair	40M6978	\$338
			2 Year onsite repair 9x5/next day	40M6971	\$352
			2 Year onsite repair 24x7x4 hours	40M6972	\$475
AnyPlace Kiosk	4836	1Z2 1Z5 1ZV	1 Year Depot Repair	40M6975	\$178
			1 Year onsite repair 9x5/next day	40M6968	\$186
			1 Year onsite repair 24x7x4 hours	40M6969	\$250
			2 Year Depot Repair	40M6978	\$338
			2 Year onsite repair 9x5/next day	40M6971	\$352
			2 Year onsite repair 24x7x4 hours	40M6972	\$475
AnyPlace Kiosk	4838	132 135 137 13V E32 E35 E37 W2D W5D W7D	1 Year Depot Repair	40M6975	\$178
			1 Year onsite repair 9x5/next day	40M6968	\$186
			1 Year onsite repair 24x7x4 hours	40M6969	\$250
			2 Year Depot Repair	40M6978	\$338
			2 Year onsite repair 9x5/next day	40M6971	\$352
			2 Year onsite repair 24x7x4 hours	40M6972	\$475
AnyPlace Kiosk	4838	1Z2 1Z5 1Z7 1ZV EZ2 EZ5 EZ7 W2Z WSZ W7Z	1 Year Depot Repair	40M6975	\$178
			1 Year onsite repair 9x5/next day	40M6968	\$186
			1 Year onsite repair 24x7x4 hours	40M6969	\$250
			2 Year Depot Repair	40M6978	\$338
			2 Year onsite repair 9x5/next day	40M6971	\$352
			2 Year onsite repair 24x7x4 hours	40M6972	\$475

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SurePOS 500	4840	544 E44	1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570
			1 Year Depot Repair	40M6981	\$208
			2 Year Depot Repair	40M6984	\$395
SurePOS 500	4840	5Z4 EZ4	1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570
			1 Year Depot Repair	40M6981	\$208
			2 Year Depot Repair	40M6984	\$395
SUREPOS	4840	532 533 53C 53R 53Z 543 54C 54Z 553 55Z 622 62R E43 E4Z W33 W3Z W43 W4Z W53 W5Z	1 Year Depot Repair	40M6981	\$208
			1 Year onsite repair 9x5/next day	40M6982	\$260
			1 Year onsite repair 24x7x4 hours	40M6983	\$350
			2 Year EZS Depot	40M6984	\$395
			2 Year onsite repair 9x5 NBD	40M6985	\$493
			2 Year onsite repair 2x7x4 hours	40M6986	\$665
SUREPOS	4840	542 54R 552 55R 563 56Z E63 E6Z W63 W6Z	1 Year Depot Repair	40M6987	\$238
			1 Year onsite repair 9x5/next day	40M6988	\$297
			1 Year onsite repair 24x7x4 hours	40M6989	\$400
			2 Year Depot Repair	40M6990	\$451
			2 Year onsite repair 9x5/next day	40M6991	\$563
			2 Year onsite repair 24x7x4 hours	40M6992	\$760
SUREPOS	4840	562 573 57Z W72 W7Z	1 Year Depot Repair	40M6993	\$267
			1 Year onsite repair 9x5/next day	40M6994	\$334
			1 Year onsite repair 24x7x4 hours	40M6995	\$450
			2 Year Depot Repair	40M6996	\$507
			2 Year onsite repair 9x5/next day	40M6997	\$634
			2 Year onsite repair 24x7x4 hours	40M6998	\$855

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SUREPOS	4840	642 64R 65R 652	1 Year Depot Repair	44J8751	\$260
			1 Year onsite repair 9x5/next day	44J8752	\$325
			1 Year onsite repair 24x7x4 hours	44J8753	\$435
			2 Year Depot Repair	44J8754	\$490
			2 Year onsite repair 9x5/next day	44J8755	\$615
			2 Year onsite repair 24x7x4 hours	44J8756	\$830
SUREPOS	4840	56R 651 65I	1 Year Depot Repair	44J8757	\$290
			1 Year onsite repair 9x5/next day	44J8758	\$365
			1 Year onsite repair 24x7x4 hours	44J8759	\$490
			2 Year Depot Repair	44J8760	\$550
			2 Year onsite repair 9x5/next day	44J8761	\$690
			2 Year onsite repair 24x7x4 hours	44J8762	\$930
SurePOS 500	4846	545 565 E45 E65	1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570
			1 Year Depot Repair	40M6981	\$208
			2 Year Depot Repair	40M6984	\$395
SurePOS 500	4846	54Z 56Z E4Z E6Z	1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570
			1 Year Depot Repair	40M6981	\$208
			2 Year Depot Repair	40M6984	\$395

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
SurePOS 500	4851	514 E14	1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570
			1 Year Depot Repair	40M6981	\$208
			2 Year Depot Repair	40M6984	\$395
SurePOS 500	4851	Z14 E1Z	1 Year onsite repair 9x5/next day	40M6976	\$223
			1 Year onsite repair 24x7x4 hours	40M6977	\$300
			2 Year onsite repair 9x5/next day	40M6979	\$423
			2 Year onsite repair 24x7x4 hours	40M6980	\$570
			1 Year Depot Repair	40M6981	\$208
			2 Year Depot Repair	40M6984	\$395
SureOne 300	4910	32H 33D 33S	1 Year onsite repair 24x7x4 hours	40M6989	\$400
			2 Year onsite repair 24x7x4 hours	40M6992	\$760
SureOne 300	4910	32S	1 Year onsite repair 24x7x4 hours	40M6983	\$360
			2 Year onsite repair 24x7x4 hours	40M6986	\$665
SurePOS 500	4940	532	1 Year onsite repair 24x7x4 hours	40M6995	\$450
			2 Year onsite repair 24x7x4 hours	40M6998	\$855
SurePOS 500	4951	514	1 Year onsite repair 24x7x4 hours	40M6989	\$400
			2 Year onsite repair 24x7x4 hours	40M6992	\$760