



overview

definition key

Support Account Overview 1

Support Account ID: ABC 123 2
Support Account ID description

Customer Address: 3
Customer Company Name
Customer Address
City, Zip Code

Customer Contact: 4
Customer Contact Name
Tel: xxx-xxx-xxx
Fax: xxx-xxx-xxx
e-mail: xxxxxxxxxxxx

Hewlett-Packard Address: 5
Hewlett-Packard
HP Address
City, Zip Code

HP Contact: 6
HP Support Agreement Contact Name
Tel: xxx-xxx-xxx
Fax: xxx-xxx-xxx
e-mail: xxxxxxxxxxxx

7 **The quoted prices are valid for 90 days from: 01.08.2003.**

8 **Your Support Access Options:**
- visit our web www.itrc.hp.com
- or call our Response Center: xxx-xxx-xxx

Please have your Service Agreement ID, Product number and Serial number available, to expedite your support experience.

System ID	Service Agreement ID	Coverage Period From	To	Description	Total Price/ EUR
83ASTERIX	1010 0365 0891	01.09.2003	31.08.2004	xxxxxxx	5.000,00
83PLUTO	1010 0342 3222	01.09.2003	31.08.2004	xxxxxxx	6.000,00
Total for ABC123					9 11.000,00

The prices shown will be invoiced quarterly in advance. 10

Print Date: DD.MM.YYY Page 1 / 7

	Definition
1	The overview document shows a high level information of quotes and/or contracts included in the Support Account ID.
2	The Support Account ID is a unique number or name that can include a number of quotes and/or contracts. Please reference your Support Account ID when contacting your Contract Administrator.
3	Customer Company Name and address
4	Customer Contact for the Support Account
5	HP Name and address
6	HP Contract Administrator contact
7	When all documents included on the Overview are quotes the Quote validity period is printed
8	Information of the options to access your service entitlement <ul style="list-style-type: none"> • ITRC • Response Center phone number
9	Overview of systems, or group of products <ul style="list-style-type: none"> • System ID Name or number to identify a system, or group of products. (This was previously HP's ID used for service entitlement. For COMPAQ the System ID set up is very similar to the OOS Groups). • Service Agreement ID Identification to be used to access your service entitlement • Coverage Period The systems/group of products entitlement period • Description A short description related to the System ID • Total Price/EUR Total price for the period and currency • Total for A total, excl VAT, for all systems included on the print.
10	At the bottom of the document information like invoice period, print date and number of pages are printed.

**for more
information call
XXX-XXX-XXX**



detail

definition key

Support Account Detail 1

2 **Support Account ID: ABC123**
3 Your Reference: xxxxxxxx

4 **Service Agreement ID: 1010 0365 0891**
5 **System ID: 83ASTERIX**
6 System ID description
 HP Reference No: 30245012

7 **Equipment Address:**
 Customer Company Name
 Equipment Address
 City, Zip Code

9 **Software Update Address:**
 Customer Company Name
 Software Update Address
 City, Zip Code

8 **Hardware Contact person**
 Customer Contact Name
 Tel: xxx-xxx-xxx
 Fax: xxx-xxx-xxx

10 **Software Contact person:**
 Customer Contact Name
 Tel: xxx-xxx-xxx
 Fax: xxx-xxx-xxx

11 **The quoted prices are valid for 90 days from: 01.08.2003.**
Coverage from: 01.09.2003 to: 31.08.2004

12 **Your Support Access Options:**
 - visit our web www.itrc.hp.com
 - or call our Response Center: xxx-xxx-xxx

Product No	Description	Serial Number	Coverage Period from to	Qty	Price / EUR
------------	-------------	---------------	----------------------------	-----	----------------

HA103AC	4 Hour 13x5 Package	13			500,00
---------	---------------------	--	--	--	--------

*** Hardware *** 14

Hardware Support On-Site
 Hardware Problem Diagnostic
 Onsite Support
 Std Office hours
 Holidays Covered
 Material

A3639B	HP 9000 N4000 Enterprise Server			1	
A5806A	9GB SE SCSI-2 Disk Drive		01.12.2003	1	

*** Software ***

Software Technical support, Unlimited
 Std Office hours
 Holidays Covered
 Technical Support

A3639B	HP 9000 N4000 Enterprise Server Solution			1	
--------	--	--	--	---	--

The prices shown will be invoiced quarterly in advance.

Print Date: DD.MM.YYY

15

Page 2 / 7

	Definition
1	The Detail document includes support deliverables, and product information. Each System ID has it's on Detail document.
2	The Support Account ID the quote and/or contract belongs to. Please reference your Support Account ID when contacting your Contract Administrator.
3	Your Purchase Order Number
4	Service Agreement ID Identification to be used to access your service entitlement for the contract.
5	System ID and description Name or number to identify the system, or group of products. (This was previously HP's ID used for service entitlement. For COMPAQ the System ID set up is very similar to the OOS Groups).
6	HP Reference No. A unique reference mostly used for HP internal communication. But is also available in SCA, Support Contract Assistant Tool.
7 & 8	Equipment Address and Customer Hardware Contact Name
9 & 10	Software Update Address and Customer Software Contact Name
11	If it is a quotation the Validity Period is printed. The System ID's entitlement period
12	Information of the options to access your service entitlement.
13	Your HP Support Package product number, description included monthly price and currency.
14	The Environmental, Hardware and Software services and products included. Product specific coverage period.
15	At the bottom of the document information like invoice period, print date and number of pages are printed.

**for more
 information call
 XXX-XXX-XXX**



Invoice Schedule

definition key

1 Payment Schedule: DD.MM.YYYY

Support Account ID: ABC123
HP Invoice Group No.: 400001001 2

Period from: 01.09.2003 to: 31.08.2004

System ID	01.09.2003 30.11.2003	01.12.2003 29.02.2004	01.03.2004 31.05.2004	01.06.2004 31.08.2004
83ASTERIX	1.200,00	1.500,00	1.500,00	1.500,00
83PLUTO	1.500,00	1.500,00	1.500,00	1.500,00
Total:ABC123	2.700,00	3.000,00	3.000,00	3.000,00

3

Print Date: DD.MM.YYY
4 Page 5 / 6

The prices shown will be invoiced quarterly in advance. Price in EUR excluding VAT.

	Definition
1	Includes information of when invoices are scheduled. It shows the Support Account ID and the period it refers to.
2	HP Invoice Group No. System-ID's can be grouped together to generate one invoice. For more than one Invoice Group per Support Account ID the Invoice Schedule will be one per invoice group.
3	Example of a quarterly invoiced Support Account ID.
4	At the bottom of the document print date, currency and number of are printed.

Monthly Cost Schedule

definition key

1 Monthly Cost Schedule: DD.MM.YYYY

Support Account ID: ABC123

Period from: 01.09.2003 to: 31.08.2004

System ID	01.09.2003 30.09.2003	01.10.2003 31.10.2003	01.11.2003 30.11.2003	01.12.2003 31.12.2003	01.01.2004 31.01.2004	01.02.2004 29.02.2004	etc.....
83ASTERIX	400.00	400.00	400.00	500.00	500.00	500.00	
83PLUTO	500.00	500.00	500.00	500.00	500.00	500.00	

2

Print Date: DD.MM.YYY
3 Page 6 / 6

The prices shown will be invoiced quarterly in advance. Price in EUR excluding VAT.

	Definition
1	Includes information of monthly amounts, which can differ depending on different coverage period for different systems and/or products.
2	The Support Account ID is a unique number or name grouping your quotes and/or contracts into one unique identifier. Please reference your Support Account ID when calling your Contract Administrator.
3	At the bottom of the document invoice schedule, print date, currency and number of are printed.

**for more
information call
XXX-XXX-XXX**