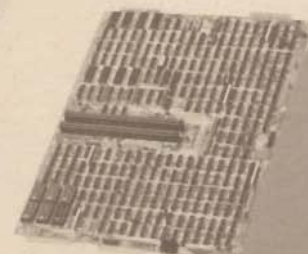


DSD Software Support Policies

HEWLETT  PACKARD

● Field Training Manual



For Internal Use Only

Table of Contents

2	Preface
3	Software Support Press Release
4	Software Policies Description
6	Software Support Description
10	Support Features and Benefits
12	Support Ordering Information
18	Support Competition
19	Support Questions and Answers
21	APPENDIX A — Active/Mature Products
22	APPENDIX B — Delivery of Support Services
23	APPENDIX C — DSD/GSD Support Comparison
24	APPENDIX D — Type I/Type II Products
25	APPENDIX E — Software Support Review
26	APPENDIX F — Customer Training Plan

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

DSD SOFTWARE SUPPORT POLICIES

Preface

This Field Training Manual describes new policies and support programs for DSD software.

The new DSD support program provides the means to establish customer expectations within limits of HP available resources. High customer satisfaction will result by providing defined levels of service which are purchased as HP products. Additionally, the new software policies have also made it easier for you to sell multiple copies of software to volume end users. This program combines the support efforts of the Systems Engineering Organization, Customer Service Division and Data Systems Division as follows:

Systems Engineering Organization (SEO)

The Systems Engineer's basic responsibility to provide technical support required to sell DSD products has not changed. By accounting for the time devoted to various support functions, a proper balance between all SE activities can be achieved.

The SEO will implement procedures for processing and filling orders received for those services for which they are designated as the supplying entity. These services consist primarily of defined periods of SE assistance through telephone contact or on-site customer visits. These SE activities are intended to help the customer develop sufficient expertise to minimize dependence on HP support and increase the customer's overall probability of success.

Customer Service Division (CSD)

Customer Service Division will maintain the responsibility for providing all material delivered by mail which are part of the various support products. Because of the software update cycle followed at Data Systems Division enhancements and updates will normally be made on a quarterly basis.

Data Systems Division

As marketing division for support services, DSD will be responsible for the promotion and pricing of the support product on the corporate price list. During each quarterly update cycle CSD will be notified of all items which are to be included in mail shipments. The required parts will be ordered from DSD and packaged for individual customers by CSD.

This field training manual will give you the information you need to make software support part of your successful selling efforts in the future.

Software Services Press Release

New Software Support Program Now Available for HP 1000 System Users

Cupertino, Calif., May 1, 1978. — The **Hewlett-Packard Company** has announced a new software support program which covers its HP 1000 Computers and Computer Systems. This program provides for six categories of software as well as defining three levels of available support services. This program will enable customers to obtain software and manual changes resulting from product enhancements and updates. By purchasing the highest level of service a specific telephone "hot line" is provided for telephone access to the **Hewlett-Packard Phone-In-Consulting Service**. This contact will provide a link to a **Hewlett-Packard Systems Engineer** to allow customers a maximum of four (4) hours response regarding questions on the use of **Hewlett-Packard** software.

SOFTWARE CATEGORIES — Each software product available for HP 1000 System users has been assigned to one of six categories to provide a basis for defined software support services. The **ACTIVE** category defines software which **Hewlett-Packard** intends to enhance. Also, all discrepancies found in software within in this category will be resolved. Software in the **MATURE** category will not be enhanced but discrepancies will be resolved. A **COPIED** category results from a customer reproduction of either Active or Mature software as a result of having purchased the right-to-reproduce product. The **OBSOLESCENT** software category defines software which is no longer available except as replacement parts, and **CONTRIBUTED** software which will be available from the Library of Contributed User Software (LOCUS) program as in the past. The **SPECIAL** software category includes only that software designed for an individual customer, with no enhancements planned, but where discrepancies will be resolved.

SOFTWARE SERVICES — Three levels of software support services have been made available to software users. These levels permit the user to select only those support services which are necessary based on user expertise or experience with HP 1000 Systems.

The **SOFTWARE NOTIFICATION SERVICE** has been designed for the self sufficient customer who only wants to monitor software product activity but is not interested in upgrading software in the near term. This service includes six issues of the Communicator (a magazine for customers containing useful application hints, abstracts, ordering information for new contributed software, training course schedules, how-to information from HP 1000 users, in-depth articles on software internals by HP software designers, etc), 24 issues of Software Status Bulletins that give corrections for reported discrepancies in software and manuals, and four Software Update Notices which explain changes to current software/firmware.

The **SOFTWARE SUBSCRIPTION SERVICE** provides revised software on the medium selected by the user, as well as technical manual changes. Operating System Software Subscription Service includes the Software Notification Service.

COMPREHENSIVE SOFTWARE SUPPORT has been designed for those users who want the highest level of assistance from Hewlett-Packard. It includes the Software Subscription Service already described, and a Phone-In Consulting Service. This service permits telephone access to a trained **Hewlett-Packard Systems Engineer** by the user whenever assistance is needed. If necessary, the Systems Engineer will visit the user to help resolve questions concerning HP software.



DSD SOFTWARE SUPPORT POLICIES

Software Policies Description

The **new** DSD software policies described in the "Software Rights and Privileges Statement" document that follows has the objective of defining the policy for reproducing DSD software. A set of new products with an "R" suffix has been established. This set of products provides a lower priced product that contains the product manuals, any required firmware and the right to make a single copy of the appropriate software product. This should provide an attractive package for multiple system's sales and at the same time protect the large R&D investment in software by DSD.

There are complementing reduced priced software support services available for these products. They are described in more detail in the Support Services section of this manual.

HP 1000 Software Rights and Privileges Statement

Hewlett-Packard software, the logical pattern implemented in firmware and printed documentation are all copyrighted materials protected under law. Unless HP specifically grants a customer the right to reproduce copyrighted materials, these may not be copied except for archive purposes, to replace a defective copy, or for program error verification purposes. Specific grants of the right under Copyright Law to reproduce certain HP software products and the qualifications and prerequisites for those grants are described herein. While HP copyrighted firmware may be included with software, it is specifically excluded from any grant of rights to reproduce copyrighted material. **The logical pattern contained in Hewlett-Packard firmware is copyrighted and may not be reproduced under any circumstances.**

Definition of Software Types

Hewlett-Packard defines two types of HP 1000 software, software-firmware and subsystem through the vehicle of the HP Purchase Agreement. These are Type I and Type II.

Type I products in general include those that are the largest and most powerful; an RTE operating system or a Distributed Systems/1000 networking package are two examples. For first time use on an HP computer, an HP Purchase Agreement customer purchases the original software (and firmware, if any) product once; this product is typically designated by an "A" product suffix. For use on an additional HP computer, a qualifying HP Purchase Agreement customer, who meets prerequisites described herein, may purchase a separate Type I product, typically designated by an "R" product suffix, which contains HP copyrighted firmware (if any), manuals and the "Right to Reproduce" the software contained in the associated product (typically designated by an "A" suffix). HP's acknowledgement of a valid order for a Type I product containing the "Right to Reproduce" specific software actually grants the right under Copyright Laws for the customer to make one copy of the associated software.

Other HP 1000 software and subsystem products are categorized as Type II on the HP Purchase Agreement. After a qualifying HP Purchase Agreement customer purchases a Type II product once at full list price (less appropriate discounts), HP grants that customer the right under Copyright Law to make one copy of the software in the Type II product for use on an HP computer being purchased or previously purchased.

HP 1000 software, software-firmware and subsystem product rights and privileges for qualifying HP Purchase Agreement customers are summarized in Figure 1. Appendix D summarizes the software products in Type I and II.

	For the first time use on an HP 1000 Computer	For use on each additional HP 1000 Computer
TYPE I	Purchase the software-firmware or software product typically designated by an " A " suffix.	Purchase the "Right to Reproduce" software product typically designated by an " R " suffix for each required copy.
TYPE II	Purchase the software or subsystem product typically designated by an " A " suffix.	Reproduce software or subsystem product once for each purchase of equipment.

FIGURE 1

Prerequisites to Right to Reproduce

A customer must meet four important prerequisites before Hewlett-Packard grants the right under Copyright Laws to reproduce the software contained in any Type I or II software, software-firmware, or subsystem product. These are:

1. The customer must have a valid, signed HP Purchase Agreement working and in force at the time of their order for a Type I firmware and/or "Right to Reproduce" software product or at the time any Type II software is reproduced;
2. The customer must have already purchased or be concurrently purchasing at least one separate copy of the software-firmware, software or subsystem product (typically designated by an "A" suffix) at full HP list price less appropriate discounts but excluding software upgrade products or options and software bundled with HP 1000 systems;
3. The customer must install the reproduced software on a Hewlett-Packard processor equipped with Hewlett-Packard memory of at least the minimum configuration as specified in the product's data sheet;
4. The customer must agree to label each copy of the original software with the following copyright notice — "© Copyright Hewlett-Packard Company, 1978. Copy made by permission of Hewlett-Packard".

Ordering/Acknowledgement Procedures

When a valid order for one or more Hewlett-Packard Type I firmware and/or "Right to Reproduce" software products is received at an HP factory, the following order acknowledgement will be sent:

"ORDER FOR RIGHT TO REPRODUCE S/W PRODUCT(S)
ACCEPTED"

At that point, Hewlett-Packard specifically grants the right under Copyright Laws to reproduce the software contained in the associated Type I product(s) in accordance with the four prerequisites contained in this statement. Mere possession of a copy of this statement does not grant any customer any right to reproduce copyrighted materials whatsoever.

Reproduction of the HP copyrighted software contained in Type II products is only allowed for customers who meet all of the four prerequisites contained in this statement.

DSD SOFTWARE SUPPORT POLICIES

Software Support Services Product Description

Because software is an indispensable part of our computer systems, it is important for your customer to know in advance the types and categories of Hewlett-Packard software and support that are available for HP 1000 Computers and Systems. As a basis for support services, six categories of software have been established. Three of these categories are defined in Figure 2. HP Active and Mature software can be purchased as an integral part of an HP 1000 Computer System, or as individual components which the user integrates into his own system.

Special Software

Certain software items are available from the factory Special Software Development Group to accomplish special jobs or achieve higher performance under specialized conditions than is available with Active or Mature software. Support for special software is negotiated at time of purchase. Special Software is designated as Category D.

SOFTWARE CATEGORIES AND DEFINITIONS	CATEGORY A: ACTIVE SOFTWARE	CATEGORY B: MATURE SOFTWARE	CATEGORY C: COPIED SOFTWARE
	Active software includes operating systems, subsystems, peripheral device drivers, and supporting libraries that may receive periodic enhancements. Software problems are resolved.	Mature software includes operating systems, subsystems, peripheral device drivers, and supporting libraries for which enhancements are no longer being considered. Software problems are resolved.	Copied software includes active or mature HP software that has been duplicated by permission, which may involve the purchase of a right to copy product.
CUSTOMER TRAINING	Regularly-scheduled courses are available on most active software products	Most training for mature products is scheduled on request.	Depends upon training available for software copied.
PRODUCT CONTENT	Software and manuals (and firmware if part of the product) plus 90-days of Comprehensive Software Support (see product description). Defective media and parts are also replaced for 90 days.		Manuals, Firmware (if part of a right to copy product) and hardware warranty on firmware.
SOFTWARE SUPPORT SERVICES	Available through purchase of specific support service products	Limited availability of support services	Depends upon category of software copied
Software Notification Service	Provides information on software applications, problem resolutions and updates, as well as new contributed library programs	Provides information on changed software parts and manuals not covered by other support services	Permission to duplicate extends to information provided by Software Notification Service
Software Subscription Service	Provides software and manual updates. Software Notification Service is included in Software Subscription Service for operating system.	Limited to certain mature products which continue to receive a significant incidence of revisions	Permission to duplicate extends to updates provided by Software Subscription Service
Comprehensive Software Support	Provides Software Subscription Service and Phone-In Consulting Service	Available only for mature products that are covered by Software Subscription Service	Comprehensive Software Support availability is same as for software that is copied
SOFTWARE CONSULTING	On-site assistance with software associated with all categories can be ordered.		

FIGURE 2



Obsolescent Software

HP is continually introducing new software products to provide state-of-the-art technology for optimum hardware usage, replacing older products that are withdrawn from the market. These obsolescent products are designated as Category E software. Although support services are no longer available and assistance is available only on a Software Consulting basis, users of Category E software can continue to purchase software parts and manuals for at least five years after the start of the obsolescence period.

Contributed Software

Programs which have been written for HP 1000 Computers by users have been contributed to the Library of Contributed User Software (LOCUS). This Category F software can provide many useful routines to help customers further apply a system. Customers can purchase the LOCUS catalog and order selected contributed programs as required. Assistance with LOCUS software is available only on a Software Consulting basis.

The various support services are defined as follows:

Software Notification Service (SNS)

On an annual basis, a customer will receive the following publications to keep current with respect to all categories of software:

Six periodically-published issues of the Communicator containing useful application data, abstracts and ordering information for new contributed software, current revision codes of various software products, and the latest schedules of pertinent training courses.

Twenty-four issues of Software Status Bulletins (SSB) that discuss reported discrepancies in software and manuals and give any available temporary corrections or ways to avoid the symptoms of discrepancies. Every three months, a cumulative printing consolidates all current information.

Four issues of Software Update Notices (SUN), which cover changes in software. The notices tell what the factory has changed, the effect of the changes, and data concerning decreases or increases in memory requirements. In addition, it gives instruction on how customers on the Software Subscription Service can update their archival copy and incorporate the new software into their operating systems.

Software Subscription Service (SSS)

The purchaser of an HP 1000 RTE operating system, subsystem, or related software package can order the Software Subscription Service for each software product to provide updates of software and manuals whenever changes are released by the factory. This automatically provides the latest enhancements and changes to the software. The updates are available on various types of media, as defined in the individual software data sheets.

Software Subscription Service purchased for an operating system also automatically includes the Software Notification Service.

The software updates may be copied by the customer for other systems provided the customer has purchased the software product for each system. This applies only to systems in the same location and does not extend to manuals.

Comprehensive Software Support (CSS)

A service for keeping each software product and its documentation up-to-date and for dealing directly with an HP Systems Engineer regarding software questions is available by purchasing the Comprehensive Software Support service. It includes:

- Software Subscription Service
- Phone-In Consulting Service (PICS). With Comprehensive Software Support, a System Manager is provided a specific telephone "hot line", which can be used to contact a trained HP System Engineer in regard to questions concerning the use of HP software. If considered necessary by the local HP field office, a System Engineer may go on site for first-hand observation and assistance.

Comprehensive Software Support provides resolution of questions directly related to use of HP supplied software. This service is included in the purchase of HP 1000 systems for the first 90 days. Assistance with applications software system generation or HP software which has been modified by the user is expressly covered by prevailing service/consultation rates and is not covered by Comprehensive Software Support.

This service is provided on an 8:00 A.M. to 5:00 P.M. basis during normal HP working days. The maximum response will be a return phone call within 4 hours during normal working hours by a Systems Engineer.

DSD SOFTWARE SUPPORT POLICIES



Helping Assure Customer Success

You should help your customer choose the correct software and appropriate level of support services. Additionally you will need to help determine if the application needs can best be met by the purchase of an integrated HP 1000 Computer System, or if the various hardware and software items should be obtained as components. If necessary, an HP Systems Engineer should be called in to help the customer better understand how the operating system and other system software will handle a particular application.

Your Customer will need a Competent System Manager

Hewlett-Packard HP 1000 computer systems and software products are powerful and sophisticated computer tools that require a professional level of user knowledge for proper utilization. To realize the full potential benefits, it is recommended that your customer establish a position of System Manager and fill that position with a computer-knowledgeable person who has a degree in Computer Science, Electrical Engineering, or an equivalent background. The customer should do this for the following reasons:

Reason One: A System Manager has the responsibility of putting an HP 1000 Computer System to work. This requires specific application and software knowledge to do the job. Certain applications will also require hardware knowledge.

Reason Two: HP can support a system and software most effectively and at the lowest cost when the person calling for assistance is familiar enough with the system to effectively communicate with our Customer Engineers and System Engineers. This same, knowledgeable person is also best-equipped to receive, understand, and successfully apply the suggestions of our technical field people.

Distributed Systems Support

When your HP 1000 Computer Systems are linked together in a network, one System Manager should be appointed the Network Manager. By having this one person make all contacts with our Customer Engineers and Systems Engineers, a valuable base of network experience is built up that helps assure successful implementation of a network while minimizing support costs.

Training

After purchasing software, the System Manager should attend the appropriate HP customer training courses to learn the use of the operating systems and software subsystems. Most of these courses include extensive hands-on experience and all of them will help the System Manager to implement a system. Other members of the customer's programming staff may be sent to the training courses to equip them to be most productive. At a minimum, a System Manager should attend these courses:

- 22991A HP 1000 Disc-Based RTE System Course

or

- 22992A HP 1000 Memory-Based RTE System Course

Additional training may be required depending on the software subsystem purchased. HP strongly recommends that their customers make full use of the training courses available on HP products. A complete list of all training courses offered is contained in the Software Data Book. A schedule of these courses is periodically published and distributed to field offices. Additionally this schedule is published in each issue of the Communicator. See Appendix F for the current HP 1000 Customer Training sequence of courses.



Site Prep Consultation Service

To assist your customer in planning an HP 1000 Computer System installation Site Prep Consultation is included in the HP 1000 Computer System product. After your customer has placed an order for an HP 1000 Computer System, an HP Customer Engineer will send the HP 1000 Site Preparation Manual, accompanied by a cover letter, to your customer. This cover letter will introduce the CE, request the customer to review the enclosed manual and contact the CE to schedule an appointment for Site Prep Consultation.

During the visit, the HP CE will discuss (with the person designated as your customer's System Manager or Site Coordinator) the site prep steps as given in the manual. This consultation will assist your customer's personnel in determining what electrical and environmental preparations should be accomplished at the system's operating site prior to installation.

The following summarizes the steps performed for installation of systems and components.



Getting Started with an HP 1000 System

After the System Manager has seen to it that the operating site is prepared and confirmed that the necessary hardware and software have been delivered and moved to the operating site, an HP Customer Engineer will:

1. Supervise unpacking, assembly and installation of the system components and peripheral hardware.
2. Test the primary system.
3. Test primary system peripherals and subsystems.
4. Run the off-line diagnostic tests on non-configured peripherals.
5. Demonstrate the software back-up procedure.
6. Provide your System Manager with the phone number for the Phone-In-Consulting Service.

A primary system is included with HP 1000 systems to provide you with a ready-to-use system that allows programming access to the major system features. This primary system can be used as the basis for generation of custom-configured systems that you define to optimize for your particular application. A customer can have a system generated with HP assistance by using the Software Consulting Service. In addition the primary system provides a stable reference point for checking your system operation.

Getting Started with Components

When the customer purchases software and hardware as components, he should be able to assume responsibility for installation of the hardware and generation of the software. Should assistance be required with the installation of system hardware or add-on components, the local HP Customer Engineer can perform the hardware installation at prevailing service rates. System Engineering assistance can be purchased if help is needed with the generation of HP software or the configuration of additional software into an existing system.

DSD SOFTWARE SUPPORT POLICIES

Software Support Features and Benefits

Feature

Categories of Software

Benefit

This establishes, in the customer's mind, what HP's plans are regarding each of its software products thereby increasing satisfaction by helping to set realistic customer expectations.

Feature

Levels of support services

Benefit

This enables a customer to get individualized support by paying only for what is needed. In the beginning he may require more support than after he has gained a better understanding of our products. At that time he can change his "coverage". The customer only buys what he needs to minimize total cost of ownership.

Feature

SNS — Software Notification Service

Benefit

This service, that covers all HP software products, provides an inexpensive way of maintaining contact with HP software development efforts. Additionally, it increases SE effectiveness by reducing calls to SE's regarding the status of software and manuals.

Feature

Software Status Bulletin

Benefit

This service, available with each Active product and certain software problems reported to HP. The report gives a possible work around or fix. Thus the customer spends less time finding and resolving problems.

Feature

SSS — Software Subscription Service

Benefit

This service, available with each Active product and certain Mature products, allows a trained customer to receive software and manuals which have been revised or enhanced.

Feature

CSS — Comprehensive Software Support

Benefit

This service, available with each Active product, allows a new, inexperienced customer, access to HP expertise that helps resolve questions through PICS.

This service can be used initially to speed understanding of the use of a system during the first period of ownership. Although some customers will want to continue to purchase this service year after year, many customers will want to revert to either SSS or SNS after their initial development efforts are completed.

Feature

Full range of support services

Benefit

Customer can customize support to meet his needs. An OEM can select from unbundled services an end user may need all of our services — customer only pays for level needed.

Feature

Unbundling software support services

Benefit

Allows customer to select level of service required for specific system.



DSD SOFTWARE SUPPORT POLICIES

Ordering Information for Software Services

Product numbers and descriptions for user training courses and product and option numbers for Software Subscription Services and Comprehensive Software Support are given in individual data sheets in the software data book. Prices for training courses and all software support services are given in the HP 1000 Computers Selection and Configuration Guide and the HP 1000 Computer Systems Configuration and Site Preparation Guide.

Software Notification Service (SNS)

The Software Notification Service is included with the purchase of the Software Subscription Service or Comprehensive Software Support for any HP 1000 operating system. It may also be purchased separately on an annually-renewable basis as the 92830A for \$180/yr. Customers requiring minimum support should purchase this product.

Software Subscription Service (SSS)

Software Subscription Service coverage is modularly available for each principal HP 1000 software operating systems and subsystems. Each Software Subscription Service product is ordered in monthly units for a minimum of six months, billable quarterly, or it can be prepaid for an entire year. Options to each Software Subscription Service product provide a means of specifying the media on which updates are to be provided. This service has the requirement that the customer's software be of current software revision level when the service is initiated. If the customer needs to bring his software up to date, it can be done by ordering the latest version of the operating system with the upgrade option 001 and by ordering the individual parts of software subsystem products.

Comprehensive Software Support (CSS)

Comprehensive Software Support is ordered on the same basis as the Software Subscription Service, and has the same requirement that software be current when the service is initiated. An additional requirement for Comprehensive Software Support is that all associated hardware must be maintained at the latest revision code level. All HP software products making up a system must be covered at the same level. This approach provides the SE responding to phone calls with a common standard.

Comprehensive Software Support can be substituted for Software Subscription Service at the start of any quarterly billing period by purchasing Comprehensive Software Support and cancellation of the Software Subscription Service.

SSS and CSS Product Numbering

Product numbering for Software Subscription Service and Comprehensive Software Support products has been designed to facilitate ordering. These support products carry the basic product number of the software product that they support, plus a suffix letter S for the subscription service or a suffix letter T for Comprehensive Software Support. For example, the Software Subscription Service product for the 92067A RTE-IV operating system is 92067S; the Comprehensive Software Support product is 92067T.

Support of Duplicated Software (Software Copies) at Multi-System Sites

Support for multiple stand-alone or network-connected systems software used in computers located in the same building is most conveniently provided by Hewlett-Packard when we can work through a single Systems Manager. When the customer establishes a Systems Manager as our single point of contact for all HP 1000 Computers in a building, we will provide Comprehensive Software Support for those systems on the following basis:

1. The first copy of each unique software product must be covered at the full Comprehensive Software Support rate for that product.
2. An additional copy for each software product to be covered will be supported at a reduced rate; option 200 is provided for that discount.
3. All of the software in all of the computers connected in a network must be covered if the software in any of the computers is to be covered.
4. Stand-alone systems or networks need not be covered, but no Comprehensive Software Support assistance will be provided for software in systems or networks that are not covered.

See Appendix A for the current cost of these services.

Software Consulting

Assistance by a Hewlett-Packard System Engineer can be ordered as product number 22976B. This assistance is provided in one-day modules on-site by a qualified HP System Engineer to help the customer better understand how to apply HP software. Although this service does not include coding of software for a particular application, the insight gained through this service can help a customer better understand how to use the full potential of an HP 1000 Computer System. Multiple days of this service are ordered as a quantity multiplier of the 22976B product number.

Ordering Examples

These examples will use the following as a model for components and systems:

RTE-IV
IMAGE
BASIC-1000D

For emphasis, only software and Comprehensive Software Support (CSS) will be shown. While training and consulting should be part of all quotes they are not shown here. Examples 1, 2, and 3 show how to quote software services and example 4 shows ordering software services.

Support services are included in the quotes and orders for delivery after the initial 90 day period.

Example 1 — Single Component System

SYSTEM
1

HEWLETT  PACKARD

QUOTATION 1- SYSTEM 1

IN REPLY PLEASE
REFER TO THIS
QUOTE NUMBER

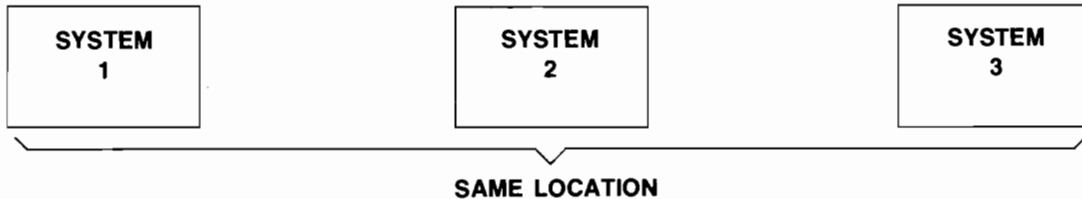
SYSTEM TYPE:
QUOTE DATE:


PLEASE MAKE PURCHASE ORDER TO:
HEWLETT-PACKARD COMPANY


ITEM NO	QUANTITY	DESCRIPTION	APPROX. DELIVERY WEEK	FOB POINT	UNIT PRICE	NET PRICE TOTAL	NET MONTHLY CHARGE
01	01	92067A RTE-IV Software			\$ 5,000	\$ 5,000	
02	01	92063A IMAGE Software			2,500	2,500	
03	01	92101A BASIC 1000D Software			1,000	1,000	
04	}	ALL HARDWARE COMPONENTS, TRAINING, CONSULTING AND BMMC COSTS			}	.	
N							
N+1	12	92067T RTE-IV CSS					175
N+2	12	92063T IMAGE CSS					125
N+3	12	92101T BASIC CSS					55

DSD SOFTWARE SUPPORT POLICIES

Example 2 — Multiple Systems (3) at one Location

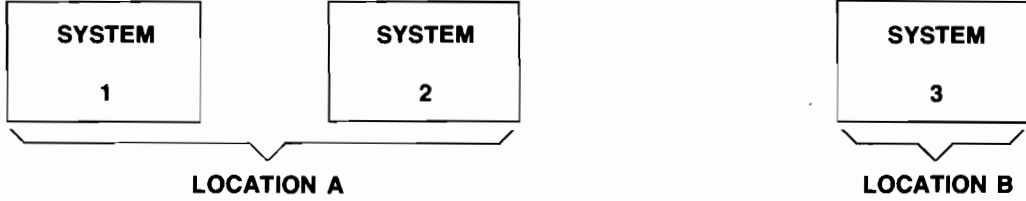


<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>QUOTATION 2 - SYSTEM 1</p> </div> <div style="text-align: right;"> <table border="1" style="font-size: small;"> <tr> <td style="width: 50px;">IN REPLY PLEASE REFER TO THIS QUOTE NUMBER</td> <td style="width: 100px;"></td> </tr> <tr> <td>SYSTEM TYPE</td> <td></td> </tr> <tr> <td>QUOTE DATE</td> <td></td> </tr> </table> <p style="font-size: x-small;">PLEASE MAKE PURCHASE ORDER TO: HEWLETT-PACKARD COMPANY</p> </div> </div>								IN REPLY PLEASE REFER TO THIS QUOTE NUMBER		SYSTEM TYPE		QUOTE DATE	
IN REPLY PLEASE REFER TO THIS QUOTE NUMBER													
SYSTEM TYPE													
QUOTE DATE													
ITEM NO	QUANTITY	DESCRIPTION		APPROX DELIVERY WEEK	FOB POINT	UNIT PRICE	NET PRICE TOTAL	NET MONTHLY CHARGE					
01	01	2176A	HP-1000 Model 40			\$38,500	\$38,500						
02	01	92063A	IMAGE Software			2,500	2,500						
03	01	92101A	BASIC 1000D Software			1,000	1,000						
04	12	92067T	RTE-IV CSS					175					
05	12	92063T	IMAGE CSS					125					
06	12	92101T	BASIC CSS					55					


<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>QUOTATION 2 - SYSTEM 2</p> </div> <div style="text-align: right;"> <table border="1" style="font-size: small;"> <tr> <td style="width: 50px;">IN REPLY PLEASE REFER TO THIS QUOTE NUMBER</td> <td style="width: 100px;"></td> </tr> <tr> <td>SYSTEM TYPE</td> <td></td> </tr> <tr> <td>QUOTE DATE</td> <td></td> </tr> </table> <p style="font-size: x-small;">PLEASE MAKE PURCHASE ORDER TO: HEWLETT-PACKARD COMPANY</p> </div> </div>								IN REPLY PLEASE REFER TO THIS QUOTE NUMBER		SYSTEM TYPE		QUOTE DATE	
IN REPLY PLEASE REFER TO THIS QUOTE NUMBER													
SYSTEM TYPE													
QUOTE DATE													
ITEM NO	QUANTITY	DESCRIPTION		APPROX DELIVERY WEEK	FOB POINT	UNIT PRICE	NET PRICE TOTAL	NET MONTHLY CHARGE					
01	01	2176A	HP-1000 Model 40			\$38,500	\$38,500						
02	12	92067T	RTE-IV CSS					175					
03	12	92067T-200	RTE-IV CSS					-65					
04	12	92063T	IMAGE CSS					125					
05	12	92063T-200	IMAGE CSS					-40					
06	12	92101T	BASIC 1000D CSS					55					
07	12	92101T-200	BASIC 1000D CSS					-25					

NOTES: The quote for system 3 is the same as system 2.

Example 3 — Multiple Systems (3) at Several Locations



The quotes for systems 1 and 2 from Example 2 can be used for Location A. System 3 quote is shown below. Note that since system 3 is the **only** system at Location B it must pay full price.

		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="font-size: small;">IN REPLY PLEASE REFER TO THIS QUOTE NUMBER</td> <td style="width: 50px; height: 20px;"></td> </tr> <tr> <td style="font-size: small;">SYSTEM TYPE: QUOTE DATE:</td> <td style="width: 50px; height: 20px;"></td> </tr> </table>	IN REPLY PLEASE REFER TO THIS QUOTE NUMBER		SYSTEM TYPE: QUOTE DATE:		
IN REPLY PLEASE REFER TO THIS QUOTE NUMBER							
SYSTEM TYPE: QUOTE DATE:							
<p>QUOTATION 3 - SYSTEM 3</p>		<p>PLEASE MAKE PURCHASE ORDER TO: HEWLETT-PACKARD COMPANY</p>					
TO:							
ITEM NO	QUANTITY	DESCRIPTION	APPROX DELIVERY WEEK	FOB POINT	UNIT PRICE	NET PRICE TOTAL	NET MONTHLY CHARGE
01	01	2767A HP-1000 Model 40			\$38,500	\$38,500	
02	12	92067T RTE-IV CSS					175
03	12	92063T IMAGE CSS					125
04	12	92101T BASIC-1000D CSS					55

DSD SOFTWARE SUPPORT POLICIES

Example 4 — Ordering Comprehensive Software Support Services

This example shows how the orders for the support services in Example 3 would be transmitted.

ORDER NUMBER	24 15 5678	SECT	091 S1	CUSTOMER ORDER NUMBER	1234-9874	PRINTED BY	DATE	TAXABLE	YES	NO			
CUSTOMER NO	24 15 6789	W/F	9	TAX LOC				CREDIT	<input type="checkbox"/>	RESALE CRT	<input type="checkbox"/>	KARDEX	<input type="checkbox"/>
S.O. AREA	24 15	QUOTA	A1	CONW				DD 251 CERTIFIED	<input type="checkbox"/>	UNSIGNED	<input type="checkbox"/>		
T.R.C.	3:51	SY	19 1	H.F. QUOTE NO	2415 432 1	RATING		WFO DATE	01 MAY 8	STAT BILL		WFO	
SHIP TO	ABC MERCHANTILE Co. COMPUTER CENTER BLDG. 10 ANYTOWN, XY99999			INVOICE TO	SAME AS THE SHIP TO ADDRESS			SOLD TO	SAMPLE ORDER FOR MONTHLY SOFTWARE SUPPORT FEE SYSTEM 1 LOCATION A				
% Mr. A. SYSTEM MANAGER													
ENTER												ENTER	
ITEM	QTY	PRICE	DISC	AMOUNT	PRODUCT NUMBER	DESCRIPTION	SUB UNIT PRICE	QCC	WAT Div	SUP Div	DIV		
01	0.043	12		9.20	67 T					2460			
		12		#2.0									
02	0.043	12		9.20	63 T					2460			
		12		#2.0									
03	0.043	12		9.21	01 T					2460			
		12		#2.0									
SHIP DATE: CARRIER: B.L. NUMBER: METHOD: PARTIAL NO: FREIGHT: COD:													
SPECIAL INSTRUCTIONS: PREPAY 12 MONTHS (INDICATES THAT BILLING IS NOT QUARTERLY) HEART SYSTEM SOURCE SHEET (408) 299-6001 - (CUSTOMER'S PHONE NO.) 9320-2156 3 PART													

ORDER NUMBER	24 15 5678	SECT	092 S1	CUSTOMER ORDER NUMBER	1234-9874	PRINTED BY	DATE	TAXABLE	YES	NO			
CUSTOMER NO	24 15 6789	W/F	9	TAX LOC				CREDIT	<input type="checkbox"/>	RESALE CRT	<input type="checkbox"/>	KARDEX	<input type="checkbox"/>
S.O. AREA	24 15	QUOTA	A1	CONW				DD 251 CERTIFIED	<input type="checkbox"/>	UNSIGNED	<input type="checkbox"/>		
T.R.C.	3:51	SY	19 1	H.F. QUOTE NO	2415 432 1	RATING		WFO DATE	01 MAY 8	STAT BILL		WFO	
SHIP TO	ABC MERCHANTILE Co. COMPUTER CENTER BLDG. 10 ANYTOWN, XY 99999			INVOICE TO	SAME AS THE SHIP TO ADDRESS			SOLD TO	SAMPLE ORDER FOR MONTHLY SOFTWARE SUPPORT FEE SYSTEM 2 LOCATION A WITH SINGLE LOCATION REDUCTION OPTION				
% Mr. A. SYSTEM MANAGER													
ENTER												ENTER	
ITEM	QTY	PRICE	DISC	AMOUNT	PRODUCT NUMBER	DESCRIPTION	SUB UNIT PRICE	QCC	WAT Div	SUP Div	DIV		
01	0.043	12		9.20	67 T					2460			
		12		#2.0									
		12		#2.00									
02	0.043	12		9.20	63 T					2460			
		12		#2.0									
		12		#2.00									
03	0.043	12		9.21	01 T					2460			
		12		#2.0									
		12		#2.00									
SHIP DATE: CARRIER: B.L. NUMBER: METHOD: PARTIAL NO: FREIGHT: COD:													
SPECIAL INSTRUCTIONS: (408) 299-6001 (CUSTOMER'S PHONE NO.) HEART SYSTEM SOURCE SHEET 9320-2156 3 PART													

ORIGIN	DATE	MT	MSG #	ORDER NUMBER	PREPARED BY	DATE	TAXABLE	YES	NO							
ORDER NUMBER	SECT	DT	CUSTOMER ORDER NUMBER	UNIFORMED CONTROL NUMBER	W.P. CNA	W.P. CNA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
24 15 5678	093 S1		1234-9874				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
CUSTOMER NO	W.C.R.	TAX ID	C.E.	CREDIT	RESALE CERT	KARDER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
24 15 6789	9			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
SO	ARA	QUOTA	ENG	COMM	S.N.	NO	ARA	QUOTA	ENG	COMM	S.N.	NO	ARA	QUOTA	ENG	COMM
24 15			A1													
T.R.C.	M.V.	SV	H.P. QUOTE NO	RATING	REQ DATE	LAB	SHIP VIA	SHIP CLASS	SHIP TIME							
3 51	1	19 I	2415 432 1		01 MAY 8											
SHIP TO			INVOICE TO			SOLD TO										
ABC MERCHANTILE Co. DISTANT ANNEX ANYTOWN, XY 99999						SAMPLE ORDER FOR MONTHLY SOFTWARE SUPPORT FEE SYSTEM 3 - LOCATION IS DIFFERENT LOCATION, NO REDUCTION										
Ms. B. SUBSYSTEM MANAGER																
ENTER <input type="checkbox"/>			ENTER <input type="checkbox"/>			ENTER <input type="checkbox"/>										
ITEM	SUB ITEM	ID	QUANTITY	PRODUCT NUMBER	DESCRIPTION	SUB UNIT PRICE	QCC	MT DIV	SUP DIV	N P	D P	DISC				
01	00	43	12	9 20 67 T					2460							
			12	# 2 0												
02	00	43	12	9 20 63 T					2460							
			12	# 2 0												
03	00	43	12	9 21 01 T					2460							
			12	# 2 0												
SHIP DATE	CARRIER	B.L. NUMBER	METHOD	PARTIAL NO	WEIGHT	COD										
SHIP TO	GROUP	CONT	SPECIAL INSTRUCTIONS													
			(415) 888-9595 (CUSTOMER'S PHONE No.)													

Important Points:

- SHIP TO address on the section of the order dealing with support services must be very specific. The customer must designate the name and address of the individual who will receive the mail from the services.
- If the customer's designated person changes their responsibilities, it is the customer's responsibility to notify CSD.
- For system 3 at Location B, verify with the customer who and what is the INVOICE and SOLD TO address, it may be the central site/parent company or the remote site/company division.
- SUP DIV portion of the order is the field location.

DSD SOFTWARE SUPPORT POLICIES

Competition

PRICE COMPARISON FOR SOFTWARE PRODUCTS AND SERVICES

	HP ¹	DEC ²
RTE-IV/RXS-11M	5000/2000	2840
SSS	1200/NC	1260
CSS	2100/1320	N.A.
BASIC	1000/NC ³	550
SSS	120/NC	120
CSS	660/360	N.A.
IMAGE/DBMS-11	2500/NC ³	12,750 (requires IAS @ \$17,000)
SSS	360/NC	?
CSS	1500/1020	N.A.
DS/1000/DECNET-11	2500/1000	1650
SSS	420/NC	800
CSS	1500/1020	N.A.

¹ Prices shown are for "A" product and "R" product. Support services are yearly prices.

² Prices shown are DEC category C that do not include installation or warranty.

³ Additional copies are free-of-charge. DEC charges \$12,500 for each copy of unsupported and unwarranted DBMS/11.

Software Support Questions and Answers

Why should I sell software support?

HP Product + Support = Satisfied Customer

A satisfied customer is an excellent reference account.

What happens when customers ask why they are being charged for services from the SEs which previously appeared to be for free?

Yesterday customers were able to get an SE on a "best effort" basis only. We are now providing a method of insuring an SE will respond to their support needs in a timely manner. A customer who chooses not to use CSS is committing to service from HP on a "best effort" basis. It is important that the customer's expectations be established. Since some customers are paying HP to respond to their needs, our primary commitment is to them. Also, since hardware costs are continually declining, it is necessary to unbundle the high cost of support from the hardware costs.

Does the S.R. receive quota credit for selling support services?

Yes, but there is no commission. There is both quota credit and commissions for training and on-site consulting.

What, generally, are the customer responsibilities?

The customer is expected to designate one person as the system manager (in the case of distributed systems, a network manager). This person acts as the single point of contact to HP. This person should have attended appropriate HP training courses depending on the software products used in his system.

What, generally, should the customer consider HP responsibilities?

HP should respond to the level of support that the customer has purchased. That is, if the customer has purchased CSS, HP will have an SE answer questions over the phone and if considered necessary by the local field office, go on-site. If the customer has no support, HP can only respond on a best effort basis.

How will HP notify a customer of changes in software categories?

Through the SNS. It's our plan to give the customer an adequate period to adjust his expectations of support from HP. The SR should also plan to discuss a change in support services for the customer at this time.

Can a customer buy CSS for the operating system and SSS for subsystems?

No. The customer's system must have CSS for all its products to receive SE support.

Are GSD and DSD support services different?

Yes

Why are they different?

There are several reasons:

- different customer base
- price of the system
- not all our customers require or want complete service
- SE's perform different functions

Appendix C shows the differences.

What do I do about customers who are currently getting the Software Subscription Service?

We will continue to honor our commitment to provide customers who currently subscribe to the Software Subscription Service until their current contract expires. Effective May 1, 1978, however, the Software Subscription Service will be dropped from the BMMC price list. New orders for the SSS will then be required to be HEART orders.

DSD SOFTWARE SUPPORT POLICIES

When does this new support plan take effect?

May 1, 1978

When should support be discussed with the customer?

It should be discussed early in the sales cycle, but more importantly, at all levels within the customer's organization.

What are some methods of proposing support services?

OEM: An OEM can purchase the CSS for his development system and SNS for his users.

END USER: An end user can purchase CSS for the first year, evaluate his expertise and continue on CSS or choose a different support service.

Can I feel confident about selling the services of a qualified SE?

Yes! DSD has an on-going SE training program. The curriculum includes basic product knowledge, in-depth product knowledge and general industry knowledge. There is a division commitment to providing the field with the knowledge to sell and use our products. Also there is an on-line factory group whose purpose is to provide your SE's with on-going support. DSD has established a Software Subscription Service for SE's that is similar to SSS for customers.

What if my customer is currently getting SSS and wants to upgrade to Comprehensive Software Support.

You must cancel his current SSS contract by contacting CSD and order Comprehensive Software Support through HEART after May 1, 1978.

What are the guidelines for the sales organization supplying SSS or CSS for a customer?

Local prerogative prevails! For each sales situation, the DM will need to approve FESS expenditures.

Is the main software product and the right-to-copy product – discountable?

Yes. The normal hardware components discount applies.

Does a buyer of an HP 1000 Models 40 and 45 get the right to purchase the 92067R product?

No. He has to purchase the 92067A as a component, first.

If a user purchases an HP 1000 Model 40 with IMAGE and BASIC as subsystems (and he has a signed new CSG purchase agreement), is he required to purchase additional copies of IMAGE and BASIC when he orders additional systems?

No. IMAGE and BASIC are in Type II classification in the new CSG purchase agreement, so the customer can copy the software. If he requires documentation for IMAGE and BASIC for his second system he must order them with appropriate line items.

Can the user purchase lower priced services for the 92067R or any other "R" products?

Yes. For installations located in the same building, the user can purchase the comprehensive support at reduced rates via option 200 with 92067T or any other "T" product. He also can copy free-of-charge, updates.

If the user is making copies of the updates of the SSS for the 92067R, is this all that he needs for keeping his RTE-IV up-to-date?

No. He requires the purchase of the BMMC for 92067A or R. Firmware is part of the 92067A and 92067R products.

Does a system order include comprehensive support during the first 90 days?

Yes. Software bundled with systems as well as line item software ordered with a system (provided the line item software is compatible with the system) receive 90 days of Comprehensive Software Support after installation, automatically. Support services beginning after the 90th day must be ordered as separate line items.

Appendix A — Active and Mature Software Support Costs

The following table lists the products in the Active and Mature categories with their support costs for May 1, 1978 CPL.

ACTIVE	LIST PRICE	SINGLE SYSTEM		ADDITIONAL SYSTEMS	
		9xxxxS	9xxxxT	9xxxxT-200	(NET)
92067A-RTE-IV	\$5000	\$100	\$175	-65	(110)
92064A-RTE-M	2000	65	175	-65	(110)
92101A-BASIC/1000D	1000	10	55	-25	(30)
92065A-BASIC/1000M	500	10	55	-25	(30)
92063A-IMAGE/1000	2500	30	125	-40	(85)
92061A-MICROPRG.	1000	20	100	-35	(65)
91740A-DS/1000	2500	35	125	-40	(85)
91741A-DS/1000/3000	500	15	50	-20	(30)
91780A-RJE/1000	4000	10	130	—	—
92400A-DAS UTILITIES	1135	10	25	-10	(15)
91730A-MULTIPOINT SOFTWARE	250	10	50	-20	(30)
92066A-RTE M&C DRIVERS	250	10	50	-20	(30)
92840A-LEVEL I GRAPHICS	500	10	25	-10	(15)
24396A-F DIAGNOSTICS	50/450*	18/46*	N/A	N/A	N/A
MATURE					
92001B-RTE-II	5000	85	175	-65	(110)
92060B-RTE-III	6000	N/A	N/A	N/A	
20855-BCS	1500	N/A	N/A	N/A	
2300B-RTE-B	3000	N/A	N/A	N/A	
2300C-RTE-C	3000	N/A	N/A	N/A	
92066A-Meas. Drivers	250	N/A	N/A	N/A	
92409A Plotter Lib. (7210)	850	N/A	N/A	N/A	
91700A-DS/Central	3000	N/A	N/A	N/A	
91703A-DS/BCS	4000	N/A	N/A	N/A	
91704A-DS/RTE-B	4000	N/A	N/A	N/A	
91705A-DS/RTE-C	4000	N/A	N/A	N/A	

*Depends on media.

DSD SOFTWARE SUPPORT POLICIES

Appendix B — Delivery of Software Services

This is a summary of how the software services are delivered.

Services provided to customer

	METHOD			FREQUENCY			
	Mail	Phone	System Engineer	Twice Monthly	Every 2 Months	Quarterly	Yearly
Billing For SNS	✓						✓
Billing For SSS	✓					✓	
Billing For CSS	✓					✓	
SNS							
SSB	✓			✓			
Communicator	✓				✓		
Training Schedule	✓					✓	
SUN	✓					✓	
SSS							
Software Modules	✓					✓	
Manual Updates	✓					✓	
CSS							
PICS		✓					
On-Site Assistance			✓	The frequency of these two services should decrease as the customer becomes more familiar with Hewlett-Packard products.			

Appendix C — DSD/GSD Support Summary

The following is a summary of software support services for GSD and DSD.

	GSD	DSD
SOFTWARE CATEGORIES	<ul style="list-style-type: none"> • ALL PRODUCTS ARE A SINGLE CATEGORY 	<ul style="list-style-type: none"> • ACTIVE • MATURE
LEVELS OF SUPPORT SERVICES	<ul style="list-style-type: none"> • SSS • MONTHLY FEE 	<ul style="list-style-type: none"> • SNS • SSS • CSS
DISCOUNTED SUPPORT SERVICES	<ul style="list-style-type: none"> • YES 	<ul style="list-style-type: none"> • YES FOR CSS

GSD

PRODUCT	NEW PLAN		PREPAID PURCHASE PLAN PRICE
	INITIAL	MONTHLY FEE	
COBOL	\$1500	\$100	\$4500
RPG	1500	100	4500
BASIC	1500	50	3000
FORTTRAN	1500	50	3000
APL	5000	125	8750
KSAM	1500	25	2250
DBMS (IMAGE/QUERY)	3000	125	6750
INDEX	750	25	1500
DEL	300	50	1800
SCIENTIFIC LIBRARY	300	25	1050
DS/3000	3000	125	6750
RJE	750	25	1500
SIS/3000	3000	200	9000
FOS IN SYSTEM		125	3750

DSD

PRODUCT	COMPREHENSIVE SUPPORT	SUBSCRIPTION SERVICE	LIST PRICE
RTE-IV*	175	100	5000
BASIC	55	10	1000
IMAGE	125	30	2500
MICRO PROG.	100	20	1000
DS/1000	125	35	2500
3000 LINK	+50	+15	+500
RJE	130	10	4000

*RTE-IV includes FORTRAN IV

DSD SOFTWARE SUPPORT POLICIES

Appendix D — Type I and II Software Firmware and Subsystem Products

TYPE I

91740A	DS/1000 Software and Firmware for HP 1000 M-Series Computers.
91740P	DS/1000 Firmware for HP 1000 M-Series Computers and "Right to Reproduce" 91740A/B Software once.
91740B	DS/1000 Software and Firmware for HP 1000 E and F-Series Computers.
91740R	DS/1000 Firmware for HP 1000 E and F-Series Computers and "Right to Reproduce" 91740A/B Software once.
91741A	DS/1000 Software Enhancement for HP 1000 — HP 3000 communications.
91741R	"Right to Reproduce" 91741A Software.
92067A	RTE-IV Operating System Software and Firmware.
92067R	RTE-IV Firmware and "Right to Reproduce" 92067A Software once.
92903R	"Right to Reproduce" 92903A Software.

TYPE II

2300B	RTE-B Real-Time BASIC Operating System
2300C	RTE-C Operating System Software
20855A	Basic Control System (BCS)
24396A-F	Diagnostics
91700A	Network Communications Package
91703A	Network Communications Package
91704A	Network Communications Package
91705A	Network Communications Package
91730A	Multipoint Terminal Subsystem Software
91780A	RJE/1000 Communications Package
92001B	RTE-II Operating System Software
92060B	RTE-III Operating System Software
92061A	RTE Microprogramming Package
92062B	RTE Drivers Package
92063A	IMAGE/1000 Software
92064A	RTE-M Operating System Software
92065A	BASIC/1000M Software
92066A	RTE Measurement and Control Drivers
92101A	BASIC/1000D Software
92400A	Sensor-Based Utility Library
92409A	Real-Time Plotter Software Library
92840A	Graphics/1000 Software

Appendix E — Software Support Review

This appendix is an opportunity for you to review the material presented in this Field Training Manual.

The following questions can be answered with a TRUE or FALSE. If the answer is FALSE indicate why.

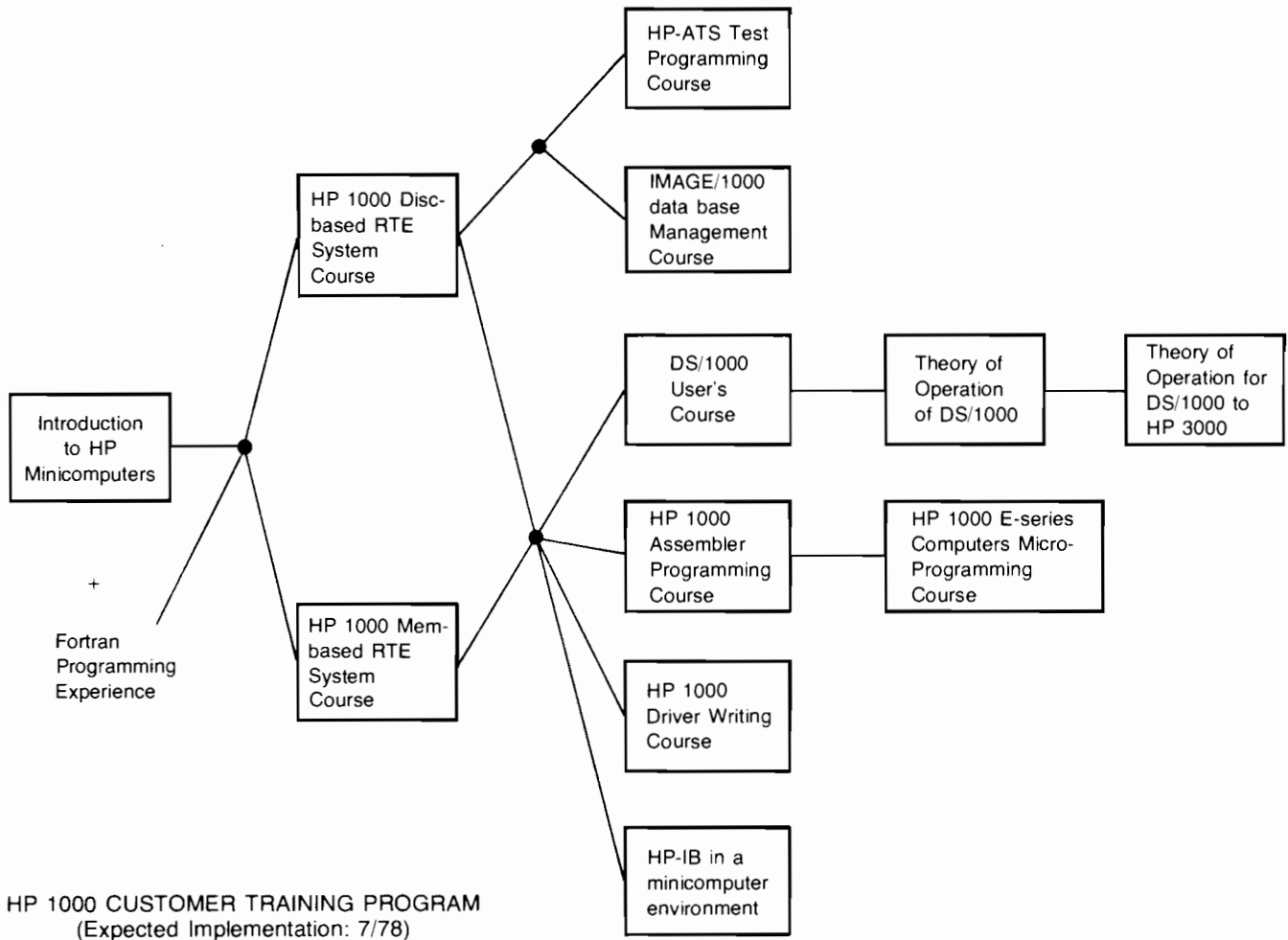
1. CSS covers all products?
2. HP commits only to fix bugs for mature software?
3. There are three levels of support services?
4. SNS is billed quarterly?

Write in the answer to each of the following:

1. List three (3) mature software products?
2. List four (4) active software products?
3. What is the SNS product number?
4. What is the software consulting product number and cost?
5. How often does the customer receive SSB?
6. Name the SE's in your office with HP 1000 expertise?
7. Fill in the Reader Comment Sheet and send it to DSD.

DSD SOFTWARE SUPPORT POLICIES

Appendix F — Customer Training Plan



READER COMMENT SHEET

DSD Software Support
Field Training Manual

April '78 NPT

We welcome your evaluation of this manual. Your comments and suggestions help us improve our publications. Please use additional pages if necessary.

Is this manual easy to read and use?

Is this manual complete?

Is this manual accurate?

SR ()
SE ()
DM ()
RM ()
()

FROM:

Name

Region

Address

Additional Comments

FOLD

FOLD

BUSINESS REPLY MAIL

No Postage Necessary if Mailed in the United States Postage will be paid by

Hewlett-Packard Company
Data Systems Division
11000 Wolfe Road
Cupertino, California 95014
ATTN: Technical Marketing Dept.

FIRST CLASS
PERMIT NO. 141
CUPERTINO
CALIFORNIA



FOLD

FOLD

Printed in U.S.A. 3/78

HEWLETT  PACKARD