



IBM Maintenance Services –
ServicePac for Warranty and Maintenance Options

IBM ServicePac Warranty Service Upgrade (WSU)

Supported Products List
October 20, 2009

IBM ServicePac

Warranty Service Upgrade

Post-warranty maintenance agreement or warranty service upgrade

Which service coverage is right for your customer?

- If your customer has an IBM machine that is out of warranty, OR they have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac®) is the right choice. For details, visit <http://www-1.ibm.com/services/us/index.wss/so/its/a1001480>.
- If your customer has an IBM machine that is still within its original warranty period, then they can upgrade their service with a ServicePac WSU (see details below).

*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. **All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date). Service descriptions are response objectives and are not guarantees. Prices are subject to change without notice. ****IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_america.html 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. Updates are indicated in blue and underlined. deletions are in red for your convenience. Data contained in this document is accurate as of October 20, 2009.

IBM ServicePac

Warranty Service Upgrade

Overview

- Provides repair or exchange services of your customer's IBM equipment.
- Your customer can choose from a variety of service options, with coverage for parts and labor, so they can select the package with the response time that fits their needs.
- Options available are based on specific product. See supported product listing found later in this document.
- Service is only available for non-refurbished machines released and purchased in the United States. Special Bid machines are not eligible.
- Only non-configured server peripherals are eligible for warranty service upgrades.
- Service period begins with the product warranty, and includes the original limited product warranty period.
- 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.
- International service is also available for ThinkPad notebooks under IBM warranty service upgrade or maintenance agreement. See the "International service for IBM ThinkPad notebooks" section found later in this document for full details.
- Service must be purchased with the product or at any time during the original product warranty period.
- Service cannot be prorated, refunded or transferred.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service.
- Before helping your customer make their purchase decision, please read the "Limitations of Service" statement on page 3 of this document for important details.
- ***To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit ibm.com, or contact your IBM Business Partner.***

*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. **All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date). Service descriptions are response objectives and are not guarantees. Prices are subject to change without notice. ****IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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. Updates are indicated in blue and underlined, deletions are in red for your convenience. Data contained in this document is accurate as of October 20, 2009.

Service Levels

IBM onsite repair (IOR)	A service technician will come to your customer's location for equipment repair.
EasyServ depot repair	A courier will pick up your customer's equipment and deliver it to our depot repair center. Our objective is to repair it within 5 business days (Point of Sale equipment).
IBM onsite exchange (IOE)	<i>For IBM monitors and server peripherals:</i> A service technician will come to your customer's location with a replacement machine and perform the equipment exchange.
EasyServ exchange	A courier will deliver a replacement machine to your customer in exchange for their 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 customer's 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 customer's 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 customer's 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 their local time zone, Monday through Friday, excluding IBM holidays. If after 1:00 p.m. it is determined that onsite service is required, the customer can expect the service technician to arrive the morning of the following business day. For noncritical 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 customer's 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 their 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	Monitors	Servers	Server peripherals ²	Point-of-sale systems
<i>Repair Options (IOR = IBM onsite repair)</i>						
IOR 24x7x2 hour ³	---	3 or 4 yrs		3, 4 or 5 yrs	3, 4 or 5 yrs	---
IOR 24x7x4 hour	---	1, 2, 3 or 4 yrs		3, 4 or 5 yrs	3, 4 or 5 yrs	1 or 3 yrs
IOR 9x5x4 hour	1, 2, 3, 4 or 5 yrs	2, 3 or 4 yrs		3, 4 or 5 yrs	3 yrs	---
IOR 9x5/next business day	2, 3, 4 or 5 yrs	---		3, 4 or 5 yrs	3 yrs	1 or 3 yrs
EasyServ depot repair					---	3 yrs
<i>Exchange Options (IOE = IBM onsite exchange)</i>						
IOE 24x7x2 hour ³	---				3 or 5 yrs	---
IOE 24x7x4 hour	---		3 or 4 yrs		3 or 5 yrs	---
IOE 9x5x4 hour	---		---		3 yrs	---
IOE 9x5/next business day	---		3 or 4 yrs		3 yrs	---
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.

Puerto Rico coverage: IBM coverage and ServicePacs generally available for the major metropolitan areas, but local limitations do apply on other areas which the local customers recognize.

Limitations of service for IBM Maintenance Services - ServicePac for Warranty and Maintenance Options for PC Products

- These 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. Service period begins with the equipment date of purchase. Service must be purchased during the original limited product warranty period. Service levels are response time objectives and are not guarantees. A service technician is scheduled to arrive at your customer's location within two or four business hours or the next business day (depending on service) after remote problem determination is completed. For the 9x5x4 hour service, calls dispatched after 1:00 p.m. local time, your customer can expect the service technician to arrive by 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. If the machine problem turns out to be a Customer Replaceable Unit (CRU), IBM will express ship the part to your customer for quick replacement. Onsite 24x7x2 hour service is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached Machine. Service activation is required immediately following purchase.
- For ThinkPad notebooks requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center. For failing non-IBM components, the customer must provide the replacement part unless IBM has a Technical Support Agreement with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.

*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. **All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date). Service descriptions are response objectives and are not guarantees. Prices are subject to change without notice. ****IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html 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. Updates are indicated in blue and underlined, deletions are in red for your convenience. Data contained in this document is accurate as of October 20, 2009.

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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Servers (listed in ascending order by Machine Type)						
BladeCenter QS22	0793	All Models	3 YR onsite repair 9x5x4 hour	12X7014	\$560	3 years limited onsite repair 9x5 next day
			3 YR onsite repair 24x7x4 hour	12X7015	\$800	
			3 YR onsite repair 24x7x2 hour	12X7016	\$960	
			4 YR onsite repair 9x5/next day	12X7017	\$533	
			4 YR onsite repair 9x5x4 hour	12X7018	\$1,150	
			4 YR onsite repair 24x7x4 hour	12X7019	\$1,440	
			4 YR onsite repair 24x7x2 hour	12X7020	\$1,800	
			5 YR onsite repair 9x5/next day	12X7021	\$900	
			5 YR onsite repair 9x5x4 hour	12X7022	\$1,700	
			5 YR onsite repair 24x7x4 hour	12X7023	\$2,000	
5 YR onsite repair 24x7x2 hour	12X7024	\$2,450				
UPS	2419	All Models	3 YR onsite repair 9x5x4 hour	81Y0485	\$150	3 YR Onsite repair- 9x5 next day
			3 YR onsite repair 24x7x4 hour	81Y0486	\$225	
			3 YR onsite repair 24x7x2 hour	81Y0487	\$480	
BladeCenter PN41	3020	All Models	3 YR onsite repair 9x5x4 hour	12X7014	\$560	3 years limited onsite repair
			3 YR onsite repair 24x7x4 hour	12X7015	\$800	
			3 YR onsite repair 24x7x2 hour	12X7016	\$960	
			4 YR onsite repair 9x5/next day	12X7017	\$533	
			4 YR onsite repair 9x5x4 hour	12X7018	\$1,150	
			4 YR onsite repair 24x7x4 hour	12X7019	\$1,440	
			4 YR onsite repair 24x7x2 hour	12X7020	\$1,800	
			5 YR onsite repair 9x5/next day	12X7021	\$900	
			5 YR onsite repair 9x5x4 hour	12X7022	\$1,700	
			5 YR onsite repair 24x7x4 hour	12X7023	\$2,000	
5 YR onsite repair 24x7x2 hour	12X7024	\$2,450				
System x3250 M2	4190	All Models	3 YR onsite repair 9x5 next day	51J9075	\$200	1 year limited onsite repair 9x5 next business day
			3 YR onsite repair 9x5x4 hour	51J9076	\$375	
			3 YR onsite repair 24x7x4 hour	51J9077	\$419	
			3 YR onsite repair 24x7x2 hour	51J9078	\$503	

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3350	4192	All Models	3 YR onsite repair 9x5 next day	51J9098	\$500	1 year limited onsite repair 9x5 next business day
			3 YR onsite repair 9x5x4 hour	51J9099	\$600	
			3 YR onsite repair 24x7x4 hour	51J9100	\$700	
			3 YR onsite repair 24x7x2 hour	51J9101	\$1000	
System x3350	4193	All Models	3 YR onsite repair 9x5x4 hour	51J9110	\$400	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 hour	51J9111	\$550	
			3 YR onsite repair 24x7x2 hour	51J9112	\$800	
			4 YR onsite repair 9x5/next day	51J9113	\$277	
			4 YR onsite repair 9x5x4 hour	51J9114	\$773	
			4 YR onsite repair 24x7x4 hour	51J9115	\$964	
			4 YR onsite repair 24x7x2 hour	51J9116	\$1421	
			5 YR onsite repair 9x5/next day	51J9117	\$538	
			5 YR onsite repair 9x5x4 hour	51J9118	\$1125	
			5 YR onsite repair 24x7x4 hour	51J9119	\$1355	
5 YR onsite repair 24x7x2 hour	51J9120	\$2008				
System x3250 M2	4194	All Models	3 YR onsite repair 9x5x4 hour	51J9087	\$175	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 hour	51J9088	\$219	
			3 YR onsite repair 24x7x2 hour	51J9089	\$263	
			4 YR onsite repair 9x5/next day	51J9090	\$180	
			4 YR onsite repair 9x5x4 hour	51J9091	\$418	
			4 YR onsite repair 24x7x4 hour	51J9092	\$489	
			4 YR onsite repair 24x7x2 hour	51J9093	\$668	
			5 YR onsite repair 9x5/next day	51J9094	\$350	
			5 YR onsite repair 9x5x4 hour	51J9095	\$648	
			5 YR onsite repair 24x7x4 hour	51J9096	\$744	
5 YR onsite repair 24x7x2 hour	51J9097	\$1,051				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3250 M3	4251	All Models	3 YR onsite repair 9x5 next day	51J9075	\$200	1 year limited onsite CRU
			3 YR onsite repair 9x5x4 hour	51J9076	\$375	
			3 YR onsite repair 24x7x4 hour	51J9077	\$419	
			3 YR onsite repair 24x7x2 hour	51J9078	\$503	
System x3250 M3	4252	All Models	3 YR onsite repair 9x5x4 hour	51J9087	\$175	3 years limited onsite CRU
			3 YR onsite repair 24x7x4 hour	51J9088	\$219	
			3 YR onsite repair 24x7x2 hour	51J9089	\$263	
			4 YR onsite repair 9x5/next day	51J9090	\$180	
			4 YR onsite repair 9x5x4 hour	51J9091	\$418	
			4 YR onsite repair 24x7x4 hour	51J9092	\$489	
			4 YR onsite repair 24x7x2 hour	51J9093	\$668	
			5 YR onsite repair 9x5/next day	51J9094	\$350	
			5 YR onsite repair 9x5x4 hour	51J9095	\$648	
			5 YR onsite repair 24x7x4 hour	51J9096	\$744	
5 YR onsite repair 24x7x2 hour	51J9097	\$1,051				
xSeries 3105	4347	All Models	3 YR onsite repair 9x5 next day	41W9315	\$150	1 year limited onsite repair 9x5 next business day
			3YR onsite repair 9x5x4 hour	41W9316	\$299	
			3 YR onsite repair 24x7x4 hour	41W9317	\$329	
			3 YR onsite repair 24x7x2 hour	41W9318	\$479	
xSeries 3200	4362	All Models	3 YR onsite repair 9x5/next day	69P9509	\$180	1 year limited onsite repair 9x5 next business day
			3 YR onsite repair 9x5x4 hour	69P9510	\$348	
			3 YR onsite repair 24x7x4 hour	69P9511	\$399	
			3 YR onsite repair 24x7x2 hour	69P9512	\$479	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 3200	4363	All Models	3 YR onsite repair 9x5x4 hour	40M7057	\$179	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 hour	40M7058	\$229	
			3 YR onsite repair 24x7x2 hour	40M7059	\$275	
			4 YR onsite repair 9x5/next day	40M7060	\$267	
			4 YR onsite repair 9x5x4 hour	40M7061	\$449	
			4 YR onsite repair 24x7x4 hour	40M7062	\$529	
			4 YR onsite repair 24x7x2 hour	40M7063	\$725	
			5 YR onsite repair 9x5/next day	40M7064	\$507	
			5 YR onsite repair 9x5x4 hour	40M7065	\$719	
			5 YR onsite repair 24x7x4 hour	40M7066	\$829	
5 YR onsite repair 24x7x2 hour	40M7067	\$1,175				
xSeries 3250	4364	All Models	3 YR onsite repair 9x5/next day	69P9505	\$200	1 year limited onsite repair 9x5 next business day
			3 YR onsite repair 9x5x4 hour	69P9506	\$375	
			3 YR onsite repair 24x7x4 hour	69P9507	\$419	
			3 YR onsite repair 24x7x2 hour	69P9508	\$503	
xSeries 3250	4365	All Models	3 YR onsite repair 9x5x4 hour	40M7079	\$175	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 hour	40M7080	\$219	
			3 YR onsite repair 24x7x2 hour	40M7081	\$263	
			4 YR onsite repair 9x5/next day	40M7082	\$267	
			4 YR onsite repair 9x5x4 hour	40M7083	\$445	
			4 YR onsite repair 24x7x4 hour	40M7084	\$519	
			4 YR onsite repair 24x7x2 hour	40M7085	\$713	
			5 YR onsite repair 9x5/next day	40M7086	\$507	
			5 YR onsite repair 9x5x4 hour	40M7087	\$715	
			5 YR onsite repair 24x7x4 hour	40M7088	\$819	
5 YR onsite repair 24x7x2 hour	40M7089	\$1,163				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3200 M2	4367	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	51J9052 51J9053 51J9054 51J9055	\$180 \$348 \$399 \$479	1 year limited onsite repair 9x5 next business day
System x3200 M2	4368	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	51J9064 51J9065 51J9066 51J9067 51J9068 51J9069 51J9070 51J9071 51J9072 51J9073 51J9074	\$179 \$229 \$275 \$132 \$358 \$427 \$572 \$257 \$527 \$614 \$853	3 years limited onsite repair 9x5 next business day
Intellistation A Pro	6217	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day	41L2735 41L2741 69P9164	\$199 \$249 \$179	3 YR Onsite repair- 9x5 next business day response
Intellistation M Pro	6218	All Models	4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	69P9165 69P9166	\$442 \$518	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IntelliStation M Pro	6219	All Models	3 YR onsite repair 9x5x4 hour	41L2735	\$199	3 years parts and labor Next business day response
IntelliStation M Pro	6220	All Models	3 YR onsite repair 24x7x4 hour	41L2741	\$249	
IntelliStation Z Pro	6221	All Models	4 YR onsite repair 9x5/next day	69P9164	\$179	
IntelliStation Z Pro	6223	All Models	4 YR onsite repair 9x5x4 hour	69P9165	\$442	
IntelliStation M Pro	6224	All Models	4 YR onsite repair 24x7x4 hour	69P9166	\$518	
IntelliStation M Pro	6224	All Models	3 YR onsite repair 9x5x4 hour	41L2735	\$199	3 YR Onsite repair 9x5 next business day response
IntelliStation M Pro	6225	All Models	3 YR onsite repair 24x7x4 hour	41L2741	\$249	
IntelliStation M Pro	6225	All Models	4 YR onsite repair 9x5/next day	69P9164	\$179	
IntelliStation M Pro	6225	All Models	4 YR onsite repair 9x5x4 hour	69P9165	\$442	
IntelliStation M Pro	6230	All Models	4 YR onsite repair 24x7x4 hour	69P9166	\$518	
IntelliStation M Pro	6230	All Models	3 YR onsite repair 9x5x4 hour	41L2735	\$199	3 years parts and labor Next business day response
IntelliStation M Pro	6230	All Models	3 YR onsite repair 24x7x4 hour	41L2741	\$249	
IntelliStation M Pro	6230	All Models	4 YR onsite repair 9x5/next day	69P9164	\$179	
IntelliStation M Pro	6849	All Models	4 YR onsite repair 9x5x4 hour	69P9165	\$442	
IntelliStation M Pro	6849	All Models	4 YR onsite repair 24x7x4 hour	69P9166	\$518	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
iDataplex 2U	6385	All Models	3 YR onsite repair 9X5x4 Hour	54Y5384	\$25	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 Hour	54Y5385	\$36	
			3 YR onsite repair 24x7x2 Hour	54Y5386	\$90	
			4 YR onsite repair 9x5/next day	54Y5387	\$22	
			4 YR onsite repair 9x5x4 Hour	54Y5388	\$55	
			4 YR onsite repair 24x7x4 Hour	54Y5389	\$69	
			4 YR onsite repair 24x7x2 Hour	54Y5390	\$139	
			5 YR onsite repair 9x5/next day	54Y5391	\$42	
			5 YR onsite repair 9x5x4 Hour	54Y5392	\$83	
			5 YR onsite repair 24x7x4 Hour	54Y5393	\$100	
5 YR onsite repair 24x7x2 Hour	54Y5394	\$185				
iDataplex 3U	6386	All Models	3 YR onsite repair 9X5x4 Hour	54Y5403	\$273	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 Hour	54Y5404	\$390	
			3 YR onsite repair 24x7x2 Hour	54Y5405	\$975	
			4 YR onsite repair 9x5/next day	54Y5406	\$234	
			4 YR onsite repair 9x5x4 Hour	54Y5407	\$589	
			4 YR onsite repair 24x7x4 Hour	54Y5408	\$741	
			4 YR onsite repair 24x7x2 Hour	54Y5409	\$1,500	
			5 YR onsite repair 9x5/next day	54Y5410	\$455	
			5 YR onsite repair 9x5x4 Hour	54Y5411	\$887	
			5 YR onsite repair 24x7x4 Hour	54Y5412	\$1,075	
5 YR onsite repair 24x7x2 Hour	54Y5413	\$1,999				
iDataplex	6388	All Models	3 YR onsite repair 9X5x4 Hour	54Y5365	\$230	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 Hour	54Y5366	\$330	
			3 YR onsite repair 24x7x2 Hour	54Y5383	\$825	
			4 YR onsite repair 9x5/next day	54Y5367	\$198	
			4 YR onsite repair 9x5x4 Hour	54Y5368	\$498	
			4 YR onsite repair 24x7x4 Hour	54Y5369	\$627	
			4 YR onsite repair 24x7x2 Hour	54Y5370	\$1,270	
			5 YR onsite repair 9x5/next day	54Y5371	\$385	
			5 YR onsite repair 9x5x4 Hour	54Y5372	\$750	
			5 YR onsite repair 24x7x4 Hour	54Y5373	\$907	
5 YR onsite repair 24x7x2 Hour	54Y5374	\$1,690				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
iDataplex DX340	6389	All Models	3 YR onsite repair 9X5x4 Hour	54Y5365	\$230	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 Hour	54Y5366	\$330	
			3 YR onsite repair 24x7x2 Hour	54Y5383	\$825	
			4 YR onsite repair 9x5/next day	54Y5367	\$198	
			4 YR onsite repair 9x5x4 Hour	54Y5368	\$498	
			4 YR onsite repair 24x7x4 Hour	54Y5369	\$627	
			4 YR onsite repair 24x7x2 Hour	54Y5370	\$1,270	
			5 YR onsite repair 9x5/next day	54Y5371	\$385	
			5 YR onsite repair 9x5x4 Hour	54Y5372	\$750	
			5 YR onsite repair 24x7x4 Hour	54Y5373	\$907	
5 YR onsite repair 24x7x2 Hour	54Y5374	\$1,690				
iDataplex DX360	6390	All Models	3 YR onsite repair 9X5x4 Hour	54Y5365	\$230	3 years limited onsite repair 9x5 next business day
			3 YR onsite repair 24x7x4 Hour	54Y5366	\$330	
			3 YR onsite repair 24x7x2 Hour	54Y5383	\$825	
			4 YR onsite repair 9x5/next day	54Y5367	\$198	
			4 YR onsite repair 9x5x4 Hour	54Y5368	\$498	
			4 YR onsite repair 24x7x4 Hour	54Y5369	\$627	
			4 YR onsite repair 24x7x2 Hour	54Y5370	\$1,270	
			5 YR onsite repair 9x5/next day	54Y5371	\$385	
			5 YR onsite repair 9x5x4 Hour	54Y5372	\$750	
			5 YR onsite repair 24x7x4 Hour	54Y5373	\$907	
5 YR onsite repair 24x7x2 Hour	54Y5374	\$1,690				
System x3850	7141	All Models	3 YR onsite repair 9x5x4 hour	10N3058	\$1,250	3 year limited onsite 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	10N3059	\$1,695	
			3 YR onsite repair 24x7x2 hour	10N3060	\$2,030	
			4 YR onsite repair 9x5/next day	10N3061	\$1,028	
			4 YR onsite repair 9x5x4 hour	10N3062	\$2,638	
			4 YR onsite repair 24x7x4 hour	10N3063	\$3,238	
			4 YR onsite repair 24x7x2 hour	10N3064	\$4,087	
			5 YR onsite repair 9x5/next day	10N3065	\$1,980	
			5 YR onsite repair 9x5x4 hour	10N3066	\$3,923	
			5 YR onsite repair 24x7x4 hour	10N3067	\$4,665	
5 YR onsite repair 24x7x2 hour	10N3068	\$5,990				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3755	7163	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	51J9229 51J9230 51J9231 51J9232 51J9233 51J9234 51J9235 51J9236 51J9237 51J9238 51J9239	\$1,000 \$1,400 \$2,400 \$780 \$2,053 \$2,570 \$3,960 \$1,517 \$3,048 \$3,675 \$5,434	3 years limited onsite repair 9x5 Next business day response
System x3850 M2, System x3950 M2	7233	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	10N3058 10N3059 10N3060 10N3061 10N3062 10N3063 10N3064 10N3065 10N3066 10N3067 10N3068	\$1,250 \$1,695 \$2,030 \$1,028 \$2,638 \$3,238 \$4,087 \$1,980 \$3,923 \$4,665 \$5,990	3 years limited onsite repair 9x5 Next business day response
iDataplex DX360 HPC Server	7321	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	65Y5206 65Y5207 65Y5208 65Y5209	\$420 \$645 \$740 \$1,200	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
iDataplex DX360 HPC Server	7323	All Models	3 YR onsite repair 9X5x4 Hour	54Y5365	\$230	
			3 YR onsite repair 24x7x4 Hour	54Y5366	\$330	
			3 YR onsite repair 24x7x2 Hour	54Y5383	\$825	
			4 YR onsite repair 9x5/next day	54Y5367	\$198	
			4 YR onsite repair 9x5x4 Hour	54Y5368	\$498	
			4 YR onsite repair 24x7x4 Hour	54Y5369	\$627	
			4 YR onsite repair 24x7x2 Hour	54Y5370	\$1,270	
			5 YR onsite repair 9x5/next day	54Y5371	\$385	
			5 YR onsite repair 9x5x4 Hour	54Y5372	\$750	
			5 YR onsite repair 24x7x4 Hour	54Y5373	\$907	
5 YR onsite repair 24x7x2 Hour	54Y5374	\$1,690				
System x3200 M3	7327	All Models	3 YR onsite repair 9x5/next day	51J9052	\$180	1 yr Limited Onsite and CRU
			3 YR onsite repair 9x5x4 hour	51J9053	\$348	
			3 YR onsite repair 24x7x4 hour	51J9054	\$399	
			3 YR onsite repair 24x7x2 hour	51J9055	\$479	
System x3200 M3	7328	All Models	3 YR onsite repair 9x5x4 hour	51J9064	\$179	3 yr Limited Onsite and CRU
			3 YR onsite repair 24x7x4 hour	51J9065	\$229	
			3 YR onsite repair 24x7x2 hour	51J9066	\$275	
			4 YR onsite repair 9x5/next day	51J9067	\$132	
			4 YR onsite repair 9x5x4 hour	51J9068	\$358	
			4 YR onsite repair 24x7x4 hour	51J9069	\$427	
			4 YR onsite repair 24x7x2 hour	51J9070	\$572	
			5 YR onsite repair 9x5/next day	51J9071	\$257	
			5 YR onsite repair 9x5x4 hour	51J9072	\$527	
			5 YR onsite repair 24x7x4 hour	51J9073	\$614	
5 YR onsite repair 24x7x2 hour	51J9074	\$853				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3400 M2	7836	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	68Y5351 68Y5352 68Y5353 68Y5354	\$500 \$750 \$900 \$1,250	1 YR Onsite repair 9x5 next business day response
System x3400 M2	7837	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 YR Onsite repair 9x5 next business day response
System x3500 M2	7839	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 YR Onsite repair 9x5 next business day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
BladeCenter HS22	7870	All Models	3 YR onsite repair 9x5x4 hour	40Y5980	\$300	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	40Y5981	\$400	
			3 YR onsite repair 24x7x2 hour	40Y5982	\$500	
			4 YR onsite repair 9x5/next day	40Y5983	\$180	
			4 YR onsite repair 9x5x4 hour	40Y5984	\$530	
			4 YR onsite repair 24x7x4 hour	40Y5985	\$655	
			4 YR onsite repair 24x7x2 hour	40Y5986	\$883	
			5 YR onsite repair 9x5/next day	40Y5987	\$350	
			5 YR onsite repair 9x5x4 hour	40Y5988	\$759	
			5 YR onsite repair 24x7x4 hour	40Y5989	\$910	
5 YR onsite repair 24x7x2 hour	40Y5990	\$1,265				
BladeCenter LS22	7901	All Models	3 YR onsite repair 9x5x4 hour	40Y5980	\$300	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	40Y5981	\$400	
			3 YR onsite repair 24x7x2 hour	40Y5982	\$500	
			4 YR onsite repair 9x5/next day	40Y5983	\$180	
			4 YR onsite repair 9x5x4 hour	40Y5984	\$530	
			4 YR onsite repair 24x7x4 hour	40Y5985	\$655	
			4 YR onsite repair 24x7x2 hour	40Y5986	\$883	
			5 YR onsite repair 9x5/next day	40Y5987	\$350	
			5 YR onsite repair 9x5x4 hour	40Y5988	\$759	
			5 YR onsite repair 24x7x4 hour	40Y5989	\$910	
5 YR onsite repair 24x7x2 hour	40Y5990	\$1,265				
BladeCenter LS42	7902	All Models	3 YR onsite repair 9x5x4 hour	40Y5980	\$300	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	40Y5981	\$400	
			3 YR onsite repair 24x7x2 hour	40Y5982	\$500	
			4 YR onsite repair 9x5/next day	40Y5983	\$180	
			4 YR onsite repair 9x5x4 hour	40Y5984	\$530	
			4 YR onsite repair 24x7x4 hour	40Y5985	\$655	
			4 YR onsite repair 24x7x2 hour	40Y5986	\$883	
			5 YR onsite repair 9x5/next day	40Y5987	\$350	
			5 YR onsite repair 9x5x4 hour	40Y5988	\$759	
			5 YR onsite repair 24x7x4 hour	40Y5989	\$910	
5 YR onsite repair 24x7x2 hour	40Y5990	\$1,265				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3455	7940	All Models	3 YR onsite repair 9x5/next day	46D4095	\$210	1 YR Limited Onsite 9x5 Next business day response
			3 YR onsite repair 9x5x4 hour	46D4096	\$350	
			3 YR onsite repair 24x7x4 hour	46D4097	\$470	
			3 YR onsite repair 24x7x2 hour	46D4098	\$560	
System x3655	7943	All Models	3 YR onsite repair 9x5x4 hour	51J9121	\$550	3 years onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	51J9122	\$750	
			3 YR onsite repair 24x7x2 hour	51J9123	\$1,200	
			4 YR onsite repair 9x5/next day	51J9124	\$450	
			4 YR onsite repair 9x5x4 hour	51J9125	\$1,158	
			4 YR onsite repair 24x7x4 hour	51J9126	\$1,425	
			4 YR onsite repair 24x7x2 hour	51J9127	\$2,100	
			5 YR onsite repair 9x5/next day	51J9128	\$875	
			5 YR onsite repair 9x5x4 hour	51J9129	\$1,732	
			5 YR onsite repair 24x7x4 hour	51J9130	\$2,063	
5 YR onsite repair 24x7x2 hour	51J9131	\$2,950				
System x3550 M2	7946	All Models	3 YR onsite repair 9x5x4 hour	21P2072	\$350	3 year limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	21P2073	\$450	
			3 YR onsite repair 24x7x2 hour	21P2074	\$540	
			4 YR onsite repair 9x5/next day	69P9242	\$435	
			4 YR onsite repair 9x5x4 hour	69P9243	\$609	
			4 YR onsite repair 24x7x4 hour	69P9244	\$870	
			4 YR onsite repair 24x7x2 hour	69P9245	\$1,044	
			5 YR onsite repair 9x5/next day	69P9246	\$645	
			5 YR onsite repair 9x5x4 hour	69P9247	\$903	
			5 YR onsite repair 24x7x4 hour	69P9248	\$1,290	
5 YR onsite repair 24x7x2 hour	69P9249	\$1,548				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_american.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3650 M2	7947	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 year limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
5 YR onsite repair 24x7x2 hour	69P9265	\$1,854				
System x3450	7948	All Models	3 YR onsite repair 9x5/next day	51J9831	\$250	1 YR Limited Onsite 9x5 Next business day response
			3 YR onsite repair 9x5x4 hour	51J9832	\$375	
			3 YR onsite repair 24x7x4 hour	51J9833	\$500	
			3 YR onsite repair 24x7x2 hour	51J9834	\$750	
			4 YR onsite repair 9x5/next day	51J9835	\$575	
			4 YR onsite repair 9x5x4 hour	51J9836	\$825	
			4 YR onsite repair 24x7x4 hour	51J9837	\$1,000	
			4 YR onsite repair 24x7x2 hour	51J9838	\$1,500	
			5 YR onsite repair 9x5/next day	51J9839	\$900	
			5 YR onsite repair 9x5x4 hour	51J9840	\$1,275	
			5 YR onsite repair 24x7x4 hour	51J9841	\$1,500	
5 YR onsite repair 24x7x2 hour	51J9842	\$2,250				
eServer 326m	7969	All Models	3 YR onsite repair 9x5/next day	69P9505	\$200	1 YR Limited Onsite 9x5 Next business day response
			3 YR onsite repair 9x5x4 hour	69P9506	\$375	
			3 YR onsite repair 24x7x4 hour	69P9507	\$419	
			3 YR onsite repair 24x7x2 hour	69P9508	\$503	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
BladeCenter LS21	7971	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
BladeCenter LS41	7972	All Models	3 YR onsite repair 9x5x4 hour	12X7014	\$560	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	12X7015	\$800	
			3 YR onsite repair 24x7x2 hour	12X7016	\$960	
			4 YR onsite repair 9x5/next day	12X7017	\$533	
			4 YR onsite repair 9x5x4 hour	12X7018	\$1,150	
			4 YR onsite repair 24x7x4 hour	12X7019	\$1,440	
			4 YR onsite repair 24x7x2 hour	12X7020	\$1,800	
			5 YR onsite repair 9x5/next day	12X7021	\$900	
			5 YR onsite repair 9x5x4 hour	12X7022	\$1,700	
			5 YR onsite repair 24x7x4 hour	12X7023	\$2,000	
5 YR onsite repair 24x7x2 hour	12X7024	\$2,450				
System x3400	7973	All Models	3 YR onsite repair 9x5/next day	21P2017	\$425	1 year limited onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	41L2737	\$1,350	
			3 YR onsite repair 24x7x4 hour	30L9186	\$1,495	
			3 YR onsite repair 24x7x2 hour	31L2722	\$1,794	
			4 YR onsite repair 9x5/next day	69P9210	\$1,273	
			4 YR onsite repair 9x5x4 hour	69P9211	\$1,782	
			4 YR onsite repair 24x7x4 hour	69P9212	\$2,545	
			4 YR onsite repair 24x7x2 hour	69P9213	\$3,054	
			5 YR onsite repair 9x5/next day	69P9214	\$1,798	
			5 YR onsite repair 9x5x4 hour	69P9215	\$2,517	
5 YR onsite repair 24x7x4 hour	69P9216	\$3,595				
5 YR onsite repair 24x7x2 hour	69P9217	\$4,314				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3400	7974	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 years limited onsite repair
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	9x5 Next business day response
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
5 YR onsite repair 24x7x2 hour	69P9265	\$1,854				
System x3400	7975	All Models	3 YR onsite repair 9x5/next day	21P2017	\$425	1 year limited onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	41L2737	\$1,350	
			3 YR onsite repair 24x7x4 hour	30L9186	\$1,495	
			3 YR onsite repair 24x7x2 hour	31L2722	\$1,794	
			4 YR onsite repair 9x5/next day	69P9210	\$1,273	
			4 YR onsite repair 9x5x4 hour	69P9211	\$1,782	
			4 YR onsite repair 24x7x4 hour	69P9212	\$2,545	
			4 YR onsite repair 24x7x2 hour	69P9213	\$3,054	
			5 YR onsite repair 9x5/next day	69P9214	\$1,798	
			5 YR onsite repair 9x5x4 hour	69P9215	\$2,517	
5 YR onsite repair 24x7x4 hour	69P9216	\$3,595				
5 YR onsite repair 24x7x2 hour	69P9217	\$4,314				
System x3400	7976	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 years limited onsite repair
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	9x5 Next business day response
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
5 YR onsite repair 24x7x2 hour	69P9265	\$1,854				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3500	7977	All Models	3 YR onsite repair 9x5x4 hour	21P2083	\$515	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	21P2084	\$689	
			3 YR onsite repair 24x7x2 hour	21P2085	\$827	
			4 YR onsite repair 9x5/next day	69P9266	\$817	
			4 YR onsite repair 9x5x4 hour	69P9267	\$1,144	
			4 YR onsite repair 24x7x4 hour	69P9268	\$1,634	
			4 YR onsite repair 24x7x2 hour	69P9269	\$1,961	
			5 YR onsite repair 9x5/next day	69P9270	\$1,290	
			5 YR onsite repair 9x5x4 hour	69P9271	\$1,805	
			5 YR onsite repair 24x7x4 hour	69P9272	\$2,579	
5 YR onsite repair 24x7x2 hour	69P9273	\$3,095				
System x3550	7978	All Models	3 YR onsite repair 9x5x4 hour	21P2072	\$350	3 year limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	21P2073	\$450	
			3 YR onsite repair 24x7x2 hour	21P2074	\$540	
			4 YR onsite repair 9x5/next day	69P9242	\$435	
			4 YR onsite repair 9x5x4 hour	69P9243	\$609	
			4 YR onsite repair 24x7x4 hour	69P9244	\$870	
			4 YR onsite repair 24x7x2 hour	69P9245	\$1,044	
			5 YR onsite repair 9x5/next day	69P9246	\$645	
			5 YR onsite repair 9x5x4 hour	69P9247	\$903	
			5 YR onsite repair 24x7x4 hour	69P9248	\$1,290	
5 YR onsite repair 24x7x2 hour	69P9249	\$1,548				
System x3650	7979	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 year limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
5 YR onsite repair 24x7x2 hour	69P9265	\$1,854				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3650	7980	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 year limited onsite repair 9x5 Next business day
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
5 YR onsite repair 24x7x2 hour	69P9265	\$1,854				
BladeCenter HS20	7981	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 year limited onsite repair 9x5 Next business day
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
System x3455	7984	All Models	3 YR onsite repair 9x5/next day	69P9505	\$200	1 year parts and labor with limited onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	69P9506	\$375	
			3 YR onsite repair 24x7x4 hour	69P9507	\$419	
			3 YR onsite repair 24x7x2 hour	69P9508	\$503	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3655	7985	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 year limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
			5 YR onsite repair 24x7x2 hour	69P9265	\$1,854	
BladeCenter JS21	7988	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 year limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
			5 YR onsite repair 24x7x2 hour	69P9527	\$1,224	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Blade Center HS21	7995	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 year limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
Blade Center HC10	7996	All Models	1 YR onsite repair 9x5x4 hour	44T6083	\$60	1 year limited onsite repair 9x5 next business day response
			1 YR onsite repair 24x7x4 hour	44T6084	\$80	
			1 YR onsite repair 24x7x2 hour	44T6085	\$175	
			3 YR onsite repair 9x5/next day	44T6086	\$200	
			3 YR onsite repair 9x5x4 hour	44T6087	\$400	
			3 YR onsite repair 24x7x4 hour	44T6088	\$450	
			3 YR onsite repair 24x7x2 hour	44T6089	\$700	
BladeCenter JS12/JS22	7998	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 year limited Onsite Repair 9x5 Next Business Day Response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
BladeCenter HS12	8014	All Models	1 YR onsite repair 9x5x4 hour 1 YR onsite repair 24x7x4 hour 1 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	44T6083 44T6084 44T6085 44T6086 44T6087 44T6088 44T6089	\$60 \$80 \$175 \$200 \$400 \$450 \$700	1 year limited onsite repair 9x5 next business day response
BladeCenter HS12	8028	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	46V4565 46V4566 46V4567 46V4568 46V4569 46V4570 46V4571 46V4572 46V4573 46V4574 46V4575	\$150 \$225 \$480 \$140 \$405 \$685 \$785 \$275 \$585 \$890 \$1,090	3 year limited onsite repair 9x5 next business day response
Netfinity 3000	8476	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,160	3 years parts and labor Next business day response
xSeries 205	8480	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year parts and labor Next business day response

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 206	8482	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year parts and labor with onsite repair**** 9x5 Next business day response
xSeries 206m	8485	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year parts and labor with onsite repair 9x5 Next business day response
xSeries 100	8486	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	41W9315 41W9316 41W9317 41W9318	\$150 \$299 \$329 \$479	1 year parts and labor with onsite repair 9x5 Next business day response
xSeries 206	8487	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7057 40M7058 40M7059 40M7060 40M7061 40M7062 40M7063 40M7064 40M7065 40M7066 40M7067	\$179 \$229 \$275 \$267 \$449 \$529 \$725 \$507 \$719 \$829 \$1,175	3 years parts and labor Next business day response
eServer 226	8488	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7068 40M7069 40M7070 40M7071 40M7072 40M7073 40M7074 40M7075 40M7076 40M7077 40M7078	\$274 \$436 \$523 \$367 \$645 \$849 \$1,142 \$697 \$1,016 \$1,261 \$1,760	3 years parts and labor Next business day response

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 306	8489	All Models	3 YR onsite repair 9x5x4 hour	40M7079	\$175	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	40M7080	\$219	
			3 YR onsite repair 24x7x2 hour	40M7081	\$263	
			4 YR onsite repair 9x5/next day	40M7082	\$267	
			4 YR onsite repair 9x5x4 hour	40M7083	\$445	
			4 YR onsite repair 24x7x4 hour	40M7084	\$519	
			4 YR onsite repair 24x7x2 hour	40M7085	\$713	
			5 YR onsite repair 9x5/next day	40M7086	\$507	
			5 YR onsite repair 9x5x4 hour	40M7087	\$715	
			5 YR onsite repair 24x7x4 hour	40M7088	\$819	
5 YR onsite repair 24x7x2 hour	40M7089	\$1,163				
xSeries 206m	8490	All Models	3 YR onsite repair 9x5x4 hour	40M7057	\$179	3 years onsite repair/Next business day response
			3 YR onsite repair 24x7x4 hour	40M7058	\$229	
			3 YR onsite repair 24x7x2 hour	40M7059	\$275	
			4 YR onsite repair 9x5/next day	40M7060	\$267	
			4 YR onsite repair 9x5x4 hour	40M7061	\$449	
			4 YR onsite repair 24x7x4 hour	40M7062	\$529	
			4 YR onsite repair 24x7x2 hour	40M7063	\$725	
			5 YR onsite repair 9x5/next day	40M7064	\$507	
			5 YR onsite repair 9x5x4 hour	40M7065	\$719	
			5 YR onsite repair 24x7x4 hour	40M7066	\$829	
5 YR onsite repair 24x7x2 hour	40M7067	\$1,175				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 306m	8491	All Models	3 YR onsite repair 9x5x4 hour	40M7079	\$175	3 years onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	40M7080	\$219	
			3 YR onsite repair 24x7x2 hour	40M7081	\$263	
			4 YR onsite repair 9x5/next day	40M7082	\$267	
			4 YR onsite repair 9x5x4 hour	40M7083	\$445	
			4 YR onsite repair 24x7x4 hour	40M7084	\$519	
			4 YR onsite repair 24x7x2 hour	40M7085	\$713	
			5 YR onsite repair 9x5/next day	40M7086	\$507	
			5 YR onsite repair 9x5x4 hour	40M7087	\$715	
			5 YR onsite repair 24x7x4 hour	40M7088	\$819	
			5 YR onsite repair 24x7x2 hour	40M7089	\$1,163	
xSeries 225	8647	All Models	3 YR onsite repair 9x5/next day	96P2248	\$150	1 year parts and labor Next business day response
			3 YR onsite repair 9x5x4 hour	96P2249	\$424	
			3 YR onsite repair 24x7x4 hour	96P2250	\$586	
			3 YR onsite repair 24x7x2 hour	96P2251	\$703	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 226	8648	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	96P2248 96P2249 96P2250 96P2251	\$150 \$424 \$586 \$703	1 year onsite repair 9x5 next business day response
xSeries 345	8670	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 years parts and labor Next business day response
xSeries 235	8671	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2083 21P2084 21P2085 69P9266 69P9267 69P9268 69P9269 69P9270 69P9271 69P9272 69P9273	\$515 \$689 \$827 \$817 \$1,144 \$1,634 \$1,961 \$1,290 \$1,805 \$2,579 \$3,095	3 years parts and labor Next business day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 335	8676	All Models	3 YR onsite repair 9x5x4 hour	21P2072	\$350	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	21P2073	\$450	
			3 YR onsite repair 24x7x2 hour	21P2074	\$540	
			4 YR onsite repair 9x5/next day	69P9242	\$435	
			4 YR onsite repair 9x5x4 hour	69P9243	\$609	
			4 YR onsite repair 24x7x4 hour	69P9244	\$870	
			4 YR onsite repair 24x7x2 hour	69P9245	\$1,044	
			5 YR onsite repair 9x5/next day	69P9246	\$645	
			5 YR onsite repair 9x5x4 hour	69P9247	\$903	
			5 YR onsite repair 24x7x4 hour	69P9248	\$1,290	
			5 YR onsite repair 24x7x2 hour	69P9249	\$1,548	
BladeCenter Chassis	8677	All Models	3 YR onsite repair 9x5x4 hour	41L2736	\$600	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	30L9185	\$750	
			3 YR onsite repair 24x7x2 hour	21P2065	\$900	
			4 YR onsite repair 9x5/next day	69P9202	\$638	
			4 YR onsite repair 9x5x4 hour	69P9203	\$893	
			4 YR onsite repair 24x7x4 hour	69P9204	\$1,275	
			4 YR onsite repair 24x7x2 hour	69P9205	\$1,530	
			5 YR onsite repair 9x5/next day	69P9206	\$900	
			5 YR onsite repair 9x5x4 hour	69P9207	\$1,260	
			5 YR onsite repair 24x7x4 hour	69P9208	\$1,800	
			5 YR onsite repair 24x7x2 hour	69P9209	\$2,160	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
BladeCenter HS20	8678	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
xSeries 255	8685	All Models	3 YR onsite repair 9x5x4 hour	41L2738	\$690	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	30L9187	\$1,320	
			3 YR onsite repair 24x7x2 hour	31L2723	\$1,584	
			4 YR onsite repair 9x5/next day	69P9218	\$750	
			4 YR onsite repair 9x5x4 hour	69P9219	\$1,703	
			4 YR onsite repair 24x7x4 hour	69P9220	\$2,445	
			4 YR onsite repair 24x7x2 hour	69P9221	\$3,272	
			5 YR onsite repair 9x5/next day	69P9222	\$1,500	
			5 YR onsite repair 9x5x4 hour	69P9223	\$2,715	
			5 YR onsite repair 24x7x4 hour	69P9224	\$3,570	
5 YR onsite repair 24x7x2 hour	69P9225	\$4,959				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 360	8686	All Models	3 YR onsite repair 9x5x4 hour	51J9673	\$575	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	51J9672	\$900	
			3 YR onsite repair 24x7x2 hour	51J9674	\$1,200	
			4 YR onsite repair 9x5/next day	51J9675	\$480	
			4 YR onsite repair 9x5x4 hour	51J9676	\$1,080	
			4 YR onsite repair 24x7x4 hour	51J9677	\$1,600	
			4 YR onsite repair 24x7x2 hour	51J9678	\$1,900	
			5 YR onsite repair 9x5/next day	51J9679	\$935	
			5 YR onsite repair 9x5x4 hour	51J9680	\$1,750	
			5 YR onsite repair 24x7x4 hour	51J9681	\$2,300	
			5 YR onsite repair 24x7x2 hour	51J9682	\$2,800	
Blade Center T	8720	All Models	3 YR onsite repair 9x5x4 hour	41L2736	\$600	3 years parts and labor with onsite repair**** Next business day response
			3 YR onsite repair 24x7x4 hour	30L9185	\$750	
			3 YR onsite repair 24x7x2 hour	21P2065	\$900	
			4 YR onsite repair 9x5/next day	69P9202	\$638	
			4 YR onsite repair 9x5x4 hour	69P9203	\$893	
			4 YR onsite repair 24x7x4 hour	69P9204	\$1,275	
			4 YR onsite repair 24x7x2 hour	69P9205	\$1,530	
			5 YR onsite repair 9x5/next day	69P9206	\$900	
			5 YR onsite repair 9x5x4 hour	69P9207	\$1,260	
			5 YR onsite repair 24x7x4 hour	69P9208	\$1,800	
			5 YR onsite repair 24x7x2 hour	69P9209	\$2,160	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Blade Center T	8730	All Models	3 YR onsite repair 9x5x4 hour	41L2736	\$600	3 years parts and labor with onsite repair**** Next business day response
			3 YR onsite repair 24x7x4 hour	30L9185	\$750	
			3 YR onsite repair 24x7x2 hour	21P2065	\$900	
			4 YR onsite repair 9x5/next day	69P9202	\$638	
			4 YR onsite repair 9x5x4 hour	69P9203	\$893	
			4 YR onsite repair 24x7x4 hour	69P9204	\$1,275	
			4 YR onsite repair 24x7x2 hour	69P9205	\$1,530	
			5 YR onsite repair 9x5/next day	69P9206	\$900	
			5 YR onsite repair 9x5x4 hour	69P9207	\$1,260	
			5 YR onsite repair 24x7x4 hour	69P9208	\$1,800	
5 YR onsite repair 24x7x2 hour	69P9209	\$2,160				
Blade Center HT	8740	All Models	3 YR IOR 24x7 4 hour	30L9185	\$750	3 years limited onsite repair 9x5 Next business day response
			3 YR IOR 9x5 4 hour	41L2736	\$600	
			3 YR IOR 24x7 2 hour	21P2065	\$900	
			4 YR IOR 9x5 next day	69P9202	\$638	
			4 YR IOR 9x5 4 hour	69P9203	\$893	
			4 YR IOR 24x7 4 hour	69P9204	\$1,275	
			4 YR IOR 24x7 2 hour	69P9205	\$1,530	
			5 YR IOR 9x5 next day	69P9206	\$900	
			5 YR IOR 9x5 4 hour	69P9207	\$1,260	
			5 YR IOR 24x7 4 hour	69P9208	\$1,800	
5 YR IOR 24x7 2 hour	69P9209	\$2,160				
Blade Center HT	8750	All Models	3 YR IOR 24x7 4 hour	30L9185	\$750	3 years limited onsite repair 9x5 Next business day response
			3 YR IOR 9x5 4 hour	41L2736	\$600	
			3 YR IOR 24x7 2 hour	21P2065	\$900	
			4 YR IOR 9x5 next day	69P9202	\$638	
			4 YR IOR 9x5 4 hour	69P9203	\$893	
			4 YR IOR 24x7 4 hour	69P9204	\$1,275	
			4 YR IOR 24x7 2 hour	69P9205	\$1,530	
			5 YR IOR 9x5 next day	69P9206	\$900	
			5 YR IOR 9x5 4 hour	69P9207	\$1,260	
			5 YR IOR 24x7 4 hour	69P9208	\$1,800	
5 YR IOR 24x7 2 hour	69P9209	\$2,160				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
BladeCenter HS20	8832	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years onsite repair parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
xSeries 306	8836	All Models	3 YR onsite repair 9x5/next day	69P9505	\$200	1 year parts and labor with onsite repair**** Next business day response
			3 YR onsite repair 9x5x4 hour	69P9506	\$375	
			3 YR onsite repair 24x7x4 hour	69P9507	\$419	
			3 YR onsite repair 24x7x2 hour	69P9508	\$503	

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. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 336	8837	All Models	3 YR onsite repair 9x5x4 hour	21P2072	\$350	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	21P2073	\$450	
			3 YR onsite repair 24x7x2 hour	21P2074	\$540	
			4 YR onsite repair 9x5/next day	69P9242	\$435	
			4 YR onsite repair 9x5x4 hour	69P9243	\$609	
			4 YR onsite repair 24x7x4 hour	69P9244	\$870	
			4 YR onsite repair 24x7x2 hour	69P9245	\$1,044	
			5 YR onsite repair 9x5/next day	69P9246	\$645	
			5 YR onsite repair 9x5x4 hour	69P9247	\$903	
			5 YR onsite repair 24x7x4 hour	69P9248	\$1,290	
5 YR onsite repair 24x7x2 hour	69P9249	\$1,548				
BladeCenter HS40	8839	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 346	8840	All Models	3 YR onsite repair 9x5x4 hour	21P2077	\$450	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	21P2078	\$600	
			3 YR onsite repair 24x7x2 hour	21P2093	\$720	
			4 YR onsite repair 9x5/next day	69P9258	\$537	
			4 YR onsite repair 9x5x4 hour	69P9259	\$751	
			4 YR onsite repair 24x7x4 hour	69P9260	\$1,073	
			4 YR onsite repair 24x7x2 hour	69P9261	\$1,288	
			5 YR onsite repair 9x5/next day	69P9262	\$773	
			5 YR onsite repair 9x5x4 hour	69P9263	\$1,290	
			5 YR onsite repair 24x7x4 hour	69P9264	\$1,545	
			5 YR onsite repair 24x7x2 hour	69P9265	\$1,854	
xSeries 236	8841	All Models	3 YR onsite repair 9x5x4 hour	21P2083	\$515	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	21P2084	\$689	
			3 YR onsite repair 24x7x2 hour	21P2085	\$827	
			4 YR onsite repair 9x5/next day	69P9266	\$817	
			4 YR onsite repair 9x5x4 hour	69P9267	\$1,144	
			4 YR onsite repair 24x7x4 hour	69P9268	\$1,634	
			4 YR onsite repair 24x7x2 hour	69P9269	\$1,961	
			5 YR onsite repair 9x5/next day	69P9270	\$1,290	
			5 YR onsite repair 9x5x4 hour	69P9271	\$1,805	
			5 YR onsite repair 24x7x4 hour	69P9272	\$2,579	
			5 YR onsite repair 24x7x2 hour	69P9273	\$3,095	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Blade Center HS20	8843	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
5 YR onsite repair 24x7x4 hour	69P9526	\$1,020				
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
Blade Center JS21	8844	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
5 YR onsite repair 24x7x4 hour	69P9526	\$1,020				
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
eServer 326	8848	All Models	3 YR onsite repair 9x5/next day	69P9505	\$200	1 year parts and labor with limited onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	69P9506	\$375	
			3 YR onsite repair 24x7x4 hour	69P9507	\$419	
			3 YR onsite repair 24x7x2 hour	69P9508	\$503	
xSeries 306m	8849	All Models	3 YR onsite repair 9x5/next day	69P9505	\$200	1 year parts and labor with onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	69P9506	\$375	
			3 YR onsite repair 24x7x4 hour	69P9507	\$419	
			3 YR onsite repair 24x7x2 hour	69P9508	\$503	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Blade Center LS20	8850	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 year parts and labor with onsite repair**** 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
			5 YR onsite repair 24x7x2 hour	69P9527	\$1,224	
Blade Center H	8852	All Models	3 YR onsite repair 9x5x4 hour	41L2736	\$600	3 years 9x5 limited onsite repair Next business day response
			3 YR onsite repair 24x7x4 hour	30L9185	\$750	
			3 YR onsite repair 24x7x2 hour	21P2065	\$900	
			4 YR onsite repair 9x5/next day	69P9202	\$638	
			4 YR onsite repair 9x5x4 hour	69P9203	\$893	
			4 YR onsite repair 24x7x4 hour	69P9204	\$1,275	
			4 YR onsite repair 24x7x2 hour	69P9205	\$1,530	
			5 YR onsite repair 9x5/next day	69P9206	\$900	
			5 YR onsite repair 9x5x4 hour	69P9207	\$1,260	
			5 YR onsite repair 24x7x4 hour	69P9208	\$1,800	
			5 YR onsite repair 24x7x2 hour	69P9209	\$2,160	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Blade Center HS21	8853	All Models	3 YR onsite repair 9x5x4 hour	69P9517	\$279	3 years 9x5 limited onsite repair Next business day response
			3 YR onsite repair 24x7x4 hour	69P9518	\$400	
			3 YR onsite repair 24x7x2 hour	69P9519	\$480	
			4 YR onsite repair 9x5/next day	69P9520	\$267	
			4 YR onsite repair 9x5x4 hour	69P9521	\$575	
			4 YR onsite repair 24x7x4 hour	69P9522	\$720	
			4 YR onsite repair 24x7x2 hour	69P9523	\$864	
			5 YR onsite repair 9x5/next day	69P9524	\$450	
			5 YR onsite repair 9x5x4 hour	69P9525	\$850	
			5 YR onsite repair 24x7x4 hour	69P9526	\$1,020	
5 YR onsite repair 24x7x2 hour	69P9527	\$1,224				
xSeries 455	8855	All Models	3 YR onsite repair 9x5x4 hour	96P2687	\$2,500	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	96P2688	\$3,390	
			3 YR onsite repair 24x7x2 hour	96P2689	\$4,068	
			4 YR onsite repair 9x5/next day	96P2690	\$2,280	
			4 YR onsite repair 9x5x4 hour	96P2691	\$5,453	
			4 YR onsite repair 24x7x4 hour	96P2692	\$6,640	
			4 YR onsite repair 24x7x2 hour	96P2693	\$7,968	
			5 YR onsite repair 9x5/next day	96P2694	\$4,320	
			5 YR onsite repair 9x5x4 hour	96P2695	\$8,082	
			5 YR onsite repair 24x7x4 hour	96P2696	\$9,531	
5 YR onsite repair 24x7x2 hour	96P2697	\$11,437				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 365	8862	All Models	3 YR onsite repair 9x5x4 hour	96P2252	\$575	3 years parts and labor onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	96P2253	\$900	
			3 YR onsite repair 24x7x2 hour	96P2254	\$1,080	
			4 YR onsite repair 9x5/next day	96P2255	\$450	
			4 YR onsite repair 9x5x4 hour	96P2256	\$901	
			4 YR onsite repair 24x7x4 hour	96P2257	\$1,473	
			4 YR onsite repair 24x7x2 hour	96P2258	\$1,768	
			5 YR onsite repair 9x5/next day	96P2259	\$855	
			5 YR onsite repair 9x5x4 hour	96P2260	\$1,440	
			5 YR onsite repair 24x7x4 hour	96P2261	\$1,945	
			5 YR onsite repair 24x7x2 hour	96P2262	\$2,344	
System x 3850	8863	All Models	3 YR onsite repair 9x5x4 hour	96P2252	\$575	3 year parts and labor with onsite repair**** 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	96P2253	\$900	
			3 YR onsite repair 24x7x2 hour	96P2254	\$1,080	
			4 YR onsite repair 9x5/next day	96P2255	\$450	
			4 YR onsite repair 9x5x4 hour	96P2256	\$901	
			4 YR onsite repair 24x7x4 hour	96P2257	\$1,473	
			4 YR onsite repair 24x7x2 hour	96P2258	\$1,768	
			5 YR onsite repair 9x5/next day	96P2259	\$855	
			5 YR onsite repair 9x5x4 hour	96P2260	\$1,440	
			5 YR onsite repair 24x7x4 hour	96P2261	\$1,945	
			5 YR onsite repair 24x7x2 hour	96P2262	\$2,344	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html*. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 3850	8864	All Models	3 YR onsite repair 9x5x4 hour	51J9673	\$575	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	51J9672	\$900	
			3 YR onsite repair 24x7x2 hour	51J9674	\$1,200	
			4 YR onsite repair 9x5/next day	51J9675	\$480	
			4 YR onsite repair 9x5x4 hour	51J9676	\$1,080	
			4 YR onsite repair 24x7x4 hour	51J9677	\$1,600	
			4 YR onsite repair 24x7x2 hour	51J9678	\$1,900	
			5 YR onsite repair 9x5/next day	51J9679	\$935	
			5 YR onsite repair 9x5x4 hour	51J9680	\$1,750	
			5 YR onsite repair 24x7x4 hour	51J9681	\$2,300	
			5 YR onsite repair 24x7x2 hour	51J9682	\$2,800	
xSeries 260	8865	All Models	3 YR onsite repair 24x7x4 hour	30L9187	\$1,320	3 years onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x2 hour	31L2723	\$1,584	
			3 YR onsite repair 9x5x4 hour	41L2738	\$690	
			4 YR onsite repair 9x5/next day	69P9218	\$750	
			4 YR onsite repair 9x5x4 hour	69P9219	\$1,703	
			4 YR onsite repair 24x7x4 hour	69P9220	\$2,445	
			4 YR onsite repair 24x7x2 hour	69P9221	\$3,272	
			5 YR onsite repair 9x5/next day	69P9222	\$1,500	
			5 YR onsite repair 9x5x4 hour	69P9223	\$2,715	
			5 YR onsite repair 24x7x4 hour	69P9224	\$3,570	
			5 YR onsite repair 24x7x2 hour	69P9225	\$4,959	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 3800	8866	All Models	3 YR onsite repair 24x7x4 hour	30L9187	\$1,320	3 years Limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x2 hour	31L2723	\$1,584	
			3 YR onsite repair 9x5x4 hour	41L2738	\$690	
			4 YR onsite repair 9x5/next day	69P9218	\$750	
			4 YR onsite repair 9x5x4 hour	69P9219	\$1,703	
			4 YR onsite repair 24x7x4 hour	69P9220	\$2,445	
			4 YR onsite repair 24x7x2 hour	69P9221	\$3,272	
			5 YR onsite repair 9x5/next day	69P9222	\$1,500	
			5 YR onsite repair 9x5x4 hour	69P9223	\$2,715	
			5 YR onsite repair 24x7x4 hour	69P9224	\$3,570	
5 YR onsite repair 24x7x2 hour	69P9225	\$4,959				
System x3950	8870	All Models	3 YR onsite repair 9x5x4 hour	96P2687	\$2,500	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	96P2688	\$3,390	
			3 YR onsite repair 24x7x2 hour	96P2689	\$4,068	
			4 YR onsite repair 9x5/next day	96P2690	\$2,280	
			4 YR onsite repair 9x5x4 hour	96P2691	\$5,453	
			4 YR onsite repair 24x7x4 hour	96P2692	\$6,640	
			4 YR onsite repair 24x7x2 hour	96P2693	\$7,968	
			5 YR onsite repair 9x5/next day	96P2694	\$4,320	
			5 YR onsite repair 9x5x4 hour	96P2695	\$8,082	
			5 YR onsite repair 24x7x4 hour	96P2696	\$9,531	
5 YR onsite repair 24x7x2 hour	96P2697	\$11,437				
System x3950	8872	All Models	3 YR onsite repair 9x5x4 hour	96P2687	\$2,500	3 years onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	96P2688	\$3,390	
			3 YR onsite repair 24x7x2 hour	96P2689	\$4,068	
			4 YR onsite repair 9x5/next day	96P2690	\$2,280	
			4 YR onsite repair 9x5x4 hour	96P2691	\$5,453	
			4 YR onsite repair 24x7x4 hour	96P2692	\$6,640	
			4 YR onsite repair 24x7x2 hour	96P2693	\$7,968	
			5 YR onsite repair 9x5/next day	96P2694	\$4,320	
			5 YR onsite repair 9x5x4 hour	96P2695	\$8,082	
			5 YR onsite repair 24x7x4 hour	96P2696	\$9,531	
5 YR onsite repair 24x7x2 hour	96P2697	\$11,437				

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
System x3950 E	8874	All Models	3 YR onsite repair 9x5x4 hour	10N3058	\$1,250	3 years onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	10N3059	\$1,695	
			3 YR onsite repair 24x7x2 hour	10N3060	\$2,030	
			4 YR onsite repair 9x5/next day	10N3061	\$1,028	
			4 YR onsite repair 9x5x4 hour	10N3062	\$2,638	
			4 YR onsite repair 24x7x4 hour	10N3063	\$3,238	
			4 YR onsite repair 24x7x2 hour	10N3064	\$4,087	
			5 YR onsite repair 9x5/next day	10N3065	\$1,980	
			5 YR onsite repair 9x5x4 hour	10N3066	\$3,923	
			5 YR onsite repair 24x7x4 hour	10N3067	\$4,665	
5 YR onsite repair 24x7x2 hour	10N3068	\$5,990				
System x3755	8877	All Models	3 YR onsite repair 9x5x4 hour	51J9673	\$575	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	51J9672	\$900	
			3 YR onsite repair 24x7x2 hour	51J9674	\$1,200	
			4 YR onsite repair 9x5/next day	51J9675	\$480	
			4 YR onsite repair 9x5x4 hour	51J9676	\$1,080	
			4 YR onsite repair 24x7x4 hour	51J9677	\$1,600	
			4 YR onsite repair 24x7x2 hour	51J9678	\$1,900	
			5 YR onsite repair 9x5/next day	51J9679	\$935	
			5 YR onsite repair 9x5x4 hour	51J9680	\$1,750	
			5 YR onsite repair 24x7x4 hour	51J9681	\$2,300	
5 YR onsite repair 24x7x2 hour	51J9682	\$2,800				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_american.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
xSeries 3950	8878	All Models	3 YR onsite repair 9x5x4 hour	96P2687	\$2,500	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	96P2688	\$3,390	
			3 YR onsite repair 24x7x2 hour	96P2689	\$4,068	
			4 YR onsite repair 9x5/next day	96P2690	\$2,280	
			4 YR onsite repair 9x5x4 hour	96P2691	\$5,453	
			4 YR onsite repair 24x7x4 hour	96P2692	\$6,640	
			4 YR onsite repair 24x7x2 hour	96P2693	\$7,968	
			5 YR onsite repair 9x5/next day	96P2694	\$4,320	
			5 YR onsite repair 9x5x4 hour	96P2695	\$8,082	
			5 YR onsite repair 24x7x4 hour	96P2696	\$9,531	
			5 YR onsite repair 24x7x2 hour	96P2697	\$11,437	
xSeries 3950	8879	All Models	3 YR onsite repair 9x5x4 hour	10N3058	\$1,250	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	10N3059	\$1,695	
			3 YR onsite repair 24x7x2 hour	10N3060	\$2,030	
			4 YR onsite repair 9x5/next day	10N3061	\$1,028	
			4 YR onsite repair 9x5x4 hour	10N3062	\$2,638	
			4 YR onsite repair 24x7x4 hour	10N3063	\$3,238	
			4 YR onsite repair 24x7x2 hour	10N3064	\$4,087	
			5 YR onsite repair 9x5/next day	10N3065	\$1,980	
			5 YR onsite repair 9x5x4 hour	10N3066	\$3,923	
			5 YR onsite repair 24x7x4 hour	10N3067	\$4,665	
			5 YR onsite repair 24x7x2 hour	10N3068	\$5,990	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
BladeCenter S Chassis	8886	All Models	3 YR onsite repair 9x5x4 hour	46D3898	\$1,000	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	46D3899	\$1,400	
			3 YR onsite repair 24x7x2 hour	46D3900	\$3,500	
			4 YR onsite repair 9x5/next day	46D3901	\$920	
			4 YR onsite repair 9x5x4 hour	46D3902	\$2,242	
			4 YR onsite repair 24x7x4 hour	46D3903	\$2,780	
			4 YR onsite repair 24x7x2 hour	46D3904	\$5,570	
			5 YR onsite repair 9x5/next day	46D3905	\$1,820	
			5 YR onsite repair 9x5x4 hour	46D3906	\$3,457	
			5 YR onsite repair 24x7x4 hour	46D3907	\$4,130	
5 YR onsite repair 24x7x2 hour	46D3908	\$7,595				
eServer OpenPower 710	9123	All Models	3 YR onsite repair 9x5x4 hour	40M6836	\$468	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	40M6837	\$900	
			3 YR onsite repair 24x7x2 hour	40M6838	\$1,440	
			4 YR onsite repair 9x5/next day	40M6839	\$505	
			4 YR onsite repair 9x5x4 hour	40M6840	\$1,105	
			4 YR onsite repair 24x7x4 hour	40M6841	\$1,658	
			4 YR onsite repair 24x7x2 hour	40M6842	\$2,350	
			5 YR onsite repair 9x5/next day	40M6843	\$942	
			5 YR onsite repair 9x5x4 hour	40M6844	\$1,654	
			5 YR onsite repair 24x7x4 hour	40M6845	\$2,312	
5 YR onsite repair 24x7x2 hour	40M6846	\$3,135				

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
eServer OpenPower 720	9124	All Models	3 YR onsite repair 9x5x4 hour	38R3591	\$684	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	38R3592	\$1,368	
			3 YR onsite repair 24x7x2 hour	38R3593	\$2,160	
			4 YR onsite repair 9x5/next day	38R3594	\$758	
			4 YR onsite repair 9x5x4 hour	38R3595	\$1,634	
			4 YR onsite repair 24x7x4 hour	38R3596	\$2,510	
			4 YR onsite repair 24x7x2 hour	38R3597	\$3,525	
			5 YR onsite repair 9x5/next day	38R3598	\$2,681	
			5 YR onsite repair 9x5x4 hour	38R3599	\$2,454	
			5 YR onsite repair 24x7x4 hour	38R3600	\$3,496	
5 YR onsite repair 24x7x2 hour	38R3601	\$4,702				
IntelliStation Z Pro	9228	All Models	3 YR onsite repair 9x5x4 hour	41L2735	\$199	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	41L2741	\$249	
			4 YR onsite repair 9x5/next day	69P9164	\$179	
			4 YR onsite repair 9x5x4 hour	69P9165	\$442	
			4 YR onsite repair 24x7x4 hour	69P9166	\$518	
IntelliStation M Pro	9229	All Models	3 YR onsite repair 9x5x4 hour	41L2735	\$199	3 years limited onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	41L2741	\$249	
			4 YR onsite repair 9x5/next day	69P9164	\$179	
			4 YR onsite repair 9x5x4 hour	69P9165	\$442	
			4 YR onsite repair 24x7x4 hour	69P9166	\$518	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
X7200 SW	9234	All Models	3 YR onsite repair 9x5/next day	56Y6219	\$600	1 YR Limited Onsite
			3 YR onsite repair 9x5x4 hour	56Y6220	\$950	
			3 YR onsite repair 24x7x4 hour	56Y6221	\$1,090	
			3 YR onsite repair 24x7x2 hour	56Y6222	\$1,800	
			4 YR onsite repair 9x5/next day	56Y6223	\$885	
			4 YR onsite repair 9x5x4 hour	56Y6224	\$1,335	
			4 YR onsite repair 24x7x4 hour	56Y6225	\$1,515	
			4 YR onsite repair 24x7x2 hour	56Y6226	\$2,440	
			5 YR onsite repair 9x5/next day	56Y6227	\$1,151	
			5 YR onsite repair 9x5x4 hour	56Y6228	\$1,695	
			5 YR onsite repair 24x7x4 hour	56Y6229	\$1,915	
			5 YR onsite repair 24x7x2 hour	56Y6230	\$3,040	
Smart Cube x7200	9233	All Models	3 YR onsite repair 9x5/next day	56Y5974	\$950	1 YR Limited Onsite
			3 YR onsite repair 9x5x4 hour	56Y5975	\$1,450	
			3 YR onsite repair 24x7x4 hour	56Y5976	\$1,650	
			3 YR onsite repair 24x7x2 hour	56Y5977	\$2,700	
			4 YR onsite repair 9x5/next day	56Y5978	\$1,400	
			4 YR onsite repair 9x5x4 hour	56Y5979	\$2,058	
			4 YR onsite repair 24x7x4 hour	56Y5980	\$2,325	
			4 YR onsite repair 24x7x2 hour	56Y5981	\$3,713	
			5 YR onsite repair 9x5/next day	56Y5982	\$1,825	
			5 YR onsite repair 9x5x4 hour	56Y5983	\$2,631	
			5 YR onsite repair 24x7x4 hour	56Y5984	\$2,963	
			5 YR onsite repair 24x7x2 hour	56Y5985	\$4,669	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Server Clusters (Please note: Base model machine type ServicePac (i.e. 41E8810) must be purchased when selecting option ServicePac(s) coverage)						
e1350 Cluster (Base Model)	1410	25U 2RX 42L 42U 42X 4RX RC2 RC4	3 YR onsite repair 24x7x4 hour	41E8810	\$1,350	3 year onsite repair 9x5/next day
Switch Enclosure Option	0445	015 016 021 HC6 HC7 HCA	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year limited onsite repair 9x5/next day
Switch Enclosure Option	0445	001 011 HCB	3 YR onsite repair 24x7x4 hour	41E8825	\$700	3 year limited onsite repair 9x5/next day
Spine Enclosure Option	0445	002 012 HC3	3 YR onsite repair 24x7x4 hour	41E8826	\$700	3 year limited onsite repair 9x5/next day
Spine Line Card Option	0445	003 013 019 020 HC4 HC8	3 YR onsite repair 24x7x4 hour	41E8827	\$800	3 year limited onsite repair 9x5/next day
Spine Thru Modules Option	0445	004 014 HC5	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
8100R Bundle	0446	HC3 HC4 013 014	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
8100R Bundle	0446	HC5 HC6 015 016	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year limited onsite repair 9x5/next day

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible* at: http://www-935.ibm.com/services/us/its/html/servicepac_america.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
8100R Bundle	0446	017 018 HC7 HC8	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year limited onsite repair 9x5/next day
OPTION Cyclades 48-port Terminal Server	0448	012 HC3	3 YR onsite repair 24x7x4 hour	41E8827	\$800	3 year limited onsite repair 9x5/next day
OPTION Cyclades 48-port Terminal Server	0448	011 HC4	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
288-port DDR IB Switch Bundle	0449	015 HC8	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
IB Switch Bundle Option	0449	010 HC3 011 HC4 012 HC5 013 HC6 014 HC7 016 HC9 017 HCA 018 HCB 019 020 026 027 HCC HCD HCK HCL	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year limited onsite repair 9x5/next day
288-port DDR IB Switch Bundle	0449	024 HCH	3 YR onsite repair 24x7x4 hour	68Y5347	\$250	3 year limited onsite repair 9x5/next day

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible* at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Brocade 1350 Switches	0563	010_HC3	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year limited onsite repair 9x5/next day
Brocade 1350 Switches	0563	012_HC5	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
Brocade 1350 Switches	0563	013_018_HC6_HCB_019_HCC	3 YR onsite repair 24x7x4 hour	41E8819	\$1,800	3 year limited onsite repair 9x5/next day
Brocade 1350 Switches	0563	014_HC7	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year limited onsite repair 9x5/next day
Brocade 1350 Switches	0563	017_HCA	3 YR onsite repair 24x7x4 hour	68Y5347	\$250	3 year limited onsite repair 9x5/next day
Ethernet Adapter 48 port	0564	010_HC3	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year limited onsite repair 9x5/next day
Switch Chassis Bundle Option	4667	001_010_011_012_013_016_022_023_024_HC3_HC4_HC7_HCA_HCB_HCC_HCG	3 YR onsite repair 24x7x4 hour	41E8811	\$6,500	3 year limited onsite repair 9x5/next day
Line Card Option	4667	002_020_HC8	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year limited onsite repair 9x5/next day
Line Card Option	4667	003_021_HC9	3 YR onsite repair 24x7x4 hour	41E8813	\$2,800	3 year limited onsite repair 9x5/next day
Line Card Option	4667	004_014_HC5	3 YR onsite repair 24x7x4 hour	41E8814	\$7,000	3 year limited onsite repair 9x5/next day

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Stackable Switch Option	4667	005 015 030 HC6 HCH 032 HCK 034 HCM	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
24 port	4667	031 HCJ	3 YR onsite repair 24x7x4 hour	41E8819	\$1,800	3 year limited onsite repair 9x5/next day
Line Card Option	4667	035 036 037 HCN HCP HCQ	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year limited onsite repair 9x5/next day
Line Card Option	4667	033 HCL	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
E600/E1200 16port 10 Gig E Line card	4667	HCD	3 YR onsite repair 24x7x4 hour	44T5823	\$42,000	3 year limited onsite repair 9x5/next day
E300 8 port 10 Gig E Line card	4667	HCE 028	3 YR onsite repair 24x7x4 hour	44T5824	\$15,000	3 year limited onsite repair 9x5/next day
Force10 E600i Switch Enclosure Bundle	4667	HCF	3 YR onsite repair 24x7x4 hour	44T5825	\$27,000	3 year limited onsite repair 9x5/next day
SMC 8024L2 24-port	4668	016 HC5	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
Switch Option	4668	015 HC3	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
Force10 E600i Switch Enclosure Bundle	4668	001	3 YR onsite repair 24x7x4 hour	41E8816	\$350	3 year limited onsite repair 9x5/next day

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. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Switch Option	4668	002 012 HC4	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year limited onsite repair 9x5/next day
Switch Option	4668	017 HC6	3 YR onsite repair 24x7x4 hour	68Y5348	\$100	3 year limited onsite repair 9x5/next day
Switch Option	4669	028 HCJ	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
Option Chassis	4669	015 HC4	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year limited onsite repair 9x5/next day
Switch Option	4669	001	3 YR onsite repair 24x7x4 hour	41E8818	\$700	3 year limited onsite repair 9x5/next day
IB Switch Router Option	4669	002 012 021 HCA HCB 022 HCC 026 HCG 027 HCH	3 YR onsite repair 24x7x4 hour	41E8819	\$1,800	3 year limited onsite repair 9x5/next day
Fabric Switch Option	4669	003 013 HC3	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year limited onsite repair 9x5/next day
Line Card Option	4669	004 014	3 YR onsite repair 24x7x4 hour	41E8821	\$1,000	3 year limited onsite repair 9x5/next day
Switch Option	4669	025 HCF	3 YR onsite repair 24x7x4 hour	41E8825	\$700	3 year limited onsite repair 9x5/next day
IB Switch Router Option	4669	023 024 HCD HCE	3 YR onsite repair 24x7x4 hour	44T5823	\$42,000	3 year limited onsite repair 9x5/next day
Voltaire ISR 9096-9288 - sLB 24, 24 4X	4669	HC5 016	3 YR onsite repair 24x7x4 hour	44T5826	\$2,500	3 year limited onsite repair 9x5/next day
Voltaire 9024D 24-X DDR ports Bundle	4669	017 HC6	3 YR onsite repair 24x7x4 hour	44T5827	\$2,500	3 year limited onsite repair 9x5/next day

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Voltaire 9024S 24-X DDR ports Bundle	4669	018 HC7	3 YR onsite repair 24x7x4 hour	44T5828	\$2,500	3 year limited onsite repair 9x5/next day
Voltaire sRB-20210G 10 GbE/DDR InfiniBand	4669	029 HCK	3 YR onsite repair 24x7x4 hour	41E8822	\$1,300	3 year limited onsite repair 9x5/next day
Switch Option	4669	030 031 HCL HCM	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day
Voltaire 1350 Switches	4669	032 033 HCN HCP 036 039 HCS HCV	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year onsite repair 9x5/next day
Voltaire 1350 Switches	4669	034 HCQ	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year limited onsite repair 9x5/next day
Voltaire 1350 Switches	4669	035 HCR	3 YR onsite repair 24x7x4 hour	68Y5347	\$250	3 year limited onsite repair 9x5/next day
Voltaire 1350 Switches	4669	037 HCT	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
Voltaire 1350 Switches	4669	038 HCU	3 YR onsite repair 24x7x4 hour	41E8826	\$700	3 year limited onsite repair 9x5/next day
Voltaire 1350 Switches	4669	040 HCW	3 YR onsite repair 24x7x4 hour	68Y5348	\$100	3 year limited onsite repair 9x5/next day
Cisco SFS 7012D, 7024D	4670	027 HCB 037 HCM	3 YR onsite repair 24x7x4 hour	41E8811	\$6,500	3 year limited onsite repair 9x5/next day
Enclosure Bundle	4670	014 016 HC8 042 043 HCS HCT	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year limited onsite repair 9x5/next day
Switch Option	4670	040 041 HCQ HCR	3 YR onsite repair 24x7x4 hour	41E8814	\$7,000	3 year limited onsite repair 9x5/next day
HPC-E	4670	032 033 HCG HCH 035 HCK	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Cisco SFS 7012/7024	4670	029 031 HCD HCF	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year limited onsite repair 9x5/next day
Enclosure Bundle	4670	013 020 HC5 036 HCL	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year limited onsite repair 9x5/next day
Cisco SFS 7012D, 7024D	4670	026 HCA	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year limited onsite repair 9x5/next day
Cisco SFS 7000D 24-port	4670	025 HC9 038 HCN	3 YR onsite repair 24x7x4 hour	41E8819	\$1,800	3 year limited onsite repair 9x5/next day
e1350 Switch	4670	024 HC7	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year limited onsite repair 9x5/next day
Line Card Option	4670	001 015 017 HC3	3 YR onsite repair 24x7x4 hour	41E8822	\$1,300	3 year limited onsite repair 9x5/next day
HPC-E	4670	034 HCJ	3 YR onsite repair 24x7x4 hour	44T5824	\$15,000	3 year limited onsite repair 9x5/next day
Enclosure Bundle	4670	028 HCC	3 YR onsite repair 24x7x4 hour	41E8825	\$700	3 year limited onsite repair 9x5/next day
Enclosure Bundle	4670	030 HCE	3 YR onsite repair 24x7x4 hour	41E8825	\$700	3 year limited onsite repair 9x5/next day
7012D/7024D	4670	044 HCU	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year limited onsite repair 9x5/next day

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
8 port 10 Gb	4670	039 HCP	3 YR onsite repair 24x7x4 hour	44T5823	\$42,000	3 year limited onsite repair 9x5/next day
Enhanced Cisco 6509-E Chassis Bundle	4670	HC4	3 YR onsite repair 24x7x4 hour	44T5829	\$70,000	3 year limited onsite repair 9x5/next day
Enhanced Cisco 6503-E Chassis Bundle	4670	HC6	3 YR onsite repair 24x7x4 hour	44T5830	\$7,000	3 year limited onsite repair 9x5/next day
Cisco SFS 7000P24 Port IB Switch Bundle	4670	HC7	3 YR onsite repair 24x7x4 hour	44T5831	\$900	3 year limited onsite repair 9x5/next day
Cisco 4900M Ethernet Switch Bundle	4670	HCV 045	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
Cisco X6716 16-port 10 GbE DFC Line Card	4670	HCW 046	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year limited onsite repair 9x5/next day
Cisco 3560-E 48-port Ethernet Switch Bundle	4670	HCY 048	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year limited onsite repair 9x5/next day
IB Switch Option	4671	001	3 YR onsite repair 24x7x4 hour	41E8823	\$1,800	3 year onsite repair 9x5/next day
IB Expansion Kit Option	4671	002	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year onsite repair 9x5/next day

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible* at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Server Peripherals (listed in ascending order by Machine Type) Only non-configured server peripherals are eligible for warranty service upgrades.						
Tape Enclosure	0034	BOX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2038 41L2756 41L2757 69P9275 69P9276	\$118 \$132 \$216 \$450 \$600	3 years parts and labor Next business day response
TotalStorage DS400	1700	1ES 1EX 1RS HC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3764 38R3765 38R3766 38R3767 38R3768	\$2,634 \$3,041 \$4,564 \$5,635 \$8,455	1 year onsite repair 9x5 next day
TotalStorage DS400	1700	2ED 2EX 2RD	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3777 38R3778 38R3779 38R3780 38R3781	\$3,307 \$3,814 \$5,721 \$7,068 \$10,601	1 year onsite repair 9x5 next day
TotalStorage DS300	1701	1RL	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3790 38R3791 38R3792 38R3793 38R3794	\$609 \$709 \$1,063 \$1,307 \$1,961	1 year onsite repair 9x5 next day

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
TotalStorage DS300	1701	1ES 1RS	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3803 38R3804 38R3805 38R3806 38R3807	\$2,634 \$3,041 \$4,564 \$5,635 \$8,455	1 year onsite repair 9x5 next day
TotalStorage DS300	1701	2ED 2RD	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3816 38R3817 38R3818 38R3819 38R3820	\$3,219 \$3,715 \$5,572 \$6,880 \$10,320	1 year onsite repair 9x5 next day
Flat Panel Monitor Console Kit	1723	17X 19X 1NX 1RX 1UX 2NX 2UX 3RX 5RX 7RX HC1	3 YR onsite repair 9x5 4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7 2 hour 4 YR onsite repair 9x5 next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24X7x4 hour 4 YR onsite repair 24X7x2 hour 5 YR onsite repair 9x5 next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 Hour	29R4969 29R4970 29R4971 29R4972 29R4973 29R4974 29R4975 29R4976 29R4977 29R4978 29R4979	\$105 \$149 \$285 \$99 \$239 \$299 \$479 \$199 \$287 \$359 \$575	3 years onsite repair 9x5 next business day response
EXP400	1733	1RU 1RX 2RX HC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$787 \$1,140 \$2,392 \$3,181	3 years parts and labor Next business day response
NetBAY Local & Remote Console Manager	1735	1GX 1LX 2GX 2LX 3LX 4GX 4LX HC1 L04	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2036 41L2752 41L2753	\$54 \$60 \$90	3 years parts and labor Next business day response



Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
NetBAY Local & Remote Console Manager	1735	R16	3 YR onsite repair 9x5x4 hour	21P2041	\$270	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2762	\$300	
			3 YR onsite repair 24x7x2 hour	41L2763	\$450	
			5 YR onsite repair 24x7x4 hour	69P9278	\$940	
IBM BladeCenter Office Enablement Kit	2018	RC1 86X	3 YR onsite repair 9x5x4 hour	21P2040	\$270	3 years limited onsite 9x5 Next business day
			3 YR onsite repair 24x7x4 hour	41L2760	\$300	
			3 YR onsite repair 24x7x2 hour	41L2761	\$450	
			5 YR onsite repair 24x7x4 hour	69P9277	\$920	
Workstation Connection Device	3096	All Models	1 YR onsite repair 9x5/next day	46D3889	\$24	1 yr CRU 9x5 Next business day response
			1 YR onsite repair 9x5x4 hour	46D3890	\$30	
			1 YR onsite repair 24x7x4 hour	46D3891	\$40	
			3 YR onsite repair 9x5/next day	46D3892	\$75	
			3 YR onsite repair 9x5x4 hour	46D3893	\$110	
			3 YR onsite repair 24x7x4 hour	46D3894	\$125	
Tape Library	3361	4LX HC1	3 YR onsite repair 9x5x4 hour	21P2069	\$3,240	3 years limited onsite 9x5 Next business day
			3 YR onsite repair 24x7x4 hour	21P2070	\$3,600	
			3 YR onsite repair 24x7x2 hour	21P2071	\$5,400	
			5 YR onsite repair 24x7x4 hour	69P9289	\$9,703	
			5 YR onsite repair 24x7x2 hour	69P9290	\$12,905	
Tape Autoloader	3362	2LX HC1	3 YR onsite repair 9x5x4 hour	38R3059	\$549	3 years limited onsite 9x5 Next business day
			3 YR onsite repair 24x7x4 hour	38R3060	\$759	
			3 YR onsite repair 24x7x2 hour	38R3061	\$911	
			5 YR onsite repair 24x7x4 hour	38R3062	\$1,769	
			5 YR onsite repair 24x7x2 hour	38R3063	\$2,123	
Rack/Storage Expansion Unit	3519	R01	3 YR onsite repair 24x7x4 hour	41L2744	\$360	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x2 hour	41L2745	\$540	
LTO Autoloader	3623	2LX 2SX	3 YR onsite repair 9x5x4 hour	38R3059	\$549	3 year onsite repair 9x5 next day
			3 YR onsite repair 24x7x4 hour	38R3060	\$759	
			3 YR onsite repair 24x7x2 hour	38R3061	\$911	
			5 YR onsite repair 24x7x4 hour	38R3062	\$1,769	
			5 YR onsite repair 24x7x2 hour	38R3063	\$2,123	

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
RDX External Drive Enclosure	3625	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	65Y0633 65Y0634	\$150 \$225	3 YR Mandatory CRU
Tape Enclosure	4559	1UX 4UX HHX FHX	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$3,181	3 YR CRU Parts Only 9x5 next business day response
SDLT/LTO Modular Tape Library	4560	SLX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2069 21P2070 21P2071 69P9289 69P9290	\$3,240 \$3,600 \$5,400 \$9,703 \$12,905	3 years parts and labor Next business day response
17" CRT Monitor	4938	7NU HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3111 10N3112	\$60 \$90 \$129 \$194	3 YR Mail Exchange/CCE 9x5 2 nd business day response
15" TFT Monitor	4942	15U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3113 10N3114	\$60 \$90 \$190 \$285	3 YR Mail Exchange/CCE 9x5 2 nd business day response
17" TFT Monitor	4943	17U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3115 10N3116	\$60 \$90 \$320 \$480	3 YR Mail Exchange/CCE 9x5 2 nd business day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible* at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
19" TFT Monitor	4944	19U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3117 10N3118	\$60 \$90 \$420 \$630	3 YR Mail Exchange/CCE 9x5 2 nd business day response
20" TFT Monitor	4945	20U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3119 10N3120	\$60 \$90 \$129 \$194	3 YR Mail Exchange/CCE 9x5 2 nd business day response
System Storage SAN Switch	6918	10X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	40M7079 40M7080 40M7081	\$175 \$219 \$263	3 YR limited onsite repair 9x5 next business day
iDataplex Rack	7825	All Models	3 YR onsite repair 24x7x4 hour	41E8818	\$700	3 years limited onsite repair
Tape Drive Enclosure	8765	1UX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$3,181	3 YR CRU Parts Only 9x5 next business day response
Tape Drive Enclosure	8766	4UX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$3,181	3 YR CRU Parts Only 9x5 next business day response
Tape Drive Enclosure	8767	HHX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$3,181	3 YR CRU Parts Only 9x5 next business day response
Tape Drive Enclosure	8768	FHX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$3,181	3 YR CRU Parts Only 9x5 next business day response

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
Tape Autoloader	8769	1VX HC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3059 38R3060 38R3061 38R3062 38R3063	\$549 \$759 \$911 \$1,769 \$2,123	3 years limited onsite parts and labor 9x5 Next business day response
Rack/Storage Expansion Unit	9306	110 200 250 420 421	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2039 41L2758 41L2759	\$151 \$168 \$255	3 years parts and labor Next business day response
NetBay 22	9306	900	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	41L2760 41L2761 69P9277	\$300 \$450 \$920	3 years parts and labor Next business day response
Rack 11U Standard Rack	9306	1RX 910 CPX RC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2040 41L2760 41L2761 69P9277	\$270 \$300 \$450 \$920	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9307	2RX 2SX 4BX 4EX 4RX 4SX 4XX EBX RRX RC2 RC4	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2040 41L2760 41L2761 69P9277	\$270 \$300 \$450 \$920	3 years parts and labor Next business day response
NetFinity Rack	9308	42E 42P 42S 42U 42X 4EX 4PX 4RX 4XX RC4	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2041 41L2762 41L2763 69P9278	\$270 \$300 \$450 \$940	3 years parts and labor Next business day response
Rack 42U Standard/Dynamic	9956	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2040 41L2760 41L2761 69P9277	\$270 \$300 \$450 \$920	3 years Limited Onsite

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_america.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Storage						
DS4000 EXP100	1710	10G 10U	3 YR onsite repair 9x5x4 hour	14R1406	\$1,392	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	14R1407	\$2,142	
			3 YR onsite repair 24x7x2 hour	14R1408	\$5,892	
			5 YR onsite repair 24x7x4 hour	14R1409	\$5,713	
			5 YR onsite repair 24x7x2 hour	14R1410	\$10,714	
DS4300 Storage Server	1722	60U 60G 6LG	3 YR onsite repair 9x5x4 hour	96P2366	\$1,749	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	96P2368	\$2,499	
			3 YR onsite repair 24x7x2 hour	96P2367	\$3,749	
			5 YR onsite repair 24x7x4 hour	96P2370	\$5,624	
			5 YR onsite repair 24x7x2 hour	96P2369	\$8,437	
DS4100	1724	100 10G 10J	1 YR onsite repair 24x7x2 hour	29R5533	\$1,952	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	29R5534	\$7,810	
			3 YR onsite repair 24x7x2 hour	29R5535	\$13,667	
			5 YR onsite repair 24x7x4 hour	29R5536	\$15,618	
			5 YR onsite repair 24x7x2 hour	29R5537	\$25,383	
DS4100	1724	1SJ	1 YR onsite repair 24x7x2 hour	39K2374	\$1,952	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 24x7x4 hour	39K2375	\$7,810	
			3 YR onsite repair 24x7x2 hour	39K2376	\$13,667	
			5 YR onsite repair 24x7x4 hour	39K2377	\$15,618	
			5 YR onsite repair 24x7x2 hour	39K2378	\$25,383	

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. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_america.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
DS4100	1724	1XJ	1 YR onsite repair 24x7x2 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	39K2385 39K2386 39K2387 39K2388 39K2389	\$1,563 \$5,938 \$10,469 \$11,094 \$18,204	1 year onsite repair 9x5 next business day response
DS3200	1726	21E 21X 22B 22E 22T 22X HC2 HC6	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	44J8067 44J8068 44J8069 44J8070 44J8071	\$750 \$1,100 \$2,800 \$3,700 \$6,700	3 years limited onsite repair 9x5 next business day response
DS3400	1726	31E 31X 32E 32T 32X 41E 41X 41Q 41S 41U 42E 42Q 42S 42T 42U 42X HC3 HC4 HC7 HC8	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	44J8072 44J8073 44J8074 44J8075 44J8076	\$850 \$1,300 \$3,000 \$4,550 \$7,850	3 years limited onsite repair 9x5 next business day response
EXP3000	1727	01E 01M 01X 02T HC1 HC5	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$787 \$1,140 \$2,392 \$3,181	3 years limited onsite repair 9x5 next business day response
DS4000 EXP700 Storage Expansion Unit	1740	1RU 710 71G	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$787 \$1,140 \$2,392 \$3,181	3 years parts and labor Next business day response
DS4400 Storage Server	1742	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$787 \$1,140 \$2,392 \$3,181	3 years parts and labor Next business day response

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
DS4500 Storage Server	1742	90G 90U	3 YR onsite repair 9x5x4 hour	96P2061	\$1,222	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	96P2062	\$1,359	
			3 YR onsite repair 24x7x2 hour	96P2063	\$2,038	
			5 YR onsite repair 24x7x4 hour	96P2064	\$3,717	
			5 YR onsite repair 24x7x2 hour	96P2065	\$4,944	
DS4000 Disk System	1812	81A 81H 81S 81T 8VA 8VH	3 YR onsite repair 9x5x4 hour	10N3650	\$930	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	10N3651	\$1,372	
			3 YR onsite repair 24x7x2 hour	10N3652	\$2,058	
			5 YR onsite repair 24x7x4 hour	10N3653	\$4,992	
			5 YR onsite repair 24x7x2 hour	10N3654	\$7,490	
DS4200 Disk System	1814	70A 70H 70S 70T 7VA 7VH	3 YR onsite repair 9x5x4 hour	42V1553	\$1,750	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	42V1554	\$2,500	
			3 YR onsite repair 24x7x2 hour	42V1555	\$3,750	
			5 YR onsite repair 24x7x4 hour	42V1556	\$8,064	
			5 YR onsite repair 24x7x2 hour	42V1557	\$12,096	
DS4700 Disk System	1814	72A 72H 72S 72T	3 YR onsite repair 9x5x4 hour	42V1564	\$2,100	3 years limited onsite repair 9x5 Next business day response
			3 YR onsite repair 24x7x4 hour	42V1565	\$3,000	
			3 YR onsite repair 24x7x2 hour	42V1566	\$4,500	
			5 YR onsite repair 24x7x4 hour	42V1567	\$9,882	
			5 YR onsite repair 24x7x2 hour	42V1568	\$14,823	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
DS4800 Disk System	1815	80A 80H 82A 82H	3 YR onsite repair 9x5x4 hour	41C5952	\$2,000	3 years onsite repair/Next business day response
			3 YR onsite repair 24x7x4 hour	41C5953	\$3,200	
			3 YR onsite repair 24x7x2 hour	41C5954	\$4,800	
			5 YR onsite repair 24x7x4 hour	41C5955	\$9,754	
			5 YR onsite repair 24x7x2 hour	41C5956	\$14,631	
DS4800 Disk System	1815	84A 84H	3 YR onsite repair 9x5x4 hour	41C5963	\$2,400	3 years onsite repair/Next business day response
			3 YR onsite repair 24x7x4 hour	41C5964	\$3,800	
			3 YR onsite repair 24x7x2 hour	41C5965	\$5,700	
			5 YR onsite repair 24x7x4 hour	41C5966	\$11,566	
			5 YR onsite repair 24x7x2 hour	41C5967	\$17,349	
DS4800 Disk System	1815	88A 88H	3 YR onsite repair 9x5x4 hour	41W9078	\$3,810	3 years onsite repair/Next business day response
			3 YR onsite repair 24x7x4 hour	41W9079	\$6,030	
			3 YR onsite repair 24x7x2 hour	41W9080	\$9,045	
			5 YR onsite repair 24x7x4 Hhur	41W9081	\$18,354	
			5 YR onsite repair 24x7x2 hour	41W9082	\$27,531	
TotalStorage SAN Switch	2005	16B B16	3 YR onsite repair 9x5/next day	41E9142	\$808	1 year CRU 9x5/Next business day response
			3 YR onsite repair 9x5x4 hour	41E9143	\$1,029	
			3 YR onsite repair 24x7x4 hour	41E9144	\$1,176	
			3 YR onsite repair 24x7x2 hour	41E9145	\$1,816	
			5 YR onsite repair 24x7x4 hour	41E9146	\$1,922	
			5 YR onsite repair 24x7x2 hour	41E9147	\$2,940	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
TotalStorage SAN Switch	2005	32B B32	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	41C6044 41C6045 41C6046 41C6047	\$2,793 \$4,105 \$4,596 \$7,665	1 year CRU 9x5/Next business day response
TotalStorage SAN Switch	2005	B5K 5KB	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44J8914 44J8915 44J8916 44J8917	\$2,260 \$3,325 \$3,720 \$6,205	1 year CRU 9x5/Next business day response
TotalStorage SAN Switch	2026	16E	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41E9154 41E9155 41E9156 41E9157 41E9158 41E9159	\$1,500 \$1,850 \$2,200 \$3,300 \$4,000 \$6,000	1 Year Customer Replaceable Unit 9x5 next day
TotalStorage SAN Switch	2026	32E	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41E9320 41E9166 41E9167 41E9168 41E9169 41E9170	\$2,550 \$2,775 \$3,300 \$4,950 \$6,000 \$9,000	1 year onsite exch 9x5 next day

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM System Storage Switch	2417	C24 24C	3 YR onsite repair 9x5 next day	46V4777	\$900	1 Year Customer Replaceable Unit 9x5 next day
			3 YR onsite repair 24x7x4 hour	46V4778	\$1,400	
			3 YR onsite repair 24x7x2 hour	46V4779	\$2,100	
			5 YR onsite repair 24x7x4 hour	46V4780	\$2,240	
			5 YR onsite repair 24x7x2 hour	46V4781	\$3,350	
IBM System Storage Switch	2498	B24 24E	3 YR onsite repair 9x5 next day	46V4792	\$1,250	1 Year Customer Replaceable Unit 9x5 next day
			3 YR onsite repair 24x7x4 hour	46V4793	\$1,700	
			3 YR onsite repair 24x7x2 hour	46V4794	\$2,550	
			5 YR onsite repair 24x7x4 hour	46V4795	\$2,725	
			5 YR onsite repair 24x7x2 hour	46V4796	\$4,075	
IBM System Storage Switch	2498	B40 40E	3 YR onsite repair 9x5 next day	46V4803	\$2,996	1 Year Customer Replaceable Unit 9x5 next day
			3 YR onsite repair 24x7x4 hour	46V4804	\$4,000	
			3 YR onsite repair 24x7x2 hour	46V4805	\$6,000	
			5 YR onsite repair 24x7x4 hour	46V4806	\$6,400	
			5 YR onsite repair 24x7x2 hour	46V4807	\$9,600	
RAID Controller	3542	2RU	3 YR onsite repair 9x5x4 hour	21P2044	\$684	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2768	\$787	
			3 YR onsite repair 24x7x2 hour	41L2769	\$1,140	
			5 YR onsite repair 24x7x4 hour	69P9283	\$2,392	
			5 YR onsite repair 24x7x2 hour	69P9284	\$3,181	
EXP 500 Storage Expansion Unit	3560	1RU	3 YR onsite repair 9x5x4 hour	21P2043	\$684	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2766	\$760	
			3 YR onsite repair 24x7x2 hour	41L2767	\$1,140	
			5 YR onsite repair 24x7x4 hour	69P9281	\$2,080	
			5 YR onsite repair 24x7x2 hour	69P9282	\$2,766	
LTO Tape Autoloader	3572	S3E S3H S4E S4H S3R S4R	3 YR onsite exch. 9x5/next day	96P2904	\$1,984	1 YR Mandatory CRU
			3 YR onsite exch. 24x7x4 hour	96P2905	\$2,875	
			5 YR onsite exch. 24x7x4 hour	29R5166	\$4,084	

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
LTO Tape Library	3573	E42 F3S F4S L2U L32 L3S L4S S32 S42 S4S	3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	42V1345 42V1346 42V1347	\$788 \$1,050 \$2,956	3 YR Mandatory CRU
LTO Tape Library	3573	E44 F3H F4H L34 L3H L4H L4U S34 S44 S4H	3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	42V1540 42V1541 42V1542	\$1,470 \$1,995 \$5,717	3 YR Mandatory CRU
LTO Tape Drive	3580	E4S H3L H3S L3E S3E H4S S4E	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44D4676 44D4677 44D4678	\$675 \$900 \$1,960	3 YR Limited Onsite
LTO Tape Drive	3580	L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2890 96P2891 96P2892	\$900 \$1,200 \$2,615	3 YR Limited Onsite 24x7x4 hour response
LTO Tape Drive	3580	L33 L3H	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	40M7507 40M7508 40M7509	\$900 \$1,200 \$2,615	3 YR Limited Onsite 9x5 next day response
LTO Tape Drive	3580	L43 L4X	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44J8922 44J8923 44J8924	\$765 \$1,020 \$2,225	3 YR Limited Onsite 9x5 next day response
LTO Tape Drive	3580	S43 S4X	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44J8929 44J8930 44J8931	\$765 \$1,020 \$2,225	3 YR Limited Onsite 9x5 next day response
LTO Tape Drive	3581	L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2897 96P2898 96P2899	\$1,984 \$2,300 \$5,606	3 YR Limited Onsite 9x5 next day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible* at: http://www-935.ibm.com/services/us/its/html/servicepac_america.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
LTO Tape Drive	3581	L28 L38	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	29R5164 29R5165 29R5166	\$690 \$919 \$4,084	3 YR Limited Onsite 9x5 next day response
LTO Tape Drive	3581	L3H	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	41C5599 41C5600 41C5601	\$750 \$919 \$4,084	3 YR Limited Onsite 9x5 2 nd day response
LTO Tape Drive	3581	F28	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	29R5171 29R5172 29R5173	\$828 \$1,103 \$4,900	3 YR Limited Onsite 9x5 next day response
LTO Tape Drive	3581	F3H	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	41C5606 41C5607 41C5608	\$828 \$1,103 \$4,900	3 YR Limited Onsite 9x5 2 nd day response
LTO Tape Drive	3582	L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2904 96P2905 96P2906	\$1,984 \$2,875 \$6,323	3 YR CRU 9x5 2 nd business day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Converged Switch	3758	B32 32E	3 YR onsite repair 9x5 next day	71V2531	\$3,347	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	71V2532	\$3,642	
			3 YR onsite repair 24x7x4 hour	71V2533	\$4,312	
			3 YR onsite repair 24x7x2 hour	71V2534	\$6,482	
			5 YR onsite repair 24x7x4 hour	71V2535	\$7,838	
			5 YR onsite repair 24x7x2 hour	71V2536	\$11,784	
IBM Ethernet Switch B48G	4002	AG4 G4A	3 YR onsite repair 9x5 next day	68Y5678	\$1,488	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	68Y5679	\$1,619	
			3 YR onsite repair 24x7x4 hour	68Y5680	\$1,925	
			3 YR onsite repair 24x7x2 hour	68Y5681	\$2,888	
			5 YR onsite repair 24x7x4 hour	68Y5682	\$3,500	
			5 YR onsite repair 24x7x2 hour	68Y5683	\$5,250	
IBM Ethernet Switch B50G	4002	AG5 G5A	3 YR onsite repair 9x5 next day	68Y5692	\$1,700	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	68Y5693	\$1,850	
			3 YR onsite repair 24x7x4 hour	68Y5694	\$2,200	
			3 YR onsite repair 24x7x2 hour	68Y5695	\$3,300	
			5 YR onsite repair 24x7x4 hour	68Y5696	\$4,000	
			5 YR onsite repair 24x7x2 hour	68Y5697	\$6,000	
IBM Ethernet Switch	4002	AC2 C2A	3 YR onsite repair 9x5 next day	81Y0166	\$1,966	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	81Y0167	\$2,139	
			3 YR onsite repair 24x7x4 hour	81Y0168	\$2,544	
			3 YR onsite repair 24x7x2 hour	81Y0169	\$3,814	
			5 YR onsite repair 24x7x4 hour	81Y0170	\$4,624	
			5 YR onsite repair 24x7x2 hour	81Y0171	\$6,936	
IBM Ethernet Switch B48C	4002	AC4 C4A	3 YR onsite repair 9x5 next day	68Y5706	\$1,742	1 year onsite repair 9x5 next business day response
			3 YR onsite repair 9x5x4 hour	68Y5707	\$1,896	
			3 YR onsite repair 24x7x4 hour	68Y5708	\$2,255	
			3 YR onsite repair 24x7x2 hour	68Y5709	\$3,382	
			5 YR onsite repair 24x7x4 hour	68Y5710	\$4,100	
			5 YR onsite repair 24x7x2 hour	68Y5711	\$6,150	

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Ethernet Switch B50C	4002	AC5 C5A	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	68Y5734 68Y5735 68Y5736 68Y5737 68Y5738 68Y5739	\$2,656 \$2,890 \$3,437 \$5,156 \$6,250 \$9,374	1 year onsite repair 9x5 next business day response
IBM Ethernet Switch	4002	AX2 X2A	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	81Y0195 81Y0196 81Y0197 81Y0198 81Y0199 81Y0200	\$3,039 \$3,307 \$3,933 \$5,899 \$7,149 \$10,724	1 year onsite repair 9x5 next business day response
IBM Ethernet Switch	4002	BC2 C2B	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	81Y0180 81Y0181 81Y0182 81Y0183 81Y0184 81Y0185	\$2,444 \$2,660 \$3,162 \$4,743 \$5,749 \$8,624	1 year onsite repair 9x5 next business day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Ethernet Switch B50C	4002	BC4 C4B	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	68Y5720 68Y5721 68Y5722 68Y5723 68Y5724 68Y5725	\$2,050 \$2,232 \$2,654 \$3,980 \$4,824 \$7,237	1 year onsite repair 9x5 next business day response
IBM Ethernet Switch B50C	4002	BC5 C5B	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	68Y5748 68Y5749 68Y5750 68Y5751 68Y5752 68Y5753	\$3,039 \$3,307 \$3,932 \$5,898 \$7,150 \$10,724	1 year onsite repair 9x5 next business day response
<u>IBM Ethernet Switch J48E</u>	<u>4273</u>	<u>E48</u>	<u>3 YR onsite repair 9x5 next day</u> <u>3 YR onsite repair 9x5x4 hour</u> <u>3 YR onsite repair 24x7x4 hour</u> <u>3 YR onsite repair 24x7x2 hour</u> <u>5 YR onsite repair 24x7x4 hour</u> <u>5 YR onsite repair 24x7x2 hour</u>	<u>80Y7964</u> <u>80Y7965</u> <u>80Y7966</u> <u>80Y7967</u> <u>80Y7968</u> <u>80Y7969</u>	<u>\$1,169</u> <u>\$1,272</u> <u>\$1,891</u> <u>\$2,809</u> <u>\$3,437</u> <u>\$5,107</u>	<u>1 year onsite repair 9x5 next business day response</u>

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
IBM Point of Sale (listed in ascending order by Machine Type)						
SureMark POS Printer	4610	DG3 DI3	1 YR onsite repair 9x5/next day	54P1886	\$60	1 year parts and labor Depot repair service 9x5 2 nd business day response
			1 YR onsite repair 24x7x4 hour	54P1871	\$82	
			3 YR depot repair	69P9023	\$123	
			3 YR onsite repair 9x5/next day	69P9054	\$243	
			3 YR onsite repair 24x7x4 hour	69P9079	\$331	
SureMark POS Printer	4610	DG4 DI4	1 YR onsite repair 9x5/next day	54P1887	\$81	1 year parts and labor Depot repair service 9x5 2 nd business day response
			1 YR onsite repair 24x7x4 hour	54P1872	\$110	
			3 YR depot repair	69P9024	\$154	
			3 YR onsite repair 9x5/next day	69P9055	\$307	
			3 YR onsite repair 24x7x4 hour	69P9080	\$416	
SureMark POS Printer	4610	DG8 DG9 DI8 DI9	1 YR onsite repair 9x5/next day	69P9048	\$72	1 year parts and labor Depot repair service 9x5 2 nd business day response
			1 YR onsite repair 24x7x4 hour	69P9051	\$98	
			3 YR depot repair	69P9024	\$154	
			3 YR onsite repair 9x5/next day	69P9055	\$307	
			3 YR onsite repair 24x7x4 hour	69P9080	\$416	
SureMark POS Printer	4610	DM6 TF6 TF7	1 YR onsite repair 9x5/next day	54P1890	\$45	1 year parts and labor Depot repair service 9x5 2 nd business day response
			1 YR onsite repair 24x7x4 hour	54P1875	\$60	
			3 YR depot repair	69P9027	\$97	
			3 YR onsite repair 9x5/next day	69P9058	\$200	
			3 YR onsite repair 24x7x4 hour	69P9083	\$270	
SureMark POS Printer	4610	TG3 TI3	3 YR onsite repair 24x7x4 hour	69P9087	\$257	1 year parts and labor Onsite 24x7 same day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_america.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SureMark POS Printer	4610	TG4 TI4	3 YR onsite repair 24x7x4 hour	69P9088	\$318	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TM6 TM7	3 YR onsite repair 24x7x4 hour	69P9084	\$164	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	IF6	3 YR onsite repair 24x7x4 hour	69P9083	\$270	1 year parts and labor Onsite 24x7 same day response
TN43S Thermal Printer	4610	TN4	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year parts and labor Onsite 24x7 same day response
8Q1846 T03W/O IMPA	4610	TO3	3 YR onsite repair 24x7x4 hour	69P9094	\$172	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TS3	3 YR onsite repair 24x7x4 hour	69P9095	\$391	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TS4	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TG8 TG9 TI8 TI9	3 YR onsite repair 24x7x4 hour	69P9079	\$331	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	1NA	3 YR onsite repair 24x7x4 hour	69P9087	\$257	1 year Advance Exchange

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SureMark POS Printer	4610	1NR	3 YR onsite repair 24x7x4 hour	69P9109	\$225	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	2CR	3 YR onsite repair 24x7x4 hour	46V5073	\$240	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	2NR	3 YR onsite repair 24x7x4 hour	69P9094	\$172	1 year parts and labor Onsite 24x7 same day response
SurePOS 100	4613	118 E18	3 YR onsite repair 24x7x4 hour	69P9127	\$799	1 year parts and labor Onsite 24x7 same day response
SureOne	4614	P81	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7	54P1890 40M7001 69P9074 40M7029	\$45 \$149 \$637 \$1,000	1 year parts and labor Depot repair service 9x5 2 nd business day response
SurePOS 300	4810	32H 33H E3H W2H	3 YR onsite repair 24x7x4 hour	69P9103	\$350	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	32C	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	320 330	3 YR onsite repair 24x7x4 hour	69P9108	\$288	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	310	3 YR onsite repair 24x7x4 hour	69P9142	\$307	1 year parts and labor Onsite 24x7 same day response
SurePOS 300 RPQ's	4810	31C	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year parts and labor Onsite 24x7 same day response

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SurePOS 300 RPQ's	4810	31H	3 YR onsite repair 24x7x4 hour	69P9095	\$391	1 year parts and labor Onsite 24x7 same day response
SurePOS 300 RPQ's	4810	340 E40	3 YR onsite repair 24x7x4 hour	69P9108	\$288	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	34A E4A	3 YR depot repair	69P9030	\$181	1 year onsite repair 24x7x4 hour response
SurePoint Flat Panel Display	4820	1GD 1WD	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel Display	4820	5GB 5WB	3 YR onsite repair 24x7x4 hour	69P9097	\$440	1 year onsite repair
SurePoint Flat Panel Display	4820	5G6	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9061 69P9096	\$45 \$98 \$366 \$509	1 year parts and labor Depot repair service
SurePoint Flat Panel Display	4820	2GD 2WD	3 YR onsite repair 24x7x4 hour	69P9142	\$307	1 year onsite repair
SurePoint Flat Panel Display	4820	2GB 2WB	3 YR onsite repair 24x7x4 hour	69P9095	\$391	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel Display	4820	2G5	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1880 40M7001 69P9061 69P9096	\$98 \$149 \$366 \$509	1 year parts and labor Depot repair service
SurePoint Flat Panel Display	4820	10D 1FR	3 YR onsite repair 24x7x4 hour	69P9109	\$225	1 year parts and labor Onsite 24x7 same day response

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SurePOS Flat Panel Display	4820	1FD	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 Year EZS Depot 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 69P9053 69P9024 69P9063 69P9108	\$51 \$70 \$154 \$212 \$288	1 year parts and labor Depot repair service
SurePoint Flat Panel	4820	5G5	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	40M6999 40M7001 40M7002 40M7003	\$120 \$149 \$459 \$579	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel	4820	42D	3 YR onsite repair 24x7x4 hour	69P9101	\$409	1 year parts and labor
SurePoint Flat Panel	4820	4FD	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9048 69P9051 69P9030 69P9061 69P9099	\$72 \$98 \$181 \$366 \$497	1 year parts and labor Depot repair service
Dist Bundled Solution	4820	D6T DBT 42T 46R 46T	3 YR onsite repair 24x7x4 hour	69P9097	\$440	1 year parts and labor
ANYPLACE KIOSK	4836	1Z2 1Z5 1ZV	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year onsite repair
ANYPLACE KIOSK	4836	132 135 13V	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9038 69P9061 40M7003	\$45 \$98 \$343 \$366 \$579	1 year parts and labor Depot repair service
ANYPLACE KIOSK	4838	310 31E	1 Year IOR 9x5 NBD 1 Year IOR 24x7 4 Hours 3 Year EZS Depot 3 Year IOR 9x5 NBD 3 Year IOR 24x7 4 hours	54P1890 54P1871 69P9024 69P9055 69P9101	\$45 \$82 \$154 \$307 \$409	1 year parts and labor Depot repair service

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
ANYPLACE KIOSK	4838	330 33E	3 Year IOR 24x7 4 hours	69P9143	\$322	1 year parts and labor Onsite 24x7 same day response
ANYPLACE KIOSK	4838	1Z2 1Z5 1Z7 1ZV EZ2 EZ5 EZ7 W2Z W5Z W7Z	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year onsite repair
ANYPLACE KIOSK	4838	132 135 137 13V E32 E35 E37 W2D W5D W7D	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9039 40M7002 69P9100	\$45 \$98 \$377 \$459 \$631	1 year parts and labor Depot repair service
ANYPLACE KIOSK	4838	930 940 93E 94E	3 YR onsite repair 24x7x4 hour	69P9095	\$391	1 year onsite repair
ANYPLACE KIOSK	4838	730 740 73E 74E	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year onsite repair
ANYPLACE KIOSK	4838	530 540 53E 54E	3 YR onsite repair 24x7x4 hour	69P9103	\$350	1 year onsite repair
ANYPLACE KIOSK	4838	910 920 91E 92E	1 YR onsite repair 24x7x4 hour 3 YR depot repair 1 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1872 69P9030 69P9050 69P9055 69P9097	\$110 \$181 \$51 \$307 \$440	1 year parts and labor Depot repair service
ANYPLACE KIOSK	4838	710 720 71E 72E	1 YR onsite repair 24x7x4 hour 3 YR depot repair 1 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9051 69P9030 69P9050 69P9055 69P9097	\$98 \$181 \$51 \$307 \$440	1 year parts and labor Depot repair service

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
ANYPLACE KIOSK	4838	510 520 51E 52E	1 YR onsite repair 9x5/next day 3 YR depot repair 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9030 69P9051 69P9054 69P9101	\$45 \$181 \$98 \$243 \$409	1 year parts and labor Depot repair service
SurePOS	4840	E43 W33 W43 W53	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 69P9051 69P9062 69P9135	\$51 \$98 \$467 \$745	1 year parts and labor Depot repair service
SurePOS	4840	E6Z W6Z	3 YR onsite repair 24x7x4 hour	69P9112	\$686	1 year onsite repair
SurePOS	4840	E4Z W3Z W4Z W5Z	3 YR onsite repair 24x7x4 hour	69P9100	\$631	1 year onsite repair
SurePOS	4840	E63 W63	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 69P9051 69P9064 69P9127	\$51 \$98 \$545 \$799	1 year parts and labor Depot repair service
SurePOS	4840	532	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1878 54P1863 69P9041 69P9072 69P9127	\$93 \$126 \$382 \$591 \$799	1 year parts and labor Depot repair service
SurePOS 500	4840	533 543 553 563	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9X5 next day 3 YR onsite repair 24X7x4 hour	69P9050 69P9051 69P9064 69P9135	\$51 \$98 \$545 \$745	1 year EZS
SurePOS 500	4840	53Z 54Z 55Z	3 YR onsite repair 24x7x4 hour	69P9111	\$670	1 Year IOR

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SurePOS 500	4840	56Z	3 YR onsite repair 24x7x4 hour	69P9122	\$710	1 Year IOR
SurePOS	4840	542 552	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1912 54P1865 69P9036 69P9073 69P9128	\$97 \$132 \$415 \$637 \$863	1 year parts and labor Depot repair service
SurePOS 500	4840	5Z4 EZ4	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year onsite repair
SurePOS 500	4840	544 E44	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 54P1872 40M7002 40M7003	\$51 \$110 \$459 \$579	1 year depot repair
SurePOS 542 Admin	4840	54R	3 YR onsite repair 24x7x4 hour	69P9135	\$745	1 year parts and labor Onsite 24x7 same day response
SurePOS	4840	573 W73	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1886 40M7027 40M7028 69P9068 40M7029	\$60 \$185 \$500 \$688 \$1,000	1 year parts and labor Depot repair service
SurePOS	4840	57Z W7Z	3 YR onsite repair 24X7	69P9113	\$849	1 year onsite repair
SurePOS	4840	622	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1912 54P1865 69P9039 69P9076 69P9131	\$97 \$132 \$377 \$585 \$793	1 year parts and labor Depot repair service

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. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible* at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SurePOS 642 Admin	4840	55R 64R 65R	3 YR onsite repair 24x7x4 hour	69P9136	\$745	1 year parts and labor
SurePOS 500	4846	545 E45 565 E65 G65	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9061 69P9096	\$45 \$98 \$366 \$509	1 year parts and labor Depot repair service
SurePOS 500	4846	54Z E4Z 56Z E6Z	3 YR onsite repair 24x7x4 hour	69P9099	\$497	1 year onsite repair
SurePOS 500	4851	E1Z Z14	3 YR onsite repair 9x5/next day 3 Year onsite repair 24x7x4 hour	69P9072 69P9100	\$591 \$631	1 year onsite repair
SurePOS 500	4851	514 E14	1 YR onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hour 3 Year depot repair 3 Year onsite repair 24x7x4 hour	54P1890 69P9051 69P9037 69P9134	\$45 \$98 \$45 \$686	1 year parts and labor Depot repair service
SurePOS 500	4852	56D	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day	69P9050 69P9051 69P9038 69P9061 69P9064	\$51 \$98 \$343 \$366 \$545	1 year onsite repair 24x7x4 hour response
SurePOS 500	4852	566	3 YR onsite repair 24x7x4 hour	69P9099	\$497	1 year onsite repair 24x7x4 hour response
SurePOS 500	4852	52D E2D E6D	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day	69P9050 69P9051 69P9038. 40M7002 69P9076	\$51 \$98 \$343 \$459 \$585	1 year onsite repair 24x7x4 hour response
SurePOS 500	4852	526 E26 E66	3 YR onsite repair 24x7x4 hour	40M7003	\$579	1 year onsite repair 24x7x4 hour response

Supported products, part numbers and pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price	Base Warranty
SurePOS 300	4910	32H 33D 33S	3 YR onsite repair 24X7	69P9122	\$710	1 year onsite repair 24x7x4 hour response
SurePOS 300	4910	E4D	3 YR onsite repair 24x7x4 hour	40M7003	\$579	1 year onsite repair 24x7x4 hour response
SurePOS 300	4910	E4S	3 YR onsite repair 24x7x4 hour <u>3 YR onsite repair 24x7x4 hour</u>	69P9122 <u>69P9096</u>	\$710 <u>\$509</u>	1 year onsite repair 24x7x4 hour response
SurePOS 300	4910	32S E4F	3 Year onsite repair 24x7x4 hour	69P9100	\$631	1 year onsite repair 24x7x4 hour response
SurePOS 500	4940	532	3 YR onsite repair 24X7	69P9113	\$849	1 year onsite repair 24x7x4 hour response
SurePOS 500 Express	4961	E2A	3 YR depot repair 1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day	40M7028 69P9048 40M7001 69P9072	\$500 \$72 \$149 \$591	1 year onsite repair 24x7x4 hour response
SurePOS 500 Express	4961	E2A E2S	3 YR onsite repair 24x7x4 hour	69P9131	\$793	1 year onsite repair 24x7x4 hour response

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. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html. 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.