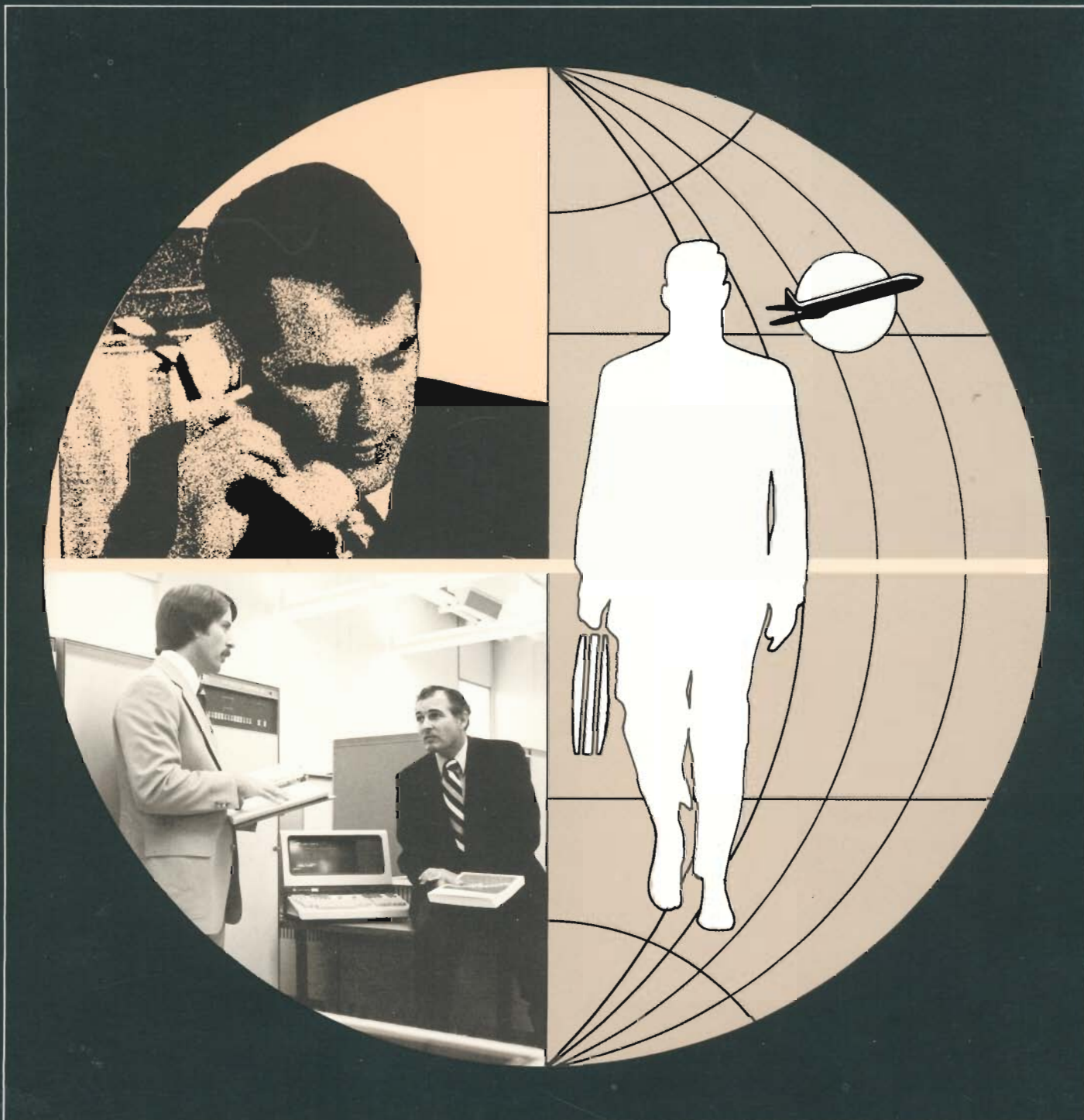


HP Computer Systems Support Services Data Book

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Quality support services are a part
of every HP computer system



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HP Computer Systems Support Services Data Book





Introduction

Introduction

The use of computer systems has become an integral part of business and science both in the private and public sector. Hewlett-Packard is a leading manufacturer and supplier of computer systems equipment, worldwide. One of Hewlett-Packard's primary objectives is to deliver products which are reliable and supportable. Another objective is to provide a level of support which meets or exceeds your expectations at a reasonable cost. Flexibility is another ingredient found both in HP computer systems and associated support programs. By offering a variety of support products, you can tailor a support plan to meet your specific requirements. Hewlett-Packard's Computer Support Organization, located in thirty-six countries throughout the world, is dedicated toward fulfilling your specific support needs.

Content and organization of this data book

The first section of this data book provides general information on the Hewlett-Packard Computer Support Organization, including an explanation of computer support locations, operating strategy, and travel policy. The following sections contain individual data sheets on specific services provided, including both hardware and software support services. Each data sheet provides a more detailed description of the service; specifications on its implementation such as product eligibility, response times, labor and travel; and specific ordering information. Finally, a complete list of HP computer support field service offices, addresses, and telephone numbers is located in the last section of this book.

For fast, easy location of a particular category of information in this book, use the Quick Reference Index on the facing page.

General customer responsibilities

1. Customer personnel must be present at all times when HP Systems or Customer Engineers are at the customer's site. HP personnel will not enter or remain in unattended customer facilities nor will they possess keys for access. Hewlett-Packard shall not be liable for delays in performing services due to the customer's failure to keep personnel on-site and/or customer or government imposed security requirements.
2. The customer must supply consumables such as line printer paper, magnetic tape, ribbons, cards, format tapes, disc cartridges, etc., normally used in operation of the equipment.

Other customer responsibilities on specific services are listed in their individual data sheets.

General procurement information

These services can be obtained by contacting your nearest HP office between 8:00 a.m. and 5:00 p.m. during the normal five-day workweek, excluding HP holidays.

Procurement of services requires an open account or purchase order with Hewlett-Packard, with credit in good standing. Travel, labor and materials prices are those in effect in the region or country where the service is to be performed, plus applicable taxes.

Detailed procurement information for specific services is provided in the ordering information section of each data sheet.

Product support life

The Hewlett-Packard Computer Support Organization objective is to extend the useful life of HP computer products by continuing to provide on-site maintenance services for as long as feasible. However, practical limitations do exist (such as availability of spare parts or insufficient installed customer base required to retain local expertise). For this reason, Hewlett-Packard guarantees availability of support including on-site support services for a minimum of five years from the end of regular production of a product with the same model number.

Beyond this five year support period, the Hewlett-Packard Computer Support Organization may continue to provide services either on a service agreement basis or on a best effort, time and materials (per-call) basis, depending upon the availability of the skills and parts required to offer these services.

Warranty

Warranty shall be limited to the correction of any defective maintenance service by restoring the products to good operating condition. Hewlett-Packard SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. No other warranties are expressed or implied. Hewlett-Packard SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY FOR A PARTICULAR PURPOSE.

Additional warranty information for specific support services is supplied, if applicable, in their data sheets.



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Computer Support Locations and Travel Policy

Worldwide HP service offices

Providing complete support services when and where you need them is one of Hewlett-Packard's primary goals. Throughout the world, Hewlett-Packard has established Service Responsible Offices (SROs) to meet the service requirements of all HP customers. Of these SROs, certain designated offices are staffed and equipped to provide on-site support services for HP computer systems.

To assist you in identifying the support capabilities of these offices, they are described as either Primary SROs or Secondary SROs. The Primary SRO is a full service office capable of providing all on-site services described in this data book. In most instances, services are available up to twenty-four hours a day and seven days a week. The Primary SRO provides a focal point for all computer support activity performed in its assigned territory. To reduce travel charges and to better assure quick response to your service requests, Hewlett-Packard has established Secondary SROs. This office is a permanent HP facility located close to a developing customer base. Secondary SROs augment a host Primary SRO by providing on-site support to local customers with Customer Support Services Agreements. In most instances, support is provided during standard service hours and to sites located within a 100 mile radius of the Secondary SRO.

Each Secondary SRO is backed by its host Primary SRO, assuring that all support services provided by the Primary SRO are also available to the Secondary SRO's customer base. As this customer base grows, the Secondary SRO will be expanded to a Primary SRO.

It is Hewlett-Packard's objective to support all of its computer products in all countries that have HP service offices. However, it is impractical for Service Responsible Offices to offer routine support for products not marketed within their assigned territory. To assist you in identifying those offices that routinely support partial or limited product lines, the word **LIMITED** is included in the office location list, immediately following the phone number in the back pages of this data book. Customers wishing to obtain support for products to be located in an identified **LIMITED** country should contact their Sales Representative to assure support is available.

Each SRO is staffed with highly-trained and experienced Customer Engineers and equipped with the necessary HP parts and tools to assure that HP computer maintenance services are readily available to you. SROs are organized into areas of sufficient size to assure the availability of highly-skilled, factory-trained product specialists. Rapid solutions to complex maintenance problems are assured because the product specialist is close to your facility, rather than at a remote factory location. Product specialists train Customer Engineers on existing products, as well as provide local training on new products.

Countries without HP presence

It is Hewlett-Packard's objective to provide support for its products in some countries where we do not have presence. However, practical limitations do exist. We will review requests for service outside the defined HP service travel areas on a case-by-case basis. In order to assure the availability of on-site service, this review must be completed before Hewlett-Packard accepts your product order.

Field repair centers

Certain HP SROs offer an efficient Return-to-Hewlett-Packard service program for certain HP products. These offices are designated as HP Field Repair Centers (FRCs). To minimize your cost of shipping and transit times, these FRCs are conveniently located. The worldwide locations of HP Field Repair Centers are listed on the back pages of this data book.

Customer training centers

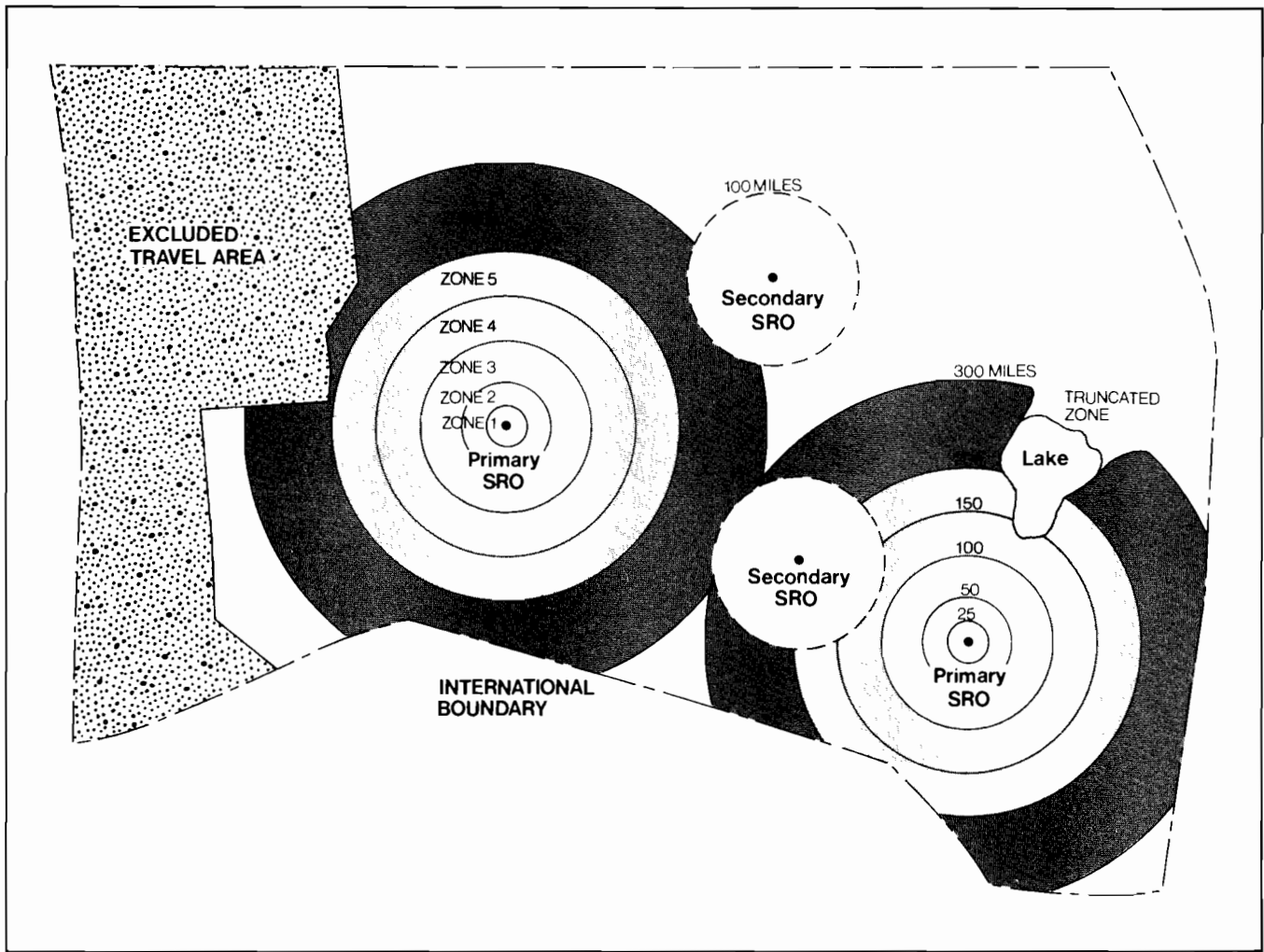
Customer Training Centers (CTCs) provide the software training your staff requires in order to utilize your HP computer system in the most productive manner possible. These centers, containing skilled instructors and equipment, provide a productive learning environment. To minimize your travel costs, CTCs are located as close to you as possible, yet still maintain the advantages of a dedicated learning facility.

A list of Customer Training Centers is provided in the rear of this data book.

HP distributors

Hewlett-Packard's worldwide service is further enhanced by the use of privately-owned companies operating as representatives for the sale and support of HP computer systems and associated products. Some of the services described are available from these companies. For information on the available services contact these companies directly or your nearest Hewlett-Packard designated SRO.

A complete list of distributors providing support services for HP computer systems may be found in the back pages of this book.



Travel areas

Each country in which Hewlett-Packard provides computer support has defined service travel areas, as illustrated in Figure 1. On-site support of HP computer systems and associated products is routinely provided only in these defined travel areas. In most instances the service travel area covers the entire country. However, there are instances which prohibit routine travel such as geographical obstacles, underdeveloped roads or unsuitable public transportation. In such cases, certain areas of a particular country may be excluded from routine travel. Information concerning excluded travel areas may be obtained from your Sales Representative or by contacting your nearest HP office.

Travel zones

All HP SROs are surrounded by defined travel zones; these zones are encompassed by the radial distances listed in the table below.

Travel Zones	Radial Distance from HP SRO	
	Miles	Kms
1	0-25	0-40
2	26-50	41-80
3	51-100	81-160

Travel Zones	Radial Distance from HP SRO	
	Miles	Kms
4	101-150	161-240
5	151-200	241-320
6	201-300	321-480

Radial distances may be truncated by geographical obstacles such as mountains, large lakes, rivers, and oceans, as illustrated in Figure 1. Travel zones are truncated by country borders.

Individual data sheets contained in this book describe the use of these zones in the calculation of travel charges and response times for on-site support services. Secondary offices are encompassed by zones 1, 2 and 3; while Primary SROs include zones 1 through 6. However, there are instances where travel is hindered by underdeveloped roads, congested traffic, or unsuitable public transportation. In such cases, a particular office will not define all travel zones. Offices with zone limitations are identified in the back pages of this data book by the notation ZONES. Information with respect to travel charges and response times for these offices may be obtained from your Sales Representative or by contacting your nearest Hewlett-Packard designated SRO.

Basic service hours

Hewlett-Packard's computer systems basic maintenance programs are based on a nine-hour day and a five-day workweek. In most countries, these hours begin at 8:00 a.m. and end at 5:00 p.m. each Monday through Friday, excluding HP holidays. However, both the beginning of the nine-hour day and/or the five-day workweek may be different in some countries. For simplicity, this data book makes continual reference to the hours of 8:00 a.m. through 5:00 p.m. and a five-day workweek. For countries with different operating hours, the basic services provided by each program will be performed during the operating hours established for the country. Contact your Sales Representative or nearest HP office to obtain the actual operating hours for a particular country.

Standard service hours

Similarly, HP computer systems standard maintenance programs are based on a thirteen-hour day and a five-day workweek. In most countries, these hours begin at 8:00 a.m. and end at 9:00 p.m. each Monday through Friday, excluding HP

holidays. However both the beginning of the thirteen-hour day and/or the five-day workweek may be different in some countries. For countries with different operating hours, the services provided by the standard program will be performed during the standard operating hours established for that country. Extensions to the standard program will be in equivalent elapsed hours; these hours will be specified for each extension. Contact your Sales Representative or nearest HP office to obtain the actual standard operating hours for a particular country.

Service hours limitations

In certain instances, the installed customer base of a particular country cannot support a staff of sufficient size to assure availability of twenty-four hour a day, seven day a week service within specified response times. Offices having limited service hours are identified by the words **BASIC** or **STANDARD** immediately following the phone number in the back pages of this data book. **BASIC** identifies offices which routinely provide service during the basic service hours only. Similarly, **STANDARD** applies to offices which are capable of offering service during standard hour coverage only.





Customer Support Service

Customer Support Service (CSS) is Hewlett-Packard's standard software support program, offering the most comprehensive ongoing software support available from Hewlett-Packard. It is designed to provide you with a close support relationship with Hewlett-Packard. From the moment your system is installed, Hewlett-Packard software support personnel will be available to provide prompt and individual attention to your technical needs.

Features

- A highly-trained HP Systems Engineer is assigned to your account to help you optimize your system productivity.
- Phone-In Consulting Service (PICS) assists you in resolving difficulties you experience with HP software or documentation.
- On-site systems engineering assists you with problems which cannot be resolved through PICS.
- Up-to-date documentation is provided by HP Software Notification Service (SNS) and the Manual Update Service (MUS).
- Periodic software/firmware updates and enhancements are provided to you.
- Personalized attention is given to identified HP software discrepancies through Software Problem Reporting.
- Low cost expansion is available for multiple-site support.
- Same level of service is provided free during warranty period.
- A known, fixed monthly support cost can be budgeted.

Description

Customer Support Service is designed to provide you with the major software support services necessary to maximize the efficiency and productivity of your system development and implementation.

Account responsible systems engineer

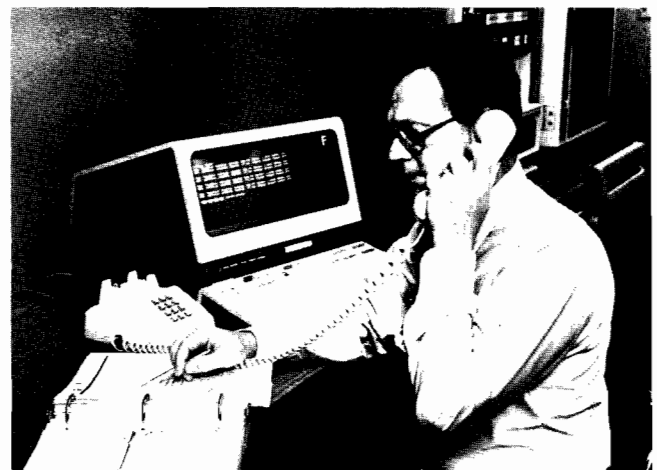
An HP Systems Engineer will be assigned to your account. Working with your System Manager, your account Systems Engineer, a trained software specialist, will review application development, preview software releases for potential uses of new features, and explain any changes which may impact the operations of your computer system. Your account Systems Engineer will also coordinate the on-site resources required to resolve discrepancies arising in the use of HP supplied software, and ensure that all support services are directed towards maximizing your productivity. The goal of this personalized approach is to expand your resources by including Hewlett-Packard's support organization as part of your team.

Phone-in consulting service

In addition to the on-going support and planning assistance provided by your account Systems Engineer, CSS also provides you with an efficient and expedient service for those high-priority, time-critical problems which require immediate attention. Specifically designed for those urgent questions regarding HP software or documentation, Hewlett-Packard makes available to your Systems Manager our Phone-In Consulting Service. Our provision of four-hour response with PICS assures you that Hewlett-Packard will address your problem in a timely manner.

On-site systems engineering assistance

For those HP software and documentation problems that cannot be adequately resolved using PICS, on-site systems engineering assistance may be required. In this instance, your Systems Manager may request the on-site assistance of your account Systems Engineer to help identify, verify, isolate, report and work around the problem. This assistance will normally be provided within eight working hours of your request.



Software updates/enhancements

One of Hewlett-Packard's primary objectives is to continually meet or exceed your expectations regarding HP product performance. In support of this objective, updates and enhancements are continually being developed for HP software products. Updates correct identified discrepancies. Enhancements add capabilities or improve performance of HP software products. CSS provides you with these updates and enhancements, as well as any assistance regarded as necessary by Hewlett-Packard to assure a smooth transition to a new software revision level.

Software problem reporting service

If you find an inconsistency in HP software or documentation, your System Manager may submit a completed Service Request to the local HP office. This request will be reviewed and forwarded to the proper HP software development engineers. The disposition of the request will then be communicated to you. As soon as a permanent solution is developed, it will be incorporated in the next software update release. Every effort will be made to solve your problem as efficiently and rapidly as possible. If necessary, you may request on-site systems engineering assistance to help identify, isolate and report the HP software problem.

Software notification service

Software Notification Service provides your System Manager with periodic documents designed to increase the efficiency of your programming staff. The *Communicator* contains operational tips, programming techniques, and items of general interest. The *Software Status Bulletin* includes timely information regarding current software discrepancies and interim programming solutions. The *Software Update Notice* (HP 1000 systems only) provides information regarding software updates/enhancements.

Manual update service

Manual Update Service automatically provides you with updates and revisions to your HP reference manuals on a timely basis. This assures that you will have the most recent documentation on how to use all the features of the latest software releases.



Multiple CSS installations

Customers who have multiple computer systems on which they are developing new applications will most likely benefit from full Customer Support Service at each site. Customers who centrally develop applications on one computer system for use on multiple systems, and choose to support the additional sites through their central installation, may prefer to purchase Central Systems Support Service for an Additional System for each of their remote installations. This service provides the tools the customer's central staff needs for all of the system installations they support. Advantages of this service include central site control over the support of the remote site, as well as significant cost savings over full CSS support for each remote site.

Additional PICS callers for CSS customers

For those CSS customers with large or departmentalized programming staffs, it may be more efficient to make PICS available to more than one System Manager. This can be provided by adding additional authorized callers to the same phone-in consulting telephone number used by the System Manager. Each additional user is provided all of the same PICS benefits as the original System Manager, except that the additional caller may not request on-site assistance by an HP Systems Engineer. The additional callers must be at the same site as the central site System Manager.

Specifications

Account Responsible Systems Engineer A highly trained HP Systems Engineer is assigned to your account to provide ongoing support through regularly scheduled quarterly visits. Your account Systems Engineer is also responsible for ensuring that all other support services are being provided to you as specified.

Telephone assistance The customer's System Manager will be given a specific telephone number for the nearest HP PICS office. This number can be used to contact a trained HP Systems Engineer to discuss questions and provide advice on resolving programming difficulties encountered in the use of HP software. The HP Systems Engineer will assist the System Manager in utilizing HP supplied software, and in identifying and providing a "work-around" for problems found in HP software. Assistance may include communicating via terminal from the HP site. The hours of coverage for telephone assistance are from 8:30 a.m. to 4:30 p.m. at the PICS center, Monday through Friday, exclusive of HP holidays. The maximum response time for telephone requests is four (4) hours, during the hours of coverage.

On-site assistance In the event that telephone assistance is not sufficient, or if the System Manager's question is of a critical nature, the System Manager may decide to request on-site assistance. HP will provide on-site service for customer facilities located within a 100 mile radius of the HP Service Responsible Office during the hours of coverage (8:30 a.m. to 4:30 p.m. local time at the HP SRO, Monday through Friday, exclusive of HP holidays). The response time involved will be within eight hours, during the hours of coverage, after the request for on-site assistance has been received by Hewlett-Packard. (Additional travel charges and increased response time will be incurred by customers whose facilities are located at more than 100 miles from the

HP SRO.) If the reported problem is not associated with an HP software error or system malfunction, the on-site services are subject to additional charge. No on-site services will be provided for HP software products which have been modified by the customer. On-site assistance is limited to isolating, identifying, verifying, and reporting problems associated with HP software products. As an interim solution, until the reported problem is resolved, the HP Systems Engineer will assist the customer in finding a work-around for the customer's software which allows utilization of the system. The implementation of the System Engineer's recommended interim solution is the responsibility of the customer.

Software updates As permanent solutions are developed for known HP software problems, they will be incorporated into planned software updates. Hewlett-Packard will provide the customer's System Manager with these updates. Hewlett-Packard will provide any training we considered necessary to assure a smooth transition to a new software update. For products which include firmware, updates for the firmware will be included also. Installation of the firmware will be provided as part of the customer's Systems Maintenance Agreement. Customers not covered by a Systems Maintenance Agreement may purchase installation of the firmware on a time and material basis.

Software problem reporting Should any potential problems develop with installed HP software or updates and an interim programming solution is not listed in the *Software Status Bulletin*, a Service Request may be submitted. This can be written by the customer and forwarded to the account responsible Systems Engineer in the local HP office, or by a System Engineer on behalf of the customer. HP will acknowledge the receipt and inform the customer of the disposition of the Service Request. HP software engineering will revise HP software (manuals, documentation, and/or programming) consistent with the intent of HP published software specifications. Hewlett-Packard retains the right to determine the final disposition of all reported problems.

Communicator The HP *Communicator*, for the system being supported, will be mailed four times a year to the customer's System Manager. This publication contains useful application data, operational tips, and programming techniques. Instructions for installing software updates are also included in this publication.

Software Status Bulletin *Software Status Bulletin* updates will be mailed twice each month to the customer's System Manager. A cumulative bulletin will be mailed quarterly. These bulletins discuss the reported operational status of HP software and software documentation, and may provide possible temporary corrections or ways to work around discrepancies reported in HP software.

Software manual updates The customer's System Manager will receive one copy of the appropriate software reference manual updates or revisions as Hewlett-Packard makes them available.

Optional Additions to CSS

1. Additional PICS caller. This product adds one additional authorized caller at the CSS site to the telephone assistance number that is available to the System Manager at the central site location.
2. Central System Support Service for an Additional System. This product extends the central System Manager's support coverage provided by Hewlett-Packard to one additional system, and includes the following rights and services:

- a. Right to make one copy of software updates and the use of this update on one additional system. One copy of firmware updates is provided where applicable.
- b. Right to copy, modify and distribute one copy of the appropriate system reference manuals to one additional system.
- c. Use of Phone-In Consulting Service by the central site System Manager in support of the additional site.
- d. On-site assistance by an HP Systems Engineer at the central system to identify and verify software problems in support of the additional site. The request for assistance must originate from the central site System Manager. Problems must be recreated at the central site unless the additional system is installed at the same customer facility address. If the particular problem cannot be resolved at the central site, the System Manager may request HP assistance at the additional site, billable on a time and material basis.

Conditions for obtaining customer support service

An HP trained System Manager responsible for maintaining integrity of the system's hardware and software, or a trained designated alternate, must be identified as a contact for Hewlett-Packard.

Customer Support Service, if available, must be purchased for all of the HP software products which compose one computer system. Due to the interaction among software elements, CSS cannot be purchased for specific software products while omitting others.

All associated system hardware and firmware must be maintained at the latest required code revision level.

Before beginning support, all system software products must be at the current release or revision level and must not be modified in any manner by the customer.

As many Additional PICS callers can be purchased as desired. However, the name of each authorized caller must be provided and must have been trained in the same manner as the original System Manager.

The purchase of Customer Support Service for one system is a prerequisite to the purchase of either Central System Support Service for an Additional System or Additional PICS callers.

Customer Support Service can only be purchased for systems for which the right to use the associated software products has also been purchased.

Ordering information

Customer Support Service is normally purchased for a twelve month period, billable quarterly or yearly in advance, as desired. The minimum purchase is three months. Detailed ordering information can be obtained from an HP Sales Representative or by referring to the appropriate HP *Computer System Price/Configuration Guide*.

Specifications subject to change without notice.







Software Subscription Service

Software Subscription Service (SSS) automatically provides you with the latest versions of your HP software products. In addition, it provides you with software problem reporting services, reference manual updates, and current information on how to use your HP software effectively.

Features

- Software/firmware updates and enhancements assure that your system is maintained at an up-to-date level.
- HP Software Notification Service (SNS) and Manual Update Service (MUS) enables optimum use of your HP software products.
- Prompt attention is given to identified discrepancies in your HP software through Software Problem Reporting.
- Low cost expansion is available for multiple-site support.
- Same level of service is provided free during warranty period.

Description

For sophisticated users who do not require the on-going assistance of the HP software support organization, SSS provides the services necessary to keep the HP software in your system at an up-to-date level.

Software updates/enhancements

One of Hewlett-Packard's primary objectives is to continually meet or exceed your expectations regarding HP product performance. To achieve this objective, updates and enhancements are continually being developed for HP software products. Enhancements add capabilities or improve performance of HP software products. Updates correct identified discrepancies. With SSS, these updates and enhancements are mailed directly to your System Manager.

Software problem reporting service

If an inconsistency is found in HP software or documentation, your System Manager may submit a completed Service Request to the local HP office. This request will be reviewed and forwarded to the proper HP software development engineers. The disposition of the request will then be communicated to you. As soon as a permanent solution is developed, it will be incorporated in the next software update release.

Software notification service.

Software Notification Service provides your Systems Manager with periodic documents designed to increase the efficiency of your programming staff. The *Communicator* contains operational tips, programming techniques and items of general interest. The *Software Status Bulletin* in-

cludes timely information regarding current software discrepancies and interim programming solutions. The *Software Update Notice* (HP 1000 systems only) provides information regarding software updates/enhancements.

Manual update service

Manual Update Service automatically provides you with updates and revisions to your HP reference manuals on a timely basis. This assures that you will have the most recent documentation on how to use all the features of the latest software releases.

Multiple site support (HP 1000 only)

For those customers subscribing to SSS who need to supply additional sites with software and manual updates, Hewlett-Packard offers a cost effective way of keeping the additional systems at an up-to-date level. The purchase of this additional service (available on selected HP 1000 software only) allows the customer to make one copy of the associated software and reference manual updates. One copy of firmware updates is provided if applicable.

Specifications

Software updates As permanent solutions are developed for known HP software problems, they will be incorporated into planned software updates. Hewlett-Packard will directly mail these updates to the customer's System Manager, as they become available. For products which include firmware, updates for the firmware will be included also. Installation of the firmware will be provided as part of the customer's Systems Maintenance Agreement. Customers not covered by a Systems Maintenance Agreement may purchase installation of the firmware on a time and material basis.



Software problem reporting Should any potential problems develop with installed HP software or updates and an interim programming solution is not listed in the *Software Status Bulletin*, a Service Request may be submitted. This can be written by the customer and forwarded to the local HP office. Hewlett-Packard will acknowledge the receipt of the Service Request and inform the customer of the disposition of Service Request. HP software engineering will revise HP software (manuals, documentation and/or programming) consistent with the intent of HP published software specifications. Hewlett-Packard retains the right to determine the final disposition of all reported problems.

Software manual updates The customer's System Manager will receive one copy of the appropriate software reference manual updates or revisions as Hewlett-Packard makes them available.

Communicator The HP *Communicator*, for the system being supported will be mailed four times a year to the customer's System Manager. This publication contains useful application data, operational tips, programming techniques, and instructions for installing software updates.

Software Status Bulletin *Software Status Bulletin* updates will be mailed twice monthly to the customer's System Manager. A cumulative bulletin will be mailed quarterly. These bulletins discuss the reported operational status of HP software and software manuals, and may provide possible temporary corrections or ways to reprogram customer software.

Optional Addition to SSS

Right to Reproduce Software Updates for an Additional System (Available only on some types of HP systems.) This product extends the central System Manager's support coverage provided by Hewlett-Packard to one additional system, and includes the following rights and services:

- a. Right to make one copy of software updates, and to use this copy on one additional system.
- b. Right to modify and distribute one copy of the associated software manuals to one additional system.
- c. Firmware updates are provided when applicable.

Conditions for obtaining software subscription service

An HP trained System Manager responsible for maintaining integrity of the system's hardware and software, or a trained designated alternate, must be identified as a contact for Hewlett-Packard.

Software Subscription Service must be purchased for all of the HP software products which compose one computer system. Due to the interaction among software elements, SSS cannot be purchased for specific software products while omitting others.

All associated system hardware and firmware must be maintained at the latest required code revision level.

Before beginning support, all system software products must be at the current release or revision level and must not be modified in any manner by the customer.

The purchase of SSS for one system is a prerequisite to the purchase of the Right to Reproduce Software Updates for an Additional System.

Software Subscription Service can only be purchased for systems for which the right to use the associated software products has also been purchased.

Ordering information

Software Subscription Service is normally purchased for a twelve month period, billable quarterly or yearly in advance, as desired. The minimum purchase is three months. Detailed ordering information can be obtained from an HP Sales Representative or by referring to the appropriate HP *Computer System Price/Configuration Guide*.

Specifications subject to change without notice.



Software Notification Service

Software Notification Service (SNS) provides you with periodic documents describing how to efficiently utilize HP software products.

Features

- *Communicator* provides useful software application and HP documentation information, as well as supplies software, operating and programming tips.
- *Software Status Bulletin* (SSB) lists known software discrepancies and their interim programming solutions.
- *Software Update Notice* provides a description of the features of newly released software updates (HP 1000 only).

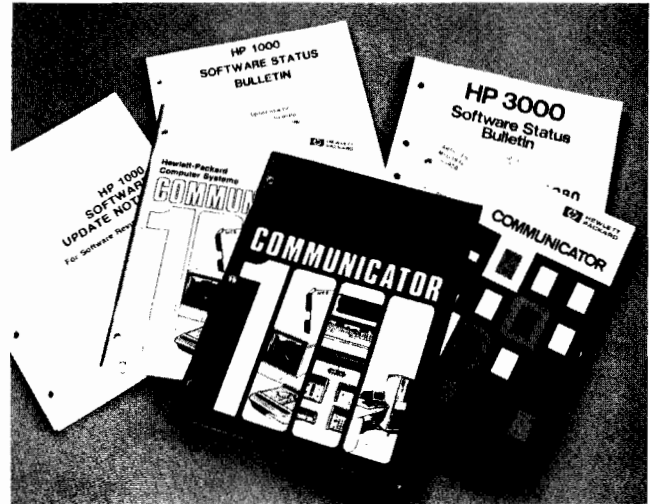
Description

Software Notification Service is designed to keep you up-to-date on the current status of HP software products. Purchase of this service is particularly valuable to the customer with a large programming staff, many of whom may wish to be individually informed of software discrepancies and interim solutions. The HP *Communicator* contains operational tips, special programming techniques and assorted items of general interest. In addition, the *Communicator* (or *Software Update Notice* for HP 1000 systems) contains descriptions of the features found in upcoming software releases.

The *Software Status Bulletin* includes timely information regarding software design errors and interim programming solutions. Use of the SSB can greatly increase programmer productivity by minimizing the time spent developing a work-around for known HP software discrepancies. Updates to the SSB are provided bi-weekly, and a cumulative issue is published quarterly.

Specifications

One copy of the appropriate *Communicator* is mailed a minimum of four times a year.



One copy of the appropriate *Software Status Bulletin* update is mailed twice each month. A cumulative bulletin is mailed quarterly.

One copy of the *Software Update Notice* is mailed on a periodic basis (HP 1000 only).

Ordering Information

The Software Notification Service is purchased for a minimum of twelve months, payable in advance. Orders must specify the name and address of the recipient. Detailed ordering information can be obtained from an HP Sales Representative or by referring to the appropriate *HP Computer System Price/Configuration Guide*.

Specifications subject to change without notice.





Manual Update Service

Manual Update Service (MUS) provides you the appropriate HP software reference manuals updates on a periodic basis.

Features

- Reference manuals are conveniently kept current.
- New editions are included at no additional charge.
- Additional sites and/or individuals can purchase updates service on an incremental basis.

Description

In order to make effective use of HP software products, it is essential to have the most recent documentation on how to use all of the features of the latest software releases. Manual Update Service helps keep your reference manuals up-to-date by providing you with the associated updates in an automatic and timely manner. Each MUS subscription provides you with one copy of the appropriate updates or revisions, mailed directly to your site. MUS minimizes the administrative effort required to keep your HP manuals current.

The purchase of multiple quantities of this service is particularly valuable to the customer with a large programming staff: it conveniently enables the staff to keep and maintain their individual reference manuals.

Specifications

Manual Update Service provides one copy of reference manual updates for the associated software product. The manual updates are mailed directly to the specified recipient. One or more sets of updates may be ordered for each applicable software product.



Ordering information

Manual Update Service is purchased for a twelve-month period, payable in advance. Orders must specify name and address of recipient. Detailed ordering information can be obtained from an HP Sales Representative or by referring to the appropriate HP *Computer Systems Price/Configuration Guide*.

Specifications subject to change without notice.





Consulting Services

Consulting Services

Consulting services provide you specific software information which will assist in the effective and efficient use of HP software products.

Features

- Customized in scope to your specific application and need.
- Personalized approach by an HP Systems Engineer, trained and experienced in the specific area of concern.

Description

On occasion, you may require technical assistance beyond the scope of structured HP customer training programs. Hewlett-Packard's software Consulting services provide this assistance in a way which will most efficiently serve your specific need. As with our customer training program, the primary goal is to provide you with the knowledge necessary to solve a problem through the efficient utilization of an HP software product. An HP Systems Engineer, trained and experienced in your area of concern, is made available for software consultation. Some topics which Consulting services are well suited include: IMAGE data-base optimization, HP application product implementation, network design, and system performance optimization. The extent of the required consultation will be agreed on in advance between you and Hewlett-Packard.

Conditions for obtaining consulting services

Consulting services are normally provided at the customer's site. If necessary, therefore, the associated computer system and software product must be made available by the customer.

Before the consultation, the customer and the Systems Engineer will mutually decide on the exact topics to be covered and the proper number of days required to cover the subject area.

Prior to the consultation, the customer should obtain and read the associated HP documentation.



Ordering information

Detailed ordering information can be obtained from an HP Sales Representative.

Specifications subject to change without notice.





Customer Training

In order to better enable full and efficient use of HP computer products, Hewlett-Packard offers a wide variety of technical training courses.

Features

- Wide selection of courses designed to meet a variety of needs.
- Well-equipped and expertly-staffed training centers located throughout the world.
- Extensive use of advanced teaching methods.
- Balance between lecture and hands-on application of learned skills.
- Professional scheduling and administration.
- On-site course instruction optionally available.

Description

A complete training program is an essential ingredient in the effective and efficient use of any computer system. Hewlett-Packard offers a wide variety of computer courses ranging from a general introduction to advanced training on specific products. Course offerings and content are continually updated in response to student feedback and product enhancements.

HP courses are designed to maximize the amount of practical knowledge transferred to the student. This is accomplished through extensive hands-on computer labs, as well as practical examples and work sessions. Reference documents and tutorial materials are also supplied to each student. Training course administration and scheduling is handled by a professional staff at each training center, minimizing administrative problems.



In addition to courses offered at HP Customer Training Centers, HP instructors can teach training classes at customer sites. All of the required equipment and facilities are provided by the customer. On-site instruction can be a very productive and cost effective alternative for companies with large development staffs. Courses taught on-site offer the same quality instruction as those taught at HP Customer Training Centers.

Detailed course descriptions and schedules are available from your local HP sales office.



**Computer Systems
North American
Customer Training Schedules**
1980

Ordering information

To enroll in a customer training course, contact your local HP sales office and provide them with the applicable class name, number and the date you wish to attend, along with a purchase order number from your company. HP training centers accept advanced registration for all courses. However, if a purchase order from your company has not been received at least two weeks prior to the start date of the class, reservations cannot be guaranteed.

On-site training requirements should be discussed with your local HP Sales Representative or Systems Engineer.

Specifications subject to change without notice.





Site Planning Service



Site Planning service provides you the information you need to prepare your site for reliable system operation.

Features

- Customized Site Planning guides you with regard to the site requirements of your particular equipment and application.
- On-site consulting by a trained HP Customer Engineer advises you concerning site preparation requirements.
- Site Planning documentation facilitates your determination of electrical, mechanical and environmental requirements.
- Phone consulting as needed clarifies preparations requirements.

Description

Site Planning services are provided with the purchase of certain HP computer systems and associated products. Hewlett-Packard also offers these services for all systems, peripherals, subsystems and components.

Site Planning, the first important step

When your system purchase order is received by Hewlett-Packard, an HP Customer Engineer representative will contact you to arrange an on-site joint meeting at which site planning and preparation requirements will be discussed. The HP representative will advise you on all technical site planning, preparation and installation activities related to your system, site and application. You will also receive site planning documentation which characterizes the physical, electrical and environmental requirements pertinent to the use of your HP computer products. Site Planning ensures that site preparation and installation requirements are specified for your facility, enabling you to obtain the best performance from your HP computer products.

Preparedness is your key to success

To properly prepare you for your computer system, the HP representative will discuss with you and your team such subjects as:

- Coordinating activities involved with site preparation.
- Site location and computer layout.
- Electrical power and wiring.
- Environmental considerations.
- Physical site considerations.
- System applications.
- Cabling.
- Installation policies.

Guide to a successful installation

Site Preparation Manual

Your team should include the System Manager and a representative of your building facilities, electrical and air conditioning systems. After the planning meeting, the HP representative will prepare a summary of Hewlett-Packard's recommendations and requirements discussed during this meeting. He will also be available for phone consultation to clarify site requirements as the need arises.

The Site Planning service clarifies all customer and Hewlett-Packard site preparation and installation responsibilities, ensuring a smooth, coordinated installation effort at a later date. It is important to assure that the site is ready on schedule to avoid the possible loss of valuable warranty time.



Specifications

Product eligibility

The Site Planning service is available for all HP computer systems and products in their current support life. Planning services for any HP computer systems and products that are beyond their support life may also be provided, subject to the availability of skills and information.

Response time

Site Planning service is performed at a time mutually agreed upon between the HP representative and the customer.

Hours of coverage

Site Planning services are available during normal working hours: 8:00 a.m. to 5:00 p.m., five days a week (excluding HP holidays).

Charges

A fixed fee that includes labor and travel is charged for Site Planning services as specified in the price list for that region or country, plus applicable taxes.

Travel

Travel is included in the fixed price for Site Planning services within the defined HP service travel area. Services provided outside that area are subject to availability and additional travel charges.

Customer responsibility

The customer is responsible for furnishing all labor and materials for site preparation, site maintenance, conformance to local laws and codes, and the compatibility of Hewlett-Packard products with local laws, codes and licenses. The customer is solely responsible for fulfilling site requirements specified at the site planning meeting. Hewlett-Packard does not guarantee product performance adversely affected by unspecified environmental or physical phenomena. Failures resulting from such unspecified phenomena are not covered by warranty or maintenance agreement (examples include but are not limited to toxic or corrosive chemicals present in the air).

Ordering information

Within the HP service travel area, Site Planning services are provided at the customer's site at no additional cost with a new purchase, lease or rental of designated HP computer systems as defined by the Hewlett-Packard Purchase Agreement.

Under conditions other than above, these services are available for the prices specified under the Charges section of this data sheet.

Contact your nearest HP office to procure these services. When placing the order specify the name, address and phone number of the individual to be contacted.

Specifications subject to change without notice.



**HEWLETT
PACKARD**

Site Environmental Survey Service

Site Environmental Survey helps ensure that your facilities are ready for system installation and ongoing, reliable operation.

Features

- Site Environmental Survey ensures your facilities preparedness for sustained, reliable system performance.
- Electrical and environmental problems can be identified and their causes significantly reduced or eliminated.

Description

Site Environmental Survey services are available for all sites at which HP computer systems, peripherals, subsystems and components are located. Whether performed prior to installation, at the time of a move or during the course of normal system operation, this can be a valuable service, assuring your site environment is appropriate for sustained, reliable operation of your system.

An environmentally proper site means reliable performance

Hewlett-Packard designs its products to operate reliably in a wide range of operating environments. The *Site Planning Manual* for each system identifies the maximum and optimal

ranges for specific environments. Factors such as the electrical conditions, temperature and humidity, when allowed to reach the maximum tolerances, can adversely affect the total system performance. New installations, add-ons to your system, and seasonal differences may also contribute to the degradation of the computer system's operating environment.

During a Site Environmental Survey, an HP representative will check your site to assure that it meets the minimum acceptable operating environment. He will visually inspect the site, check electrical systems, take measurements and leave monitoring equipment if necessary, that can assist him to identify existing or potential problems. After completion of the survey, the HP representative will analyze all the gathered data, summarize his findings and identify any discrepancies that require your action to bring the site to an environmentally acceptable condition, allowing sustained, reliable system operation.

Specifications

Product eligibility

Site Environmental Survey services are available for all HP computer systems and products in their current support life. These services may also be provided for any HP computer system or products that are beyond their support life, subject to the availability of skills and information.

Response time

Site Environmental Survey services are performed at times mutually agreed upon between the HP representative and the customer.

Period of coverage

Site Environmental Survey services are available during normal working hours, 8:00 a.m. to 5:00 p.m., five days a week (excluding HP holidays).

Charges

A fixed fee that includes labor and travel is charged for the Site Environmental Survey services as specified in the price list for that country, plus applicable taxes.

Customer responsibility

Hewlett-Packard will provide services during warranty and under a maintenance agreement for HP products installed in sites which continue to meet specified requirements published for the products at the time of purchase. Any deviations from the specifications may result in the degradation of system performance. For repairs necessitated by these deviations, the customer is subject to additional service charges.



Ordering information

Site Environmental Survey services are provided at the customer's site at no additional cost within the HP service travel area, with a new purchase, lease or rental of designated HP computer systems as defined by the HP Purchase Agreement.

Under conditions other than specified above, these services are available for the prices specified under the Charges section of this data sheet.

Contact your nearest HP office to procure these products.

Specifications subject to change without notice.



Installation Service

After your system arrives, Hewlett-Packard's Installation service provides the services necessary for system start-up.

Features

- Installation performed at the time you specify minimizes interruptions to your operations.
- Hewlett-Packard supervision and inventory ensures a complete shipment.
- Hewlett-Packard diagnostic and system verification tests ensure that your system is in peak operating condition.

Description

Installation service is available for all HP computer systems and associated products, including computers, peripherals, terminals, interfaces and accessories.

System installation to high quality standards

When your HP computer systems and associated products arrive on-site, notify your HP Customer Engineer to begin installation on a mutually agreed upon date. We will do our best to install your system at the time you specify to minimize interruptions to your present operations, including work commencing after hours, on weekends or holidays.

The HP Customer Engineer will perform the following tasks during system installation:

- Supervise the uncrating, positioning and racking of the HP products.
- Inventory the shipment against the packing list.
- Interconnect the HP products.
- Check primary power line voltage and connect line power to HP products shipped with power cable and connector.
- Perform turn-on procedures and make all electronic and mechanical adjustments.
- Make any repairs required on HP products. Repairs which are covered by an HP warranty will be performed at no additional charge. All other repairs will be charged at Hewlett-Packard's time and material rates.
- Execute standard HP diagnostic programs and tests.
- Execute standard HP system verification test, if applicable.
- Instruct customer personnel on daily care and proper use of the HP products.

Extra installation services when you need them

If you need additional installation tasks to be performed by Hewlett-Packard, our Customer Engineers will be available to assist you for an additional charge. These additional tasks may include:

- Uncrating, racking or positioning the HP products.
- Reracking or relocating the HP products.

- Fabricating or pulling cables.
- Reconfiguring or regenerating software operating systems.

Prior arrangements must be made with the HP service office to purchase extra installation services.



Specifications

Product eligibility

Installation services are provided for all HP computer systems and products in their current support life. Installation services may also be provided for any HP computer systems and products that are beyond their support life, subject to the availability of skills and parts.

Response time

Installation services are performed at a date and time mutually agreed upon between Hewlett-Packard and the customer.

Hours of coverage

Installation services are available during normal working hours, 8:00 a.m. to 5:00 p.m., five days a week (excluding HP holidays). For add-on installations to a system covered by a Standard System Maintenance Agreement, the hours of coverage are those specified in the applicable maintenance agreement.

Charges

1. A fixed price that includes labor and travel is charged for Installation services as specified in the price lists for that region or country, plus applicable taxes.
2. Installation services for HP products not specified in the price list are provided on a time and materials basis.

Travel

Travel is included in the fixed price for Installation services only within the defined HP service travel area. Service outside the defined HP service travel area will be subject to availability and an additional travel charge.

Customer responsibilities

1. The installation site must be prepared by the customer to meet product specifications provided by Hewlett-Packard at the time of purchase, and discussed as part of the HP Site Planning service.
2. The customer is responsible for furnishing all labor, materials and equipment required to:
 - a. Receive, uncrate, position and rack the products.
 - b. Connect primary power to products, unless the system is shipped with a power cable and connector.
 - c. Fabricate and pull cables if required.
 - d. Dispose of packing materials and crates.
 - e. Rerack or relocate the products if required.
 - f. Install products not supplied by Hewlett-Packard.

Ordering information

Installation services are provided at the shipment destination (if within the country of purchase), and at no additional cost within the defined HP service travel area when you procure HP computer products under the following conditions:

1. New purchase, lease or rental of HP computer systems as defined by the HP Purchase Agreement. Installation includes all peripherals, interfaces and accessories procured concurrently as part of the system.
2. HP Computer products that are added to an existing System Maintenance Agreement at the time of purchase.

For HP computer products purchased under conditions other than specified above, Installation services are available for the prices specified under the Charges section of this data sheet.

Contact your nearest HP office to procure these services

Specifications subject to change without notice.



**HEWLETT
PACKARD**

Standard System Maintenance Agreement

The Standard System Maintenance Agreement is Hewlett-Packard's quickest response, most comprehensive hardware support option.

Features

- A known monthly maintenance cost that can be budgeted.
- All necessary parts and labor for preventive and remedial maintenance services.
- On-site maintenance services.
- All service requests receive priority response time.
- Same-day response on all service requests placed during normal working hours at sites within 100 miles of a Service Responsible Office.
- Professional maintenance management uncovers potential problems before they become critical.
- A highly-trained HP Customer Engineer is assigned to your account and works with your team to optimize system availability.
- Personnel, inventory and tools are managed to assure local availability of complete maintenance service when you need it.
- Continuous maintenance service once work is started on-site until completion, regardless of your coverage period.
- Selectable periods of coverage are available to meet the specific needs of your operation.
- Extended hours of coverage permits a preventive maintenance schedule that avoids system interruption during normal business hours.
- Installation services for HP computer system products added to your system already covered by a Standard System Maintenance Agreement are included at no additional charge.
- Engineering improvements are installed to assure system performance to Hewlett-Packard's high standards.
- During the warranty period, coverage hours are extended to match the coverage provided under the Standard System Maintenance Agreement you selected at no additional charge.
- Site environmental surveys prevent system malfunctions due to environmental degradation.

Description

HP Standard System Maintenance Agreement Service is available on all HP computer systems and selected products. This service is designed to support systems used in critical applications which require immediate response to any interruption. Extended coverage options can provide on-call support up to seven days a week, twenty-four hours a day.

HP manages your on-site maintenance program

When you purchase a Standard System Maintenance Agreement, a trained and experienced HP Customer Engineer is assigned to your account with the responsibility of managing a maintenance program specially designed for your system. Specific services include:

- **Preventive Maintenance** HP computer systems preventive maintenance (PM) programs have the specific objective of identifying potential problems before malfunctions occur, thus providing increased system availability. Your account responsible Customer Engineer not only performs the periodic maintenance specified in HP products maintenance documentation, but also augments these services with personal experience with the products and your application. PM services include executing diagnostics to systematically identify potential problems; making necessary electronic and mechanical adjustments; and replacing worn or defective parts as required. Standard coverage provides coverage to 9:00 p.m., so that preventive maintenance can be accomplished outside of your normal working hours.
- **Remedial Maintenance** In the event unscheduled maintenance is necessary, your account responsible Customer Engineer will be on-site in four hours within travel zones 1, 2 and 3. In most instances, your Customer Engineer will call you within one hour of your service request to discuss the symptoms you have observed, ensuring that all resources and parts are available to promptly correct the malfunction. Prior to completing the service call, the



Customer Engineer will run appropriate diagnostics to verify that the corrective action indeed solved the problem. With standard coverage until 9:00 p.m., any call made during your normal working day prior to 5:00 p.m. will receive a response the same day.

- **Engineering Improvements** To ensure that your HP computer products perform to the highest standards, your Standard System Maintenance Agreement service includes the installation of appropriate engineering improvements. These changes ensure continued compatibility with HP computer systems supplied software and replacement parts. Engineering improvements are installed during a preventive or remedial maintenance call.
- **Site Environmental Survey** HP computer products are designed to operate within certain power, temperature, airborne particulate and humidity specifications. Site conditions outside these bounds may adversely effect system performance. Occasionally, your Customer Engineer will monitor these environmental parameters. He will then advise you of any conditions which might cause unnecessary system malfunctions, and recommend any necessary corrective action.
- **Continuous Service** Once on-site work has commenced during the period of coverage, your Standard System Maintenance Agreement provides at no additional charge continuous on-site service. Work will continue until the system is restored to normal operation, as long as reasonable progress is being made. The on-site effort may be suspended to obtain additional parts or personnel, but will be immediately resumed when they become available.
- **System History Logs** A log book is maintained on your site for each HP system. In this document, your operators and account Customer Engineer will record service requests, their symptoms and the corrective actions taken. This chronological record is a valuable information source for your Customer Engineer in managing your system's maintenance program. A quick scan of this log each time your Customer Engineer visits your site enables rapid identification of recurring problems and provides information for formulating correction action plans.

HP service responsible offices give you total support

Each HP SRO is staffed with trained and experienced computer systems Customer Engineers, and fully equipped with the parts and tools required to assure prompt availability of maintenance services. When you procure a Standard System Maintenance Agreement your system configuration is entered into an installed base file maintained at each Primary SRO. This information is used by computer systems Customer Engineer Managers to insure proper inventory and staffing levels. In addition, a complete record of service request orders for your system is established. The information contained in this file, combined with statistical data in parts utilization, allows selection of inventory levels specifically matched to your system configuration.

In depth back-up support

Your account responsible computer systems Customer Engineer is specifically trained in managing maintenance programs for his assigned accounts. This management skill, combined with technical expertise in systems maintenance, enables your Customer Engineer to solve the majority of your on-site maintenance problems. Backing this professional is a team of product specialists with in-depth technical knowledge on assigned HP computer products. These specialists are available to work with the account responsible Customer

Engineer to quickly isolate and resolve complex problems. Product specialists maintain continuous contact with support engineers based at HP computer systems manufacturing divisions to assure local availability of up-to-date maintenance information.

The standard system maintenance agreement

The Standard System Maintenance Agreement provides on-site maintenance services for HP computer systems products from 8:00 a.m. to 9:00 p.m. every day of the normal workweek, excluding HP holidays. Each HP computer systems product eligible for coverage has a fixed Standard Monthly Maintenance Charge (SMMC) that includes travel (within travel zones 1, 2 or 3), labor and parts, regardless of the type and frequency of services rendered for the product. You can add more HP computer products to your standard plan at any time—their SMMCs are added to your monthly Standard System Maintenance Agreement service charge. For service requests received during the standard period of coverage, the Standard System Maintenance Agreement provides a response time within four hours from the time of the call, measured in hours elapsed during the period of coverage to sites located in travel zones 1, 2 or 3. Standard coverage allows scheduled services, such as preventative maintenance, system updates or engineering improvements to be performed at hours other than the normal working hours of 8:00 a.m. to 5:00 p.m. Coverage to 9:00 p.m. assures same-day response to service requests received before 5:00 p.m. at sites located within travel zones 1, 2 or 3 of a Primary SRO. In most instances same-day response would be received from Secondary SROs. The standard coverage greatly increases system availability to your 8:00 a.m. to 5:00 p.m. staff.

Warranty Enhancements

If you purchase a Standard System Maintenance Agreement with extended coverage before the installation of your system, you will receive the same extended coverage during the warranty period at no additional charge. The Standard System Maintenance Agreement also offers add-on product warranty coverage expanded to match the Standard Agreement coverage. Normally, warranty for add-on products covers labor and parts only, on a return to Hewlett-Packard basis. If you include these add-on products on your Standard System Maintenance Agreement prior to their installation, you will receive both on-site services and extended coverage for these products during the warranty period at no additional charge.

Short-term maintenance option

Ninety-day minimum short-term Maintenance Agreement Service option is available. The on-site repair services are identical to those provided in service plans. OEMs may find this option especially useful in providing warranty services to end users at fixed prices. The term of the agreement may be extended in thirty-day increments from the ninety-day minimum to one year. Site requirements consulting and HP installation of the products are required, and are not included in the maintenance price.

Coverage Extensions

Extended coverage options are available on Standard System Maintenance Agreements. Primary SROs can provide you with coverage up to seven days a week, twenty-four hours a day. Available hourly extensions include 8:00 a.m. to 12:00 p.m., 8:00 a.m. to 8:00 a.m. Days per week can be selected as five days, six days, or seven days. The seven-day-per-week plan includes HP holidays.

Extended Travel

For customers located outside zones 1, 2 or 3, Hewlett-Packard has established additional travel zones to a maximum radius of 300. On-site maintenance services are provided for a percentage increase in the SMMC. Response time is increased to accommodate greater travel times. Even if you are located outside the defined travel zones, Hewlett-Packard will quote fixed, monthly charges for your site as long as you are located within defined HP service travel areas.

Specifications

Product eligibility

Standard System Maintenance Agreements are available for HP computer products meeting the following requirements.

Minimum Equipment Configuration.

- **Systems** A system is defined as a combination of products, listed on an HP Computer Systems Configuration Guide as being compatible, containing a central processing unit (CPU) and interconnected by power, signal cables or connections. A minimum system configuration contains products that accept HP computer systems supplied diagnostics on the media normally furnished, and allow Customer Engineer interaction with the system. All other products included must be listed on the configuration guide establishing compatibility with the system.
- **Terminals and peripherals** These products must have the ability to be tested and maintained using built-in, self-test capabilities or with HP computer systems supplied electronic test units.
- **Other products** Interfaces and accessories, such as dynamic mapping, fast FORTRAN, may be included, provided the system, computer, terminal or peripheral in which they are used is also covered by a Standard System Maintenance Agreement.

Uniform Coverage Systems (a CPU and all its associated components) must be covered under a single System Agreement. However, any components of a system eligible for support under a Product Maintenance Agreement or a Field Repair Center Maintenance Agreement may be separately covered by either of these programs, provided a minimum system configuration is maintained on a single System Maintenance Agreement.

Operating Condition HP Computer Systems products which are in normal operating condition and are at HP current specified revision levels are eligible for a Standard System Maintenance Agreement. Products that include on-site services provided during warranty automatically meet this requirement if they are placed under agreement prior to expiration of the warranty. All other products require installation and inspection by Hewlett-Packard at the customer's expense.

If, in the opinion of Hewlett-Packard, repairs are required, Hewlett-Packard will offer to perform such work at standard time and materials (per-call) rates prior to accepting the product on a Standard System Maintenance Agreement.

Modified Products HP computer products which have been modified without prior written approval of Hewlett-Packard are not eligible for coverage by a Standard System Maintenance Agreement.

Software Requirements For HP 300 or 3000 computer systems to be eligible for a Standard System Maintenance Agreement, they must first be covered by a HP software support service which provides software updates.

Site requirements

Standard System Maintenance Agreement Service is available for HP computer products installed by HP computer systems Customer Engineers in sites which are:

- Maintained to the specifications listed in the HP documents applicable to the products at the time of purchase.
- Located in a HP computer systems defined service travel area.
- Located in stationary facilities (mobile vans, ships, airplanes, and railroad cars are specifically excluded).
- Attended by customer's personnel at all times when HP computer systems Customer Engineers are on-site.

Relocation of products

Continued support for HP products covered by a Standard System Maintenance Agreement is available, subject to the following conditions:

1. The new site meets HP specifications.
2. The customer provides all labor, materials and freight for dismantling, packing, shipment, as well as receiving, unpacking, positioning and installation at the new location. Hewlett-Packard will provide supervision of these services for an additional charge. The customer is responsible for all risk of loss and damage to products during relocation.
3. Hewlett-Packard will provide installation and any necessary repair services at the new location for an additional charge.
4. For relocation of products within the same country:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The Standard System Maintenance Agreement remains in effect; travel charges and response time are adjusted if required.
5. For relocation of products from one country to another:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The current Standard System Maintenance Agreement will no longer remain in effect; a new agreement will be established in the new country with SMMC charges at the local rates.

Standard System Maintenance Agreement (available from all SROs)

- 1. Period of Coverage** All maintenance service will commence between the hours of 8:00 a.m. and 9:00 p.m. during Hewlett-Packard's normal workweek in the country where service is provided, excluding HP holidays.
- 2. Response Time** Response time is measured from the time of the call received during the period of coverage, and in hours elapsed during the period of coverage only. Primary SRO response time will be within four hours. Secondary SRO response time will normally be within four hours but will not exceed that which would be provided from the nearest Primary SRO.

NOTE

In some instances, a country may not have an HP SRO which is able to consistently provide four hour response. Such countries are identified in the SRO locations listed in the back of this data book. Response times from these SROs can be obtained from your local Sales Representative or nearest HP SRO.

- 3. Travel** The Standard System Maintenance Agreement includes travel for customer sites located within HP travel zones 1, 2 or 3.
- 4. Continuous Effort** Once Hewlett-Packard has commenced on-site work, it shall continue uninterrupted, as long as reasonable progress is being made until the products are operational, unless additional parts or additional resources are required.
- 5. Parts** Maintenance parts required for on-site service will be furnished by Hewlett-Packard on an exchange basis; replaced parts become the property of Hewlett-Packard.
- 6. Charges** Charges for the Standard System Maintenance Agreement will be based on Hewlett-Packard's published Standard Monthly Maintenance Charges (SMMC) in effect in the country where the products are maintained. On a few electromechanical devices, Hewlett-Packard charges an SMMC which is based on the usage level of the unit. The usage level is measured by our internal meter in these products. The customer agrees to provide meter readings on a periodic basis. The customer will receive sixty day written notice for any SMMC changes.

Hewlett-Packard will provide a quotation for service which is valid for thirty days. Charges will be adjusted to reflect additions, deletions or relocations of equipment.

Short-term standard system maintenance agreement

The minimum term of a Standard System Maintenance Agreement is twelve months. Customers who require partial year coverage may select a short-term version of the Standard System Maintenance Agreement. A Short-Term Agreement will be invoiced in advance for charges covering the entire period (three to eleven months) plus an administration fee equal to the monthly maintenance charge. Provision of add-on installation for products which do not include installation is not provided under the Short-Term Agreement. In all other respects the Short-Term Agreement is identical to the Standard System Maintenance Agreement.

Extended travel (available from Primary SRO only)

Service provided to systems located within travel zones 4, 5 or 6 will include additional travel charges; response times are specified in the following table. Response times are measured from time of call in elapsed hours during the period of coverage.

Travel Zones	Response Time	Monthly Travel Charge
4 or 5	Within 8 hours	+ 25% of SMMC
6	Within 12 hours	+ 50% of SMMC
Outside Zone 6	Response times and monthly travel charges for these locations will be established at time of sale	

Extended Coverage (available from Primary SRO only)

The period of coverage may be extended up to twenty-four hours per day and seven days per week. Standard Monthly Maintenance Charges (SMMC) are adjusted for these coverages by their appropriate percentage multipliers from the table below.

Period of Coverage	5 Days/Week excluding HP Holidays	6 Days/Week excluding HP Holidays	7 Days/Week including HP Holidays
8 a.m. to 9:00 p.m.	Standard Monthly Maintenance Charge (SMMC)	+ 10% SMMC	+ 20% SMMC
8:00 a.m. to 12:00 Midnight	+ 10% SMMC	+ 20% SMMC	+ 30% SMMC
8:00 a.m. to 8:00 a.m.	+ 20% SMMC	+ 30% SMMC	+ 40% SMMC

Ordering information

You may procure a Standard System Maintenance Agreement by contacting your HP Sales Representative or your nearest HP Computer Systems Service Responsible Office.

General Ordering Information The HP Customer Support Services Agreement, CSSA, can accommodate any number of systems or products at various locations within a country including any HP Agreement Support Service. To establish an agreement initially, the customer signs the CSSA which explains the terms and conditions of all service options. To order system support, the customer need only return the quotation he receives from Hewlett-Packard with a purchase order. The quote, which requires no signatures, references a certain service option and when returned with your purchase order defines the equipment covered and period of coverage for the selected service.

Term of Agreement The initial term of the agreement is one year. After the initial term, the agreement will continue in effect until cancelled by either party. The customer may cancel the agreement at any time by providing Hewlett-Packard thirty days advance written notice. After the initial term, Hewlett-Packard may cancel or modify the agreement with sixty days written notice.

Commencement Date The commencement date for services specified in the order will be established as follows:

- New system purchases: upon expiration of on-site services provided during warranty, if the agreement is signed and a purchase order is received prior to expiration of the warranty.
- All other agreements: on the next calendar day following the acceptance of the agreement and the receipt of a purchase order by Hewlett-Packard.

Addition/Deletion of Products You may add or delete HP computer products at any time, subject to concurrence by Hewlett-Packard and thirty days advance written notice.

Changes to Period of Coverage You may change the period of coverage at any time subject to Hewlett-Packard concurrence and thirty days advance written notice.

Invoicing

1. Invoices will be submitted monthly, quarterly, or annually in advance at your option, subject to a minimum charge.
2. Invoices for products added or for increases in coverage during an invoice period will be prorated to the next invoice date.
3. Invoices for products deleted or for reductions in coverage will be prorated from the last invoice date.
4. Invoices for services provided which are not included in the agreement will be submitted at the time they are performed.
5. Invoices for usage charges may be billed separately on a monthly basis.
6. Invoices for different releases of an agreement can be consolidated at the customer's request.

Additional warranty information

Replacement parts shall be new or equivalent; parts replaced shall become the property of Hewlett-Packard. Replacement parts do not carry Hewlett-Packard's standard parts warranty. But replacement parts are warranted against defects in material and workmanship during the term of the Customer Support Services Agreement that covers the products in which they are installed.

Specifications subject to change without notice.





Basic System Maintenance Agreement

The Basic System Maintenance Agreement provides next day, on-site hardware support for your HP computer system.

Features

- A known, monthly maintenance cost that can be budgeted.
- All necessary parts and labor required for preventive and remedial maintenance services.
- On-site maintenance services.
- Next day response to service requests at sites within 100 miles of an HP Service Responsible Office.
- Professional maintenance management uncovers problems before they happen or become critical.
- A highly-trained HP Customer Engineer is assigned to your account and works with your team to optimize system availability.
- Personnel, inventory and tools are managed to assure local availability of complete maintenance service when you need it.
- Continuous maintenance service once work is started, until completion regardless of your coverage period.
- Installation services for HP computer products added to a system covered by a Basic System Maintenance Agreement are included at no additional charge.
- Engineering improvements are installed to assure system performance meets Hewlett-Packard's high standards.
- Site Environmental Surveys prevent system malfunctions due to environmental degradation.

Description

Hewlett-Packard Basic System Maintenance Agreement service is available on all HP computer systems and selected products. This service is designed to support systems which usually operate only during normal business hours, and can sustain an operational delay of one work day for maintenance response. Hewlett-Packard manages your on-site maintenance program.

When you purchase a Basic System Maintenance Agreement, a trained and experienced HP Customer Engineer is assigned to your account with the responsibility of managing and implementing a maintenance program specially designed for your system. Specific services include:

- **Preventive Maintenance** HP computer systems preventive maintenance (PM) programs have the specific objective of identifying potential problems before malfunctions occur, thus providing increased system availability. Your account responsible Customer Engineer not only performs the periodic maintenance specified in HP computer products maintenance documentation, but also augments these services with personal experience on your products and applications. PM services include execut-

ing diagnostics to systematically identify potential problems; making necessary electronic and mechanical adjustments; and replacing worn or defective parts as required.

- **Remedial Maintenance** In the event unscheduled maintenance is necessary, your account responsible Customer Engineer will be on-site the coverage day following your service request at sites within zones 1, 2 and 3. In most instances, your Customer Engineer will call you the same day of your service request to discuss the symptoms you have observed, assuring that all resources and parts are available to promptly correct the malfunction. Prior to completing the service call, the Customer Engineer will run appropriate diagnostics to verify that the corrective action indeed solved the problem.
- **Engineering Improvements** To ensure that your HP computer products perform to the highest standards, your Basic System Maintenance Agreement service includes the installation of appropriate engineering improvements. These changes ensure continued compatibility with HP computer systems supplied software and replacement parts. Engineering improvements are installed during a preventive or remedial maintenance call.



- **Site Environmental Survey** HP products are designed to operate within certain power, temperature, airborne particulate, and humidity specifications. Site conditions outside these bounds may adversely effect system performance. Occasionally, your Customer Engineer will monitor these environmental parameters, and advise you of any condition which might cause unnecessary system malfunctions and appropriate corrective action.
- **Continuous Service** Once on-site work has commenced during the period of coverage, your Basic System Maintenance Agreement provides, at no additional charge, continuous on-site service until the system is restored to normal operation, as long as reasonable progress is being made. The on-site effort may be suspended to obtain additional parts or personnel, but will be immediately resumed when they become available.
- **System History Logs** A log book is maintained on your site for each HP system. In it, your operators and account Customer Engineer will record service requests, their symptoms and the corrective actions taken. This chronological record is a valuable information source for your Customer Engineer in managing your system's maintenance program. A quick scan of this log each time your Customer Engineer visits your site enables rapid identification of recurring problems and provides information for formulating correction action plans.

HP service responsible offices give you total support.

Each SRO is staffed with trained and experienced computer systems Customer Engineers, and fully equipped with the parts and tools required to assure prompt availability of the maintenance service. When you procure a Basic System Maintenance Agreement your specific system configuration is entered into an installed base file maintained at each Primary SRO. This information is used by computer systems Customer Engineer Managers to insure proper inventory and staffing levels. In addition, a complete record of service request orders for your system is established. The information contained in this file combined with statistical data on parts utilization provided to your account Customer Engineer allows selection of inventory levels specifically matched to your system configuration.

In-depth back-up support

Your account responsible computer systems Customer Engineer is specifically trained in managing maintenance programs. This management skill, combined with technical expertise in systems maintenance, enables the Customer Engineer to solve the majority of your on-site maintenance problems. Backing this professional is a team of product specialists with in-depth technical knowledge on assigned HP computer products. These specialists are available to work with the account responsible Customer Engineer to quickly isolate and resolve complex problems. Product specialists maintain continuous contact with support engineers based at HP computer systems manufacturing divisions, assuring local availability of up-to-date maintenance information.

The basic system maintenance agreement

The Basic System Maintenance Agreement provides on-site maintenance services for HP computer products between 8:00 a.m. and 5:00 p.m. every day of the normal workweek, excluding HP holidays. Your Customer Engineer will respond to your service request on the next coverage day for

sites within 100 miles of the service office (HP travel zones 1, 2 and 3). Each HP computer product has a fixed Basic Monthly Maintenance Charge (BMMC) that includes travel (to 100 miles), labor and parts, regardless of the type or frequency of services rendered. You can add more HP computer products to your basic plan at any time; their BMMCs are added to your monthly Basic System Maintenance Agreement service charge.

Short-term maintenance option

A ninety-day minimum short-term Maintenance Agreement Service option is available. The on-site repair services are identical to those provided in full-term service plans. OEMs may find this option especially useful in providing warranty services to end users at fixed prices. The term of the agreement may be extended in thirty day increments from the ninety-day minimum to one year. Site requirements consulting and HP installation of the products are required and are not included in the maintenance price.

Standard coverage per-call option

On specific occasions, you can improve your response and coverage to be equivalent to the Standard System Maintenance Agreement for your zone by paying a fixed, published standard coverage charge. This per-call option is helpful when difficulties arise during a critical application and improved response is desired.

Extended travel

For customers located outside zones 1, 2 or 3, Hewlett-Packard has established additional travel zones to maximum radius of 300 miles. On-site maintenance services are provided for a percentage increase in the BMMC. Response time is increased to accommodate greater travel times. Even if you are located outside the defined travel zones, Hewlett-Packard will quote fixed, monthly charges to your site as long as you are located within HP service travel areas.

Specifications

Product eligibility

Basic System Maintenance Agreements are available for HP computer products which meet the following requirements:

Minimum Equipment Configuration.

- **Systems** A system is defined as a combination of products, listed on a HP Computer Systems Configuration Guide as being compatible; containing a central processing unit (CPU); and interconnected by power, signal cables, or connections. A minimum system configuration contains products that accept HP computer systems supplied diagnostics on the media normally furnished, and allow Customer Engineer interaction with the system. All other products included must be listed on the configuration guide as compatible with the system.
- **Terminals and Peripherals** These products must have the ability to be tested and maintained using built-in self-test capabilities or with HP computer systems supplied electronic test units.
- **Other Products** Interfaces and accessories such as dynamic mapping, fast FORTRAN, may be included provided the system, computer, terminal or peripheral in which they are used is also covered by a Basic System Maintenance Agreement.

Uniform Coverage Systems (a CPU and all its associated components) must be covered under a single Systems Agreement. However, any components of a system eligible for support under a Product Maintenance Agreement or a Field Repair Center Maintenance Agreement may be separately covered by either of these programs, provided a minimum system configuration is maintained on a single Systems Maintenance Agreement.

Operating Condition HP computer products which are in normal operating condition and are at current specified revision levels are eligible for a Basic System Maintenance Agreement. Products that include on-site services during warranty automatically meet this requirement if they are placed under agreement before expiration of the warranty. All other products require installation and inspection by Hewlett-Packard at the customer's expense.

If, in the opinion of Hewlett-Packard, repairs are required, Hewlett-Packard will offer to perform such work at standard time and materials (per-call) rates prior to accepting the product on a Basic System Maintenance Agreement.

Modified Products HP computer products which have been modified without prior written approval by Hewlett-Packard are not eligible for coverage by a Basic System Maintenance Agreement.

Software Requirements For an HP 300 or 3000 computer system to be eligible for a Basic System Maintenance Agreement, it must first be covered by an HP Software Support Service which provides software updates.

Site requirements

Basic System Maintenance Agreement Service is available for HP computer products installed by HP computer systems Customer Engineers in sites which are:

- Prepared and maintained by the customer to meet specifications included in HP documents applicable to the products at the time of purchase.
- Located in an HP defined service travel area.
- Located in stationary facilities (mobile vans, ships, airplanes, and railroad cars are specifically excluded).
- Attended by customer's personnel at all times when HP computer systems Customer Engineers are on-site.

Relocation of products

Continued support for HP products covered by a Basic System Maintenance Agreement is available subject to the following conditions:

1. The new site meets HP specifications.
2. The customer provides all labor, materials and freight for dismantling, packing, shipment, as well as receiving, unpacking, positioning and installation at the new location. Hewlett-Packard will provide supervision of these services for an additional charge. The customer is responsible for all risk of loss and damage to products during relocation.

3. Hewlett-Packard will provide installation and any necessary repair services at the new location for an additional charge.
4. Travel charges and response time are adjusted if required.
5. For relocation of products within the same country:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The Basic System Maintenance Agreement remains in effect.
6. For relocation of products from one country to another:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The current Basic System Maintenance Agreement will no longer remain in effect; a new agreement will be established in the new country with local BMMCs.

Basic system maintenance agreement (available from all SROs)

1. **Period of Coverage** All maintenance service will commence between the hours of 8:00 a.m. and 5:00 p.m. during Hewlett-Packard's normal workweek in the country where service is provided, excluding HP holidays.
2. **Response Time** For service requests received on a given day, response will be on the next coverage day for customers located in travel zones 1, 2 and 3.
3. **Travel** The Basic System Maintenance Agreement includes travel for customer sites located within HP travel zones 1, 2 or 3.
4. **Continuous Effort** Once Hewlett-Packard has commenced on-site work, it shall continue uninterrupted, as long as reasonable progress is being made, until the products are operational, unless additional parts or additional resources are required.
5. **Parts** Maintenance parts required for on-site service will be furnished by Hewlett-Packard on an exchange basis; replaced parts become the property of Hewlett-Packard.
6. **Charges** Charges for the Basic System Maintenance Agreement will be based on Hewlett-Packard's published Basic Monthly Maintenance Charges (BMMC) in effect in the country where the products are maintained. On a few electromechanical devices, Hewlett-Packard charges a BMMC which is based on the usage level of the unit. The usage level is measured by an internal meter in these products. The customer must agree to provide meter readings on a periodic basis. The customer will receive sixty-day written notice for any BMMC changes.

Hewlett-Packard will provide a quotation for services which is valid for thirty days. Charges will be adjusted to reflect additions, deletions or relocations of equipment.

Short-term basic system maintenance agreement charges

The minimum term of a Basic System Maintenance Agreement is twelve months. Customers who require partial year coverage may select a short-term version of the Basic System Maintenance Agreement.



A short-term agreement will be invoiced in advance for charges covering the entire period (three to eleven months) plus an administration fee equal to the monthly maintenance charge.

Add-on installation provisions for products which do not include installation in their purchase price is not provided under the short-term agreement. In all other respects, the short-term agreement is identical to the Basic System Maintenance Agreement.

Extended travel (available from Primary SROs only)

Service provided at locations within HP travel zones 4, 5 or 6 will include additional travel charges; response times are specified below:

Travel Zones	Response Time	Monthly Travel Charge
4 or 5	Within 2 coverage days	+ 25% of BMMC
6	Within 3 coverage days	+ 50% of BMMC
Outside Zone 6	Response times and monthly travel charges for these locations will be established at time of sale.	

Ordering information

You may procure a Basic System Maintenance Agreement by contacting your HP Sales Representative or your nearest HP computer systems Service Responsible Office.

General Ordering Information The HP Customer Support Service Agreement, CSSA, can accommodate any number of systems or products at various sites within a country including any HP agreement support service. To establish an agreement initially the customer signs the CSSA which explains the terms and conditions of all service options. To order system support, the customer need only return the quotation he receives from Hewlett-Packard with a purchase order. The quote, which requires no signature, references a certain service option, and when returned with your purchase order defines the equipment covered and period of coverage for the selected service.

Term of Agreement The initial term of the agreement is one year. The agreement will then continue in effect until cancelled by either party. The customer may cancel the agreement at any time by providing Hewlett-Packard thirty days advance written notice. After the initial term Hewlett-Packard may cancel or modify the agreement with sixty days written notice.

Commencement Date The commencement date for any release of this agreement will be established as follows:

- New system purchases: upon expiration of on-site services provided during warranty, provided the agreement is signed and a purchase order is received prior to expiration of the warranty.
- All other agreements: on the next calendar day following the acceptance of the agreement and the receipt of a purchase order by Hewlett-Packard.

Addition/Deletion of Products You may add or delete HP computer systems products at any time, subject to concurrence by Hewlett-Packard and thirty days advance written notice.

Invoicing

1. Invoices will be submitted monthly, quarterly, or annually in advance at your option, subject to a minimum charge.
2. Invoices for products added or for increases in coverage during an invoice period will be prorated to the next invoice date.
3. Invoices for products deleted or for reductions in coverage will be prorated from the last invoice date.
4. Invoices for services provided which are not included in the agreement will be submitted at the time they are performed.
5. Invoices for usage charges may be billed separately on a monthly basis.
6. Invoices for different releases of an agreement can be consolidated at the customer's request.

Additional warranty information

Replacement parts shall be new or equivalent; parts replaced shall become the property of Hewlett-Packard. Replacement parts do not carry Hewlett-Packard's standard parts warranty. But replacement parts are warranted against defects in material and workmanship during the term of the Customer Support Services Agreement that covers the products in which they are installed.

Specifications subject to change without notice.



**HEWLETT
PACKARD**

On-Site Product Maintenance Agreement

The On-Site Product Maintenance Agreement is Hewlett-Packard's lowest cost on-site support program for selected HP terminals, desktop computers and their associated peripherals containing self-diagnostic capabilities.

Features

- A known, monthly maintenance cost that can be budgeted.
- Hewlett-Packard's lowest cost on-site maintenance service for selected products.
- Next-day response to service requests at sites within 100 miles of an HP Service Responsible Office.
- Service by an HP Customer Engineer specifically trained on these selected products affords substantial savings over system maintenance rates.
- Personnel, inventory and tools are managed to assure local availability of complete maintenance service when you need it.
- Engineering improvements are installed to assure system performance that meets Hewlett-Packard's high standards.

Description

Hewlett-Packard's On-Site Product Maintenance Agreement Service is available for a select group of computer systems group products. This service is designed to meet the on-site repair needs of these products in a cost-effective manner.

Specially designed, low cost support program

Units covered under an On-Site Product Maintenance Agreement include terminals, printers, plotters, desktop computers and selected peripherals. Scheduled preventative maintenance for these products is typically unnecessary or performed by the user. This agreement covers unscheduled repairs only. In the event repairs are necessary, an HP Customer Engineer, specially trained on these products, will be on-site within a specified response time. Prior to completing the service call, the Customer Engineer will run appropriate diagnostics to verify that the corrective action taken indeed solved the problem. Factory specified engineering improvements may be installed at the time of repair.

HP service responsible offices give you total support

Each HP Service Responsible Office (SRO) is staffed with trained and experienced computer systems Customer Engineers, and fully equipped with the parts and tools required to assure prompt availability of maintenance services. When you procure an On-Site Product Maintenance Agreement, your specific product information is entered into an installed-base file maintained at each Primary SRO. This information is used by computer systems Customer Engineer Managers to ensure proper inventory and staffing levels are maintained.

In-depth back-up support

HP computer systems Customer Engineers are specifically trained on this class of products, enabling them to solve your on-site maintenance problems. Backing this professional, is a team of product specialists with in-depth technical knowledge on assigned HP computer products. These specialists are available to work with the HP Customer Engineer to quickly isolate and resolve complex problems. Product specialists maintain continuous contact with support engineers based at HP computer systems manufacturing divisions, assuring local availability of up-to-date maintenance information.

The on-site product maintenance agreement

The On-Site Product Maintenance Agreement provides on-site maintenance services from 8:00 a.m. to 5:00 p.m. every day of the normal workweek, excluding HP holidays. Response to a service request will occur the next coverage day for sites located in zones 1, 2 or 3 of your SRO. Each HP computer product has a fixed Product Monthly Maintenance Charge (PMMC) that includes travel (within zones 1, 2 or 3 of your SRO), labor and parts, regardless of the type or frequency of services rendered. You can add more HP computer products to your agreement at any time—their PMMCs are added to your monthly Product Maintenance Agreement Service charge.

Because products eligible for this program are low priced and portable, defective units can quickly be replaced by the user with an on-site spare. Therefore, the On-Site Product Maintenance Agreement Service may be used to augment on-site spares resources for applications requiring immediate response.



Short-term maintenance option

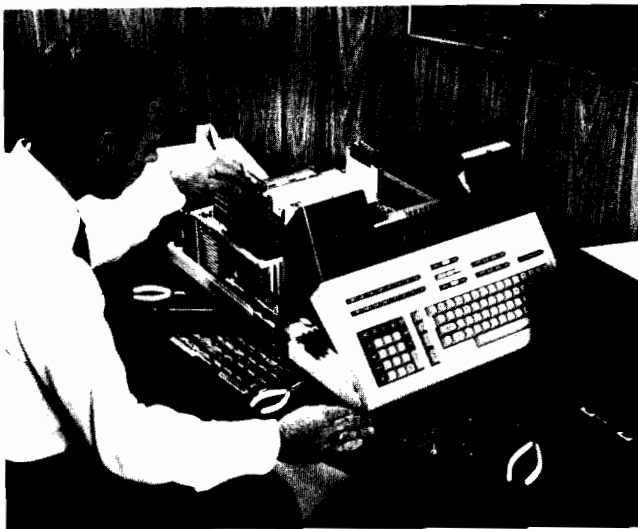
A ninety-day minimum short-term Maintenance Agreement Service option is available. The on-site services are identical to those provided in full-term service plans. OEMs may find this option especially useful in providing warranty services to end users at known prices. The term of the agreement may be extended in thirty-day increments from the ninety-day minimum to one year.

Standard coverage per-call option

On specific occasions, you may procure response and coverage equivalent to the Standard System Maintenance Agreement for your zone by paying a fixed, published Standard Coverage Charge. This per-call option is helpful when difficulties arise during a critical application and improved response is desired.

Extended travel

For customers located outside zones 1, 2 or 3, Hewlett-Packard has established additional travel zones to maximum radius of 300 miles. On-site maintenance services are provided for a percentage increase in PMMC. Response time is increased to accommodate greater travel times. Even if you are located outside the defined travel zones, Hewlett-Packard will quote fixed, monthly travel charges as long as you are located within defined HP service travel areas.



Specifications

Product Eligibility On-site Product Maintenance Agreements are available for a select group of HP computer products, including terminals, printers, plotters, desktop computers and selected peripherals. Contact Hewlett-Packard or check a published HP Service Price List to determine product eligibility.

Operating Condition HP computer products which are in normal operating condition and are at current specified revision levels are eligible for an On-Site Product Maintenance Agreement. Products automatically meet this requirement if they are placed under agreement prior to expiration of the warranty. All other products may require inspection by the HP Computer Support Organization at the customer's expense. If, in the opinion of Hewlett-Packard, repairs are required, Hewlett-Packard will offer to perform such work for a standard repair charge, or at standard time and material

(per-call) rates prior to accepting the product on an On-Site Product Maintenance Agreement.

Modified Products HP computer products which have been modified without prior written approval of Hewlett-Packard are not eligible for coverage under an On-Site Product Maintenance Agreement.

Site requirements

On-Site Product Maintenance Agreement Service is available for selected HP computer products in sites which are:

- Prepared and maintained by the customer to meet specifications included in HP documents applicable to the products at the time of purchase.
- Located in a HP service travel area.
- Located in stationary facilities (mobile vans, ships, airplanes, and railroad cars are specifically excluded).
- Attended by customer's personnel at all times when HP Customer Engineers are on-site.

Relocation of products

Continued support for HP products covered by an On-Site Product Maintenance Agreement is available subject to the following conditions.

1. The new site meets HP specifications.
2. For relocation of products within the same country:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The On-Site Product Maintenance Agreement will remain in effect; travel charges and response time are adjusted if required.
3. For relocation of products from one country to another:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The current On-Site Product Maintenance Agreement will no longer remain in effect; a new agreement will be established in the new country with PMMC charges at the local rates.

On-site product maintenance agreement (available from all SROs)

Period of Coverage All maintenance service will commence between the hours of 8:00 a.m. and 5:00 p.m. during Hewlett-Packard's normal workweek in the country where service is provided, excluding HP holidays.

Response Time For customers located in zones 1, 2 and 3, an HP Customer Engineer will arrive on-site the next coverage day following receipt of a service request.

Travel The On-Site Product Maintenance Agreement includes travel for customer sites located within travel zones 1, 2 or 3.

Parts Maintenance parts required for service will be furnished by Hewlett-Packard on an exchange basis; replaced parts become the property of Hewlett-Packard.

Charges Charges for the On-Site Product Maintenance Agreement will be based on Hewlett-Packard's published Product Monthly Maintenance Charges (PMMC) in effect in the country where the products are maintained. The customer will receive sixty days written notice on any PMMC changes.

Hewlett-Packard will provide a quotation for service which is valid for thirty days. Charges will be adjusted to reflect additions, deletions or relocations of equipment.

Short-term on-site product maintenance agreement

The minimum term of an On-Site Product Maintenance Agreement is twelve months. Customers who require partial year coverage may select a short-term version of the On-Site Product Maintenance Agreement. A short-term agreement will be invoiced in advance for charges covering the entire period (three to eleven months) plus an administration fee equal to the monthly maintenance charge. Customers who purchase a short-term option will not be affected by price changes. In all other respects, this short-term agreement is identical to the On-Site Product Maintenance Agreement.

Extended travel (available from Primary SROs only)

Service provided at locations within travel zones 4, 5 or 6 will include additional travel charges; response times are specified below:

Travel Zones	Response Time	Monthly Travel Charge
4 or 5	Within 2 coverage days	+ 25% of PMMC
6	Within 3 coverage days	+ 50% of PMMC
Outside Zone 6	Response times and monthly travel charges for these locations will be established at time of sale.	

Ordering information

You may procure an On-Site Product Maintenance Agreement by contacting your HP Sales Representative or your nearest HP SRO.

General Ordering Information The HP Customer Support Service Agreement, CSSA, can accommodate any number of products at various sites within a country, including any

HP Agreement Support Service. To establish an agreement initially the customer signs the CSSA which explains the terms and conditions of all service options. To order services under the agreement, the customer need only return the quotation he receives from Hewlett-Packard with a purchase order. The quote, which requires no signatures, references a certain service option, and when returned with your purchase order defines the equipment covered and period of coverage for the selected service.

Term of Agreement The initial term of the agreement is one year. The agreement will then continue in effect until cancelled by either party. The customer may cancel the agreement at any time by providing Hewlett-Packard thirty days advance written notice. After the initial term Hewlett-Packard may cancel or modify the agreement with sixty days written notice.

Commencement Date The commencement date for any release of this agreement will be established as follows:

- New system purchases: upon expiration of on-site services provided during warranty, provided the agreement is signed and a purchase order is received prior to expiration of the warranty.
- All other agreements: on the next calendar day following the acceptance of the agreement and the receipt of a purchase order by Hewlett-Packard.

Addition/Deletion of Products You may add or delete HP computer products at any time, subject to concurrence by Hewlett-Packard and thirty days advance written notice.

Invoicing

1. Invoices will be submitted monthly, quarterly or annually in advance at your option, subject to a minimum charge.
2. Invoices for products added or for increases in coverage during an invoice period will be prorated to the next invoice date.
3. Invoices for products deleted or for reductions in coverage will be prorated from the last invoice date.
4. Invoices for services which are not included in the agreement will be submitted at time they are performed.
5. Invoices for different releases of an agreement can be consolidated at the customer's request.

Additional warranty information

Replacement parts shall be new or equivalent; parts replaced shall become the property of Hewlett-Packard. Replacement parts do not carry Hewlett-Packard's standard parts warranty. But replacement parts are warranted against defects in material and workmanship during the term of the Customer Support Services Agreement that covers the products in which they are installed.

Specifications subject to change without notice.





Field Repair Center Maintenance Agreement

Hewlett-Packard's Field Repair Center Maintenance Agreement offers the lowest hardware support costs for terminals, desktop computers, and their associated peripherals containing self-diagnostic capabilities.

Features

- A known, monthly maintenance cost that can be budgeted.
- All necessary parts and labor for remedial maintenance services.
- Return to HP repair service.
- Maximum three day receipt-to-shipment response.
- Hewlett-Packard's most economical service program for selected products.

Description

Field Repair Center Maintenance Agreement Service is available for a select group of HP computer products only. Often these products find application where alternate units can be utilized, several days absence is acceptable, or on-site spares are available. This service is designed as the lowest cost-of-ownership maintenance service for these products.

Return to HP field repair center

Units covered under a Field Repair Center Maintenance Agreement include terminals, printers, plotters, desktop computers, and specified peripherals. Scheduled preventive maintenance for these products is typically unnecessary or performed by the user. This agreement covers remedial repairs only. In the event repairs are necessary, the unit is shipped to the nearest HP Field Repair Center facility. Once a repair is completed, the HP Customer Engineer will run appropriate diagnostics to verify the proper operation of the product. Factory specified engineering improvements may be installed at the time of repair.

The field repair center maintenance agreement

The Field Repair Center Maintenance Agreement provides return to Hewlett-Packard maintenance services for designated products. Each eligible product has a fixed monthly fee, the Field Monthly Maintenance Charge (FMMC), that includes return shipment, labor and parts, regardless of the frequency of services rendered for the product. You can add more HP computer products to the Field Repair Center Maintenance Agreement at any time--their FMMC will be prorated to match the billing date of the existing agreement. The Field Repair Center Maintenance Agreement provides repair service within three days of unit receipt.



Short-term maintenance option

A ninety-day minimum, short-term Maintenance Agreement Service option is available. Services are identical to those provided in full-term service plans. OEMs may find this option especially useful in providing warranty services to end users at known prices. The term of the agreement may be extended in thirty-day increments from the ninety-day minimum to one year.

Specifications

Product Eligibility Field Repair Center Maintenance Agreements are available for only a limited number of HP computer products, based primarily on unit portability and self diagnostic capability. A list of these products is available from your HP Sales Representative or nearest HP SRO.

Operating Condition HP computer systems products which are in normal operating condition and are at current specified revision levels are eligible for a Field Repair Center Maintenance Agreement. Products automatically meet this requirement if they are placed under agreement prior to expiration of their warranty. All other products require inspection by Hewlett-Packard at the customer's expense.

If, in the opinion of Hewlett-Packard, repairs are required, we will offer to perform such work for a standard repair charge prior to accepting the product on a Field Repair Center Maintenance Agreement.

Modified Products HP computer products which have been modified without prior written approval of Hewlett-Packard are not eligible for coverage by a Field Repair Center Maintenance Agreement.

Site requirements

Field Repair Center Maintenance Agreement service is available for selected HP computer products operated in sites which meet specifications included in HP documents applicable to the products at the time of purchase.

Relocation of products

Continued support for HP products covered by a Field Repair Center Maintenance Agreement is available subject to the following conditions:

1. The new site meets HP environmental specifications.
2. For relocation of products within the same country:
 - The customer must provide Hewlett-Packard thirty days notice if the relocation changes the designated Field Repair Center.
 - The Field Repair Center Maintenance Agreement remains in effect.
3. For relocation of products from one country to another:
 - The customer must provide thirty days notice to Hewlett-Packard.
 - The current Field Repair Center Maintenance Agreement will no longer remain in effect; if the service is available in the destination country a new agreement will be established with local FMFCs.

Field Repair Maintenance Agreement

- **Unit Returns** The customer is responsible for shipping units needing repair to the nearest HP Field Repair Center, freight pre-paid.
- **Response Time** Response time is measured from the day the unit is received by the HP Field Repair Center, and in elapsed normal HP working days. Field Repair Center response time will be within three days.
- **Shipment** The Field Repair Maintenance Agreement includes return shipment at surface rates. If the customer requires more expeditious return shipment (for example, airfreight), he will be billed for the freight charge involved.
- **Parts** Maintenance parts required for bench repair will be furnished by Hewlett-Packard on an exchange basis. Replaced parts become the property of Hewlett-Packard.
- **Charges** Charges for the Field Repair Maintenance Agreement will be based on the published Field Monthly Maintenance Charges (FMFC) in effect in the country where the products are maintained. The customer will receive sixty days written notice on any FMFC changes.

Hewlett-Packard will provide a quotation for service which is valid for thirty days. Charges will be adjusted to reflect additions, deletions or relocations of equipment.

Short-term field repair center maintenance agreement

The minimum term of a Field Repair Center Maintenance Agreement is twelve months. Customers who require partial year coverage may select a short-term version of the Field Repair Center Maintenance Agreement. A short-term agreement will be invoiced in advance for charges covering the entire period (three to eleven months) plus an administration fee equal to the monthly maintenance charge. Customers who purchase a short-term option will not be affected by price changes. In all other respects this short-term agreement is identical to the Field Repair Center Maintenance Agreement.

Ordering information

You may procure a Field Repair Center Maintenance Agreement by contacting your HP Sales Representative or your nearest HP Service Responsible Office.

General Ordering Information The HP Customer Support Service Agreement, CSSA, can accommodate any number of products at various sites within a country, including any HP Agreement Support Service. To establish an agreement initially the customer signs the CSSA which explains the terms and conditions of all service options. To order services under the agreement, the customer need only return the quotation he receives from Hewlett-Packard with a purchase order. The quote, which requires no signatures, references a certain service option, and when returned with your purchase order defines the equipment covered and period of coverage for the selected service.

Term of Agreement The initial term of the agreement is one year. The agreement will then continue in effect until cancelled by either party. The customer may cancel the agreement at any time by providing Hewlett-Packard thirty days advance written notice. After the initial term Hewlett-Packard may cancel or modify the agreement with sixty days written notice.

Commencement Date The commencement date for any release will be established as follows:

- New system purchases: upon expiration of on-site services provided during warranty, provided the agreement is signed and a purchase order is received prior to warranty expiration.
- All other agreements: on the next calendar day following the acceptance of the agreement and the receipt of a purchase order by Hewlett-Packard.

Addition/Deletion of Products You may add or delete HP computer products at any time, subject to concurrence by Hewlett-Packard and thirty days advance written notice.

Invoicing

1. Invoices will be submitted monthly, quarterly or annually in advance at your option, subject to a minimum charge.
2. Invoices for products added or for increases in coverage during an invoice period will be prorated to the next invoice date.
3. Invoices for products deleted or for reductions in coverage will be prorated from the last invoice date.
4. Invoices for services provided which are not included in the agreement will be submitted at the time they are performed.
5. Invoices for different releases of an agreement can be consolidated at the customer's request.

Additional warranty information

Replacement parts shall be new or equivalent; parts replaced shall become the property of Hewlett-Packard. Replacement parts do not carry Hewlett-Packard's standard parts warranty. But replacement parts are warranted against defects in material and workmanship during the term of the Customer Support Services Agreement that covers the products in which they are installed.

Specifications subject to change without notice.





Time and Material (Per-Call) Service



Many HP maintenance services are available on a per-call basis; travel charges, parts, and labor rates are specified for each service.

Features

- Maintenance services that you manage for your specific needs.
- Specific per-call services supplement your own capabilities.
- Improved response times available in emergency situations.
- High quality services with known labor rates, zone travel charges, and parts prices.
- A predetermined, fixed standard repair charge, including parts and labor, for selected products.
- Support for HP products which cannot be accommodated by other support programs.

Description

Time and Material services are available for all HP computer products eligible for on-site service. Services that may be purchased on a per-call basis include preventive maintenance, remedial maintenance, engineering improvements, and other services that keep HP computer systems products in optimum operating condition.

Maintenance service that you manage

On-site Time and Material service is supplied by trained HP Customer Engineers to the customer who prefers to manage his equipment service or to supplement his service programs. Specific tasks available under time and material service are:

- Preventive maintenance services, specified in the HP product technical manuals, keep HP equipment operating reliably and performing to its designed specifications.
- Remedial maintenance services restore malfunctioning or inoperative equipment to normal operating condition.
- Engineering modifications implement changes, enabling equipment to operate to enhanced or new specifications.

Time and Material service is not limited to the above tasks. It is one way to procure the services of highly-skilled HP Customer Engineering personnel and high quality HP parts. You can use time and material service as another tool in managing your HP product maintenance program.

HP Customer Engineers and product specialists have extensive knowledge of all current HP computer products, and are continually trained on new products. Services for older or customer-modified HP computer products are also provided to the best of our ability, subject to the availability of

skills and parts. The HP Customer Engineering organization is dedicated to keeping all HP computer products working for you, regardless of their age or condition.

Time and Material service is provided with charges for travel, on-site hourly labor and parts at list. For selected products, labor and parts costs are combined in a standard repair charge (STREP). Those products with defined STREP charges may be returned to HP for repair or repaired on-site for the STREP plus travel charges.

Services when you need them

Two options are available, at a fixed fee, for those times when you have more critical time constraints.

- An improved response is available over the normal response time.
- Services can be provided outside normal HP working hours by an Out-Of-Coverage Service.

Travel zones for known travel charges

Fixed travel charges have been established for specific radial zones surrounding an SRO. This fixed travel charge is set for each of these four zones in order to provide you a known "per-trip" cost, allowing you to more accurately budget your maintenance cost.



Specifications

Product eligibility

Complete Time and Material services are offered for all Hewlett-Packard computer systems and products during their support life. Time and Material service may also be provided for products beyond their support life, subject to availability of skills and spare parts. Only products that have not been modified are eligible for repair at a standard repair charge.

Standard time and materials service

Response Time

Normal response is within twenty-four normal working hours (three working days) from time of call to any site located within HP's service travel area.

Improved response time is only available from Primary SROs for a published fixed fee, in addition to all other charges for the repair.

Primary SRO Zone	Response Time
1, 2 or 3	4 Hours
4 or 5	8 Hours
6	12 Hours
Outside Zone 6	Quote

Period of Coverage

Normal Time and Material service requests will be accepted between the hours of 8:00 a.m. and 5:00 p.m. during Hewlett-Packard's normal five day workweek, excluding HP holidays. All on-site work will be scheduled to commence during these hours.

Out-of-Coverage service is available from Primary SROs only for a published fixed fee in addition to any normal or overtime charges. See Out-of-Coverage service data sheet for more detailed specifications.

Customer responsibilities

Time and Material service is performed under the supervision of the customer. The customer must provide an on-site contact to consult with the Customer Engineer and determine when a problem has been resolved.

Local Customer Engineer management is available to aid in determining when additional resources are necessary. If the customer decides to employ additional resources, then the service call will be rescheduled for a time when those resources are available.

Charges

Parts, labor and travel are charged at Hewlett-Packard's commercially published rates, plus applicable taxes in the country in which service is performed. Labor and travel are charged as follows:

1. Standard labor rates will be charged for services commencing from 8:00 a.m. to 5:00 p.m., five days a week, excluding HP holidays. Overtime labor will be charged after 5:00 p.m. for the actual overtime required to complete service that commenced during normal working hours. Labor rates will apply to all time spent by the HP Customer Engineer on-site, including time spent waiting for system backup, researching, reproducing and resolving the problem. Time on-site will be billed to the nearest quarter-hour with a one hour minimum charge.

NOTE

The customer may elect to discontinue the service effort at any time and require the Customer Engineer to return later to complete the repair. Additional travel will be charged for the return trip. In no event shall overtime routinely extend beyond 9:00 p.m. Continued effort will be supplied as described in the Out-of-Coverage service data sheet.

2. Fixed travel fees are charged based on the customer's location relative to an HP SRO. Secondary SROs serve only zones 1, 2 and 3. Customers located beyond zone 3 will be charged based on their location relative to the nearest Primary SRO.

Outside the defined travel zones, charges will be computed on a portal-to-portal basis measured from the Primary SRO, including commercial transportation expenses, labor expended for travel time, and per diem or actual living expenses in regions or countries where per diem rates are not established.

Certain products have a predefined standard repair charge (STREP) which includes labor and parts. These published prices supercede time and material charges for the products to which they apply. Travel for products with STREPs will be billed at the zone fees. The STREP includes prepaid return shipping charges for repairs done at an HP Field Repair Center. A mini-STREP will apply to repairs that involve less than one (1) hour of labor, and parts prices that do not exceed one-quarter hour of labor at the prevailing rate.

Ordering information

Time and material service can be procured by contacting the nearest HP SRO in your area (a complete list of HP SROs is located in the back pages of this document). All SROs accept calls during their normal nine-hour workday, five days per week, excluding HP holidays. When you call in a service request be prepared to:

1. Specify the services required on each HP product to as much detail as possible. Complete information will expedite response time and minimize possible additional charges for labor, travel and parts.
2. Give the location of the site where the service is to be performed, citing the key person to be contacted upon arrival.
3. Specify whether overtime is authorized for completion of the service.

Procurement of time and materials service requires a purchase order with Hewlett-Packard or an open account with approved credit prior to the time service can be provided. It is advantageous to establish an open purchase order with Hewlett-Packard in advance to avoid any delays in obtaining service when it is necessary.

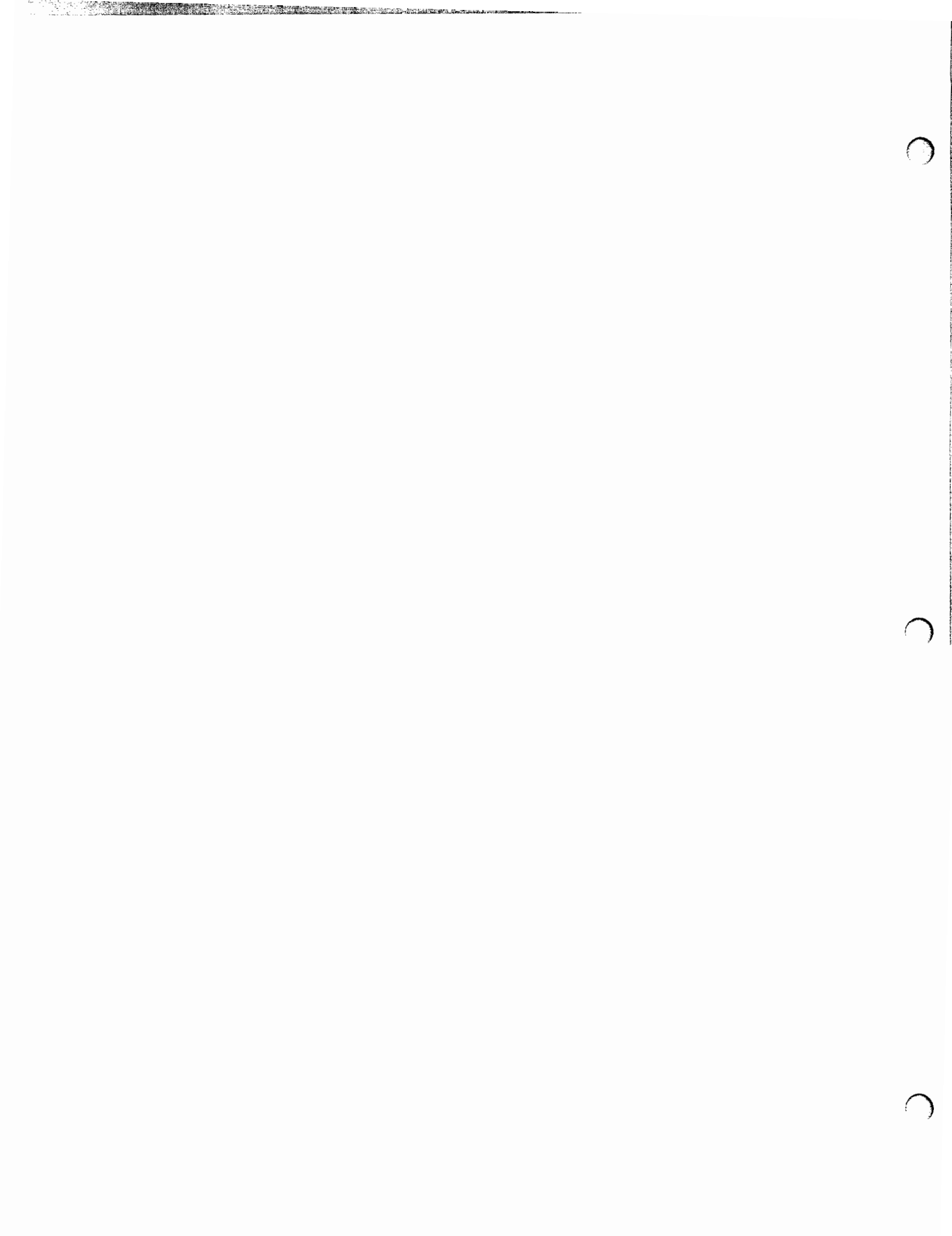
Invoicing

Invoices are submitted at the time service is provided.

Additional warranty information

1. Hewlett-Packard warrants parts and labor associated with the repair for ninety days.
2. Travel for warranty is limited to the site where the original repair was made.
3. HP products must be installed and operated in sites which meet HP specifications for these products.
4. Repairs performed under the product warranty do not extend the product warranty.

Specifications subject to change without notice.





Out-of-Coverage Service

Hewlett-Packard's Out-of-Coverage Service provides hardware maintenance services outside your coverage period.

Features

- Telephone access to HP Computer Support Organization professionals is available at any time, regardless of your coverage period.
- On-site service performed outside your coverage period minimizes unexpected interruptions to your operations.
- Rapid response time when on-site assistance is required outside the period of coverage.

Description

Out-of-Coverage Service is offered to all customers of HP computer products, assuring the availability of HP Customer Engineers when you need assistance outside your selected coverage period. Each HP Primary SRO maintains a twenty-four hour, seven days a week answering service to assure rapid access to Customer Engineers. These professionals not only provide service to customers with Customer Support Service Agreements and extended hours of coverage, but are also available to all customers who have made prior arrangements with Hewlett-Packard.

Out-of-coverage service augments your maintenance plan

Customers whose systems are covered by Customer Support Service Agreements may wish to use Out-of-Coverage Service for extensive add-on installations, minimizing interruptions to their normal operations. On rare occasions a failure may occur during a critical job. Out-of-Coverage Service is invaluable for restoring the system to operation.



Customers doing their own maintenance may find Out-of-Coverage Service valuable for rapidly obtaining the back-up services of an HP computer systems Customer Engineer. Such assistance may be provided by telephone or by actual response on-site.

Out-of-Coverage Service also provides assistance for Time and Material customers. Service may be performed outside Hewlett-Packard's normal working hours to quickly restore HP computer systems products to normal operating conditions.

Specifications

Product eligibility

Out-of-Coverage Service is available for all Hewlett-Packard computer and associated products throughout their support life. Out-of-Coverage Service may also be available for products beyond their support life, subject to availability of skills and parts.

Response time

A HP computer systems Customer Engineer will contact the customer at the phone number provided within one hour from the time of call.

If on-site response is required, an HP computer systems Customer Engineer will arrive on-site within the response times specified by the customer's normal coverage. For systems covered by a Standard System Maintenance Agreement the response times are listed in the following table:

Primary SRO Zones	Response time (hours)
1, 2 or 3	4
4 or 5	8
6	12
Outside Zone 6	Quote

Customers with a Basic System or Product Maintenance Agreement must pay the per-call fee for standard service coverage to realize these improved response times. Time and Material customers can get these same response times by paying the additional fixed fee for improved response.

Hours of coverage

Out-of-Coverage Service is available from all Primary SROs seven days a week, twenty-four hours a day.

Charges

There is a single published charge for Out-of-Coverage Service. This charge applies in addition to all other normal charges associated with the service performed, including charges for improved response.

Ordering information

You may make arrangements for obtaining Out-of-Coverage Service by contacting your nearest HP SRO or your Sales Representative during normal HP working hours of 8:00 a.m. to 5:00 p.m. An open purchase order specifying the systems, departments and/or persons authorized to procure the service is required.

Invoicing

Invoices are submitted at the time service is provided.

Specifications subject to change without notice.



Maintenance Training

Hewlett-Packard's Maintenance Training Service offers courses with specific theory and lab exposure to train your maintenance staff.

Features

- Hands-on learning with a minimum number of students per product.
- Troubleshooting to major sub-assembly level.
- Documentation to the major sub-assembly level.
- Latest in diagnostics, test fixtures, and tools.
- Professional staff, using the latest instruction techniques.
- Clean, modern facilities in an informal instruction environment.

Description

Hewlett-Packard offers maintenance courses on the HP 1000 and HP 9800 product lines and supported peripherals. Courses are designed to provide your maintenance personnel with the specific theory and lab exposure needed to troubleshoot, repair (by major subassembly replacement), and maintain these products. These courses are regularly scheduled at our HP facility or given in your facility.

Regularly Scheduled Courses For North American based customers, a schedule is available from your local HP Sales Office in a document titled *Computer Systems North American Customer Training Schedules*. This document lists the dates on which these classes are given, a brief description of content, price, product number, and prerequisites. These classes are typically limited to twelve students each, and require advance registration of at least thirty days. Similar information is available from your local HP Sales Office in Europe regarding courses offered in the European area.



On-Site Programs All of the maintenance courses listed in the *Computer Systems North American Customer Training Schedules* brochure can be taught at your facility on your specific equipment. Documentation is provided for attendees (up to ten) as part of the regular price.

Specifications

Product Eligibility

Maintenance training courses are offered for HP 1000 systems, HP 9800 systems, and the peripherals associated with these systems.

Prerequisites

Course prerequisites are shown in the training schedule. Basic electronics and a knowledge of digital theory is required. Also, some understanding of basic computer operation is recommended.

Cancellations

If you are unable to attend a particular class, early notification to the local HP Sales Office registrar is appreciated. Customers with confirmed enrollment who cancel within the last two (2) weeks or do not appear for class will incur a late cancellation fee.

Charges

The *Computer Systems North American Customer Training Schedule* brochure lists the prices for the courses given at HP facilities. These are standard published rates.

For on-site courses a daily rate is charged for all instructor expenses except transportation. A separate fee is calculated for transportation to your local area and return. Additional fees are also incurred for any changes to the standard product, and for extra material for attendees in excess of ten.



Ordering information

Requests for enrollment in any course should be made through your local HP Sales Office. If space is available, receipt of your purchase order will reserve one place. If space is not available, an alternate class date will be suggested by your local HP Sales Office. You will receive written confirmation of your registration no later than two weeks before commencement of the class.

Students will provide their own transportation, meals and lodging.

European training

The courses available in the U.S. are also available at HP Grenoble facilities in France. Your local European Sales Office can advise you of when the courses will be given, the charges involved, and the registration procedures.

Specifications subject to change without notice.



Assembly Repair Service

This service is an economical repair program for specified HP assembly products.

Features

- Cost effective support for HP customers who do their own maintenance.
- Additional savings for HP customers who maintain their own spares stocking.
- Turn-around time of twenty working days.
- Assemblies updated to the latest revision level to maintain compatibility with current HP hardware and diagnostics.

Description

The Assembly Repair Service offers a cost-effective program for repair of defective assemblies returned to Hewlett-Packard by Original Equipment Manufacturers or end users with a staff trained to maintain their own HP computer products. If you are such a customer, and you maintain an adequate inventory of HP replacement assemblies, you can realize the benefit of your spares stocking through the economical Assembly Repair Service.

The same competent working force of trained specialists who support our Customer Engineering Organization will repair the assemblies. All repairs are completed efficiently and effectively, using the latest diagnostic equipment. Assemblies are re-inspected by a second technician, assuring you the highest standard of quality.

All repaired assemblies will be updated to the latest revision level to maintain compatibility with current HP hardware and diagnostics.



Specifications

Product eligibility

Only certain assembly products associated with the 21XX computers are eligible for the Assembly Repair Service. A complete list is shown below. Assemblies may be added or deleted at any time. The availability of this program for a specific product is indicated on the current service price list.

Assembly Repair Service Products List

2108K	M-Series CPU
2109K	E-Series CPU
12728C	M-Series Front Panel
12728G	E-Series Front Panel
2102B	M/E Series Memory Controller
13187B	M/E Series 32KB Memory
12001A	L-Series CPU
12004A	L-Series Memory
12005A	L-Series Asynch. Serial Interface
12006A	L-Series Parallel Interface
12008A	L-Series Prom Interface
12009A	L-Series HP-IB
12013A	L-Series Battery Backup
12035A	L-Series Power Supply

Geographical restrictions

The Assembly Repair Service is limited to customers located within the United States. The Assembly Exchange Service is available worldwide and is an alternative way to procure assembly repair services.

Turn-around time

Standard turn-around time for an assembly is twenty working days following the placement of your order with your local HP Sales Office (subject to availability).

Charges

Each assembly has a standard repair charge. All repairs, including "no trouble found," are billed at the standard repair charge.

There is a standard minimum charge for assembly products that cannot be repaired or updated. Assemblies received with unsupported modifications may be classified as unrepairable.

Customer responsibilities

The customer should use these assembly products only in applications specified by Hewlett-Packard. Any damages resulting from misuse are not the responsibility of Hewlett-Packard.

The customer has the responsibility for properly packaging the assemblies when returned. Any damages resulting from improper packaging by the customer are not the responsibility of Hewlett-Packard.

Repair information

To have an assembly repaired, contact your local HP Sales Office. You should provide the office contact with the product number of the assembly, a description of the failure symptoms, a purchase order number, and a "ship to" address. The office contact will verify if the assembly can be repaired on the Assembly Repair Service. If it can, the assembly is to be delivered with the above information in writing to your local HP Sales Office. After it is repaired, the assembly is shipped directly back to you from the repair center.

Warranty

A ninety day repair warranty applies to assemblies repaired on this program. The warranty applies only to the repair done on the assembly. Subsequent unrelated failures are not covered by the repair warranty. The product must have a valid repair number affixed to it in order to receive service under the repair warranty. Warranty repairs performed under the product warranty do not extend the product warranty. Assemblies under warranty that cannot be updated or repaired will be replaced with an equivalent exchange assembly, except assemblies with unsupported modifications.

Other considerations

Service contracts are not available for computer assembly products.

Since these computer assembly products are functionally equivalent to active exchange assemblies, a customer desiring expedited service can use the Assembly Exchange service. Under this service, defective assembly is exchanged for an equivalent assembly product in good repair.

Specifications subject to change without notice.



**HEWLETT
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Assembly Exchange Service

Hewlett-Packard's Assembly Exchange Service is a timely exchange program for specified HP assembly products.

Features

- Faster response for assembly repair; assemblies are repaired on our time, not yours.
- Reduced costs are offered by this alternative to the purchase of new parts.
- Direct shipment within five working days in response to your phone order.
- Factory hotline—direct shipment to you within one working day of your call for an additional charge.
- Walk-in inventory exchange at your local HP SRO for an additional charge, subject to prior arrangements and local availability.
- Assemblies updated to the latest revision level to maintain compatibility with current HP hardware and diagnostics.

Description

The Assembly Exchange Service is a timely and cost effective program for customers who perform their own maintenance. Timely because complete assemblies will be exchanged to avoid time-consuming troubleshooting to the component level of the defective assembly. The time you would normally spend for routing and repairing a defective assembly is eliminated. Cost effective because your inventory can be stream-lined. Hewlett-Packard will manage a portion of the spares stocking of the assemblies.

When you wish to exchange a defective assembly, just call your local HP Sales Office. An exchange assembly will be shipped directly to you within five working days of your order. You can also arrange for expedited Hotline delivery when you have a critical need. Hotlines are shipped within one working day of your order.

By making prior arrangements with your local HP office regarding stocking and handling fees, you can bring your defective assembly to that office for a direct exchange from local inventory. Local availability of a particular assembly, however, cannot be assured.

The same competent working force of trained specialists who support our Customer Engineering Organization will repair the assemblies. All repairs are completed efficiently and effectively using the latest diagnostics equipment. Assemblies are re-inspected by a second technician, ensuring you the highest standard of quality.

All exchanged assemblies will be updated to the latest revision level to maintain compatibility with current HP hardware. Assemblies that cannot be updated will be replaced with equivalent new or exchange assemblies at our option for no additional charge.



Specifications

Product Eligibility

Almost all computer product assemblies are available on the Assembly Exchange Service.

Response time

Exchange assemblies are shipped directly from the factory to you within five working days following the placement of your order with your local HP Sales Office.

Factory hotlines can be purchased at the Net Exchange Price plus a premium charge.

Charges

Each exchange assembly has a fixed repair price which is the Net Exchange price.

Factory hotlines can be purchased at the Net Exchange Price plus a premium charge.

Walk-in exchanges made from local inventory are subject to a handling charge in addition to the Net Exchange price.

Ordering information

Questions regarding exchange assembly pricing and availability should be directed to your local HP Sales Office.

To order an exchange assembly, you should supply the assembly part number, a purchase order number, and a "ship to" address to your local HP Sales Office. The office contact will verify if the assembly is offered on this program. If the assembly is, it will be ordered and the list price of the equivalent new assembly will be invoiced upon shipment. Upon receipt, inspection and acceptance of the defective assembly, you will be credited the difference between the List price of the equivalent new assembly and the Net Exchange price. Credit will not be issued on assemblies that cannot be repaired due to unsupported modifications or improper use by the customer.

Hewlett-Packard will ship replacement exchange assemblies directly back to you. You will be responsible for delivery of the defective assembly to the local HP Sales Office within fifteen days of the placement of the exchange order.

Contact the service manager at your local HP office to determine the availability and charges for a walk-in exchange from local inventory.

Warranty

Hewlett-Packard warrants exchange assemblies for ninety days starting from the date of shipment from the repair center. Return the defective board for credit to the nearest local HP Sales Office. Warranty repairs performed under the product warranty do not extend the product warranty.

Specifications subject to change without notice.



**HEWLETT
PACKARD**

Disc Pack Exchange Service

Hewlett-Packard's Disc Pack exchange program enables customers to exchange damaged disc packs for refurbished units.

Features

- Extends economic life of HP disc packs.
- Fixed exchange price is substantially less than the price of a new disc pack.
- A quality refurbished unit meets the same high standards as original HP disc packs.
- Availability quote is made at the time of order.

Description

Reconditioned disc packs for the HP 7920 and HP 7925 disc drives can be ordered on an exchange basis. This program allows you to extend the life of your disc pack at a substantial savings over full replacement cost. Any 7920 or 7925 customer, having a pack withdrawn from service due to in-drive damage or questionable performance, can take advantage of this cost-effective program.

The media used on the 7920 and 7925 disc drives are a *critical* part of the product. Precise engineering and manufacturing standards for the media and disc drives allow media interchangeability between properly maintained disc drives anywhere in the world.

In the refurbishment process, each disc is subjected to stringent mechanical and electrical testing before it is assembled into multi-disc packs. The packs are then dynamically balanced and all surfaces are electrically purified. Each pack is evaluated for error-free data transfer under "worst case" conditions, using mini-computers and specially-modified drives. A refurbished disc pack is equivalent to an original pack in quality, performance and reliability.



Specifications

Product eligibility

The table below shows the new and associated exchange product numbers for the disc packs available on this program.

Disc Drive	Disc Pack Product Numbers	
	Original	Refurbished
7920	13394A	13394R
7925	13356A	13356R

Availability

The typical availability for a refurbished disc pack is four weeks or less. At times, availability can extend beyond four weeks, so a quote should be requested at the time an order is placed. The prompt return of defective units will help keep availability under four weeks.

Charges

A separate fixed Net Exchange price is established for each disc pack eligible for this program. These prices are included on Hewlett-Packard's published price list.

Customer responsibility

The customer has the responsibility for properly packaging the defective disc pack for return to Hewlett-Packard. Any damage resulting from improper packaging by the customer may render the pack ineligible for exchange.



Ordering information

Questions regarding exchange disc pack pricing and availability should be directed to your local HP Sales Office.

To order an exchange disc pack, you should supply the disc pack exchange product number, a purchase order number, and a "ship to" address. The office contact will verify that the pack is offered on this program. The list price of a new pack will be invoiced upon shipment. Upon receipt of the defective pack, you will be credited the difference between the list price of a new pack and the Net Exchange price. Credit will not be issued on assemblies that cannot be repaired due to improper use by the customer.

Hewlett-Packard will ship replacement exchange disc packs directly to you. You will be responsible for delivery of

the defective pack to Hewlett-Packard within fifteen days of the placement of the exchange order. Shipping instructions will be provided by your local HP Sales Office.

Warranty

Hewlett-Packard warrants refurbished disc packs for ninety days starting from the date of shipment from the repair center. Return the defective pack for credit to the nearest local sales office. Warranty repairs performed under the product warranty do not extend the product warranty.

Specifications subject to change without notice.



HP Computer Supplies



Hewlett-Packard's computer supplies include magnetic media, operating supplies and convenience items related to all HP computer products—desktop computers, computer systems, and peripherals.

Features

- Full range of quality supplies to help bring out the best performance in your HP computer products.
- Performance-critical supplies such as disc packs, print heads, and minicartridges are manufactured by Hewlett-Packard.
- Helpful reference catalog lists supplies for all HP computer products.
- Easy ordering methods and timely shipments from stock.
- Toll-free direct phone ordering in the U.S.

Description

The quality of the supplies used in HP computer products not only affects operating performance, but also full product life and reliability. For example, the rate of wear on thermal printer heads is directly related to contact abrasion with the paper used. Consequently, HP thermal papers are smooth-surfaced for longer print-head life. High-performance products have an even more critical interrelationship with their operating supplies (such as the HP disc drives and HP disc packs). Thus, using HP tested, approved, and often HP manufactured supplies, assures you the best performance from our products.

HP Rigid Disc Media Using proper disc media is essential for the successful and optimum operation of HP disc drives. Every HP rigid disc pack and cartridge is 100% tested and certified for use on HP drives. The packs are dynamically tested to reduce surface imperfections or imbalances and electromagnetically tested to reduce data transfer errors. Total disc drive performance and the drive head/media interface are uniquely interdependent. Therefore, disc drive specifications and reliability can be assured only when using HP media products.

Mini Data Cartridge Hewlett-Packard is the only computer and peripheral manufacturer that makes its own minicartridge. Since the manufacturing processes and the materials used are closely controlled, the result is a quality data storage device which enables the best product performance. All internal parts are precision mounted on a stable, metal backplate. Next, special HP designed machines load premium-quality magnetic tape into each assembly. Every minicartridge is 100% tested for mechanical and electrical performance after it has been aged.

Thermal Paper If your system is equipped with a thermal printing device, we recommend you obtain the thermal paper from Hewlett-Packard. Our thermal paper is carefully specified for optimum print quality and for minimal abrasive wear on the print head.



Specifications

Quality HP supplies include:

- Rigid and flexible discs
- Data cartridges
- Magnetic tape
- Printer ribbons and printheads
- Thermal and impact papers
- Plotter pens and papers
- Standard cables (including HP-IB)
- Terminal tables
- Copy holders
- Static control mats

A complete listing of all HP supplies can be found in the *Computer Supplies Catalog*. Ask Hewlett-Packard for publication number 5953-2450.

Ordering information

In the U.S. the fastest and easiest way to order is directly by phone from our supplies and distribution center. When you call us between 9 a.m. and 5 p.m. local time, we will give you an immediate confirmation of the supply item availability and will usually be able to ship your order within twenty-four hours of your call.

All states, except California, call toll-free: (800) 538-8787

In California, call collect: (408) 738-4133

To order outside the U.S., contact your local HP Sales Office.

Warranty

HP computer supplies are warranted against defects in materials and workmanship for ninety days from date of shipment. Hewlett-Packard will replace any supply item which proves to be defective. Call Hewlett-Packard for shipping instructions, and return the defective item, freight prepaid.

The warranty does not apply to damage resulting from misuse.

Specifications subject to change without notice.



**HEWLETT
PACKARD**

Computer Support Locations Service Responsible Offices

Listings of Primary and Secondary SRO's
Primary SRO's are in **Bold Type**

EUROPE AND MIDDLE EAST

AUSTRIA

Vienna
Hewlett-Packard Ges.m.b.h.
Wehlstrasse, 29
P.O. Box 7
A-1205 Vienna
Austria
Phone: (0222) 35 16 21-0

BELGIUM

Brussels
Hewlett-Packard Benelux SA/NV
Avenue du Col-Vert, 1,
(Groenkraaglaan)
B-1170 Brussels
Belgium
Phone: 02-660-50-50

DENMARK

Copenhagen
Hewlett-Packard A/S
Datavej 52
DK-3460 Birkerød
Denmark
Phone: (02) 81-66-40

Silkeborg

Hewlett-Packard A/S
Navervej 1
DK-8600 Silkeborg
Denmark
Phone: (06) 82-71-66

FINLAND

Helsinki
Hewlett-Packard OY
Revontulentie 7
SF-02100
Estoo 10
Finland
Phone: (90) 455-0211

FRANCE

Aix-En-Provence
Hewlett-Packard France
Le Ligoures
Bureau de Vente
de Aix-en-Provence
Place Romee de Villeneuve
F-13090
Aix-En-Provence, France
Phone: (42) 59 41 02

Bordeaux

Hewlett-Packard France
Le Montesquieu
Avenue du President JF Kennedy
F-33700 Merignac
France
Phone: (56) 34 00 84

Grenoble

Hewlett-Packard France
5th Avenue Raymond Chanas
F-38320 Eybens
France
Phone: (76) 25 81 41

Lille

Hewlett-Packard France
Bureau de Vente de Lille
Immeuble Pericentre
Rue Van Gogh
F 59650 Villeneuve D'ASCQ
France
Phone: (20) 91-41-25

Lyon

Hewlett-Packard France
Bureau de Vente de Lyon
Chemin des Mouilles
Boite Postale No. 162
F 69130 ECULLY CEDEX
France
Phone: (78) 33 81 25

Metz

Hewlett-Packard France
32 Rue Lothaire
F-57000 Metz
France
Phone: (87) 65 53 50

Paris, South

Hewlett-Packard France
Avenue Des Tropiques
Z.I. de Courtaboeuf BP 6
F-91401 Orsay Cedex
France
Phone: (1) 907 78 25

Paris, North

Hewlett-Packard France
Rue de la Commune de Paris
Bt. Ampere
Boite Postale 3000
F 93153 Le Blanc Mesnil Cedex
France
Phone: (1) 865 44 52

Rennes

Hewlett-Packard France
Bureau de Vente de Rennes
2 Allee de la Bourgonette
F-35100 Rennes
France
Phone: (99) 51 42 44

Strasbourg

Hewlett-Packard France
18, Rue du Canal de la Marne
F-67300 Schiltigheim
France
Phone: (88) 83 08 10

Toulouse

Hewlett-Packard France
20 Chemin de la Cepiere
F-31081 Toulouse Cedex
France
Phone: (61) 40 11 12

GERMANY

Berlin, West

Hewlett-Packard GmbH
Technisches Buero Berlin
Keithstrasse 2-4
D-1000 BERLIN 30
Germany
Phone: (030) 24 90 86

Stuttgart

Hewlett-Packard GmbH
Technisches Buero Boeblingen
Herrenberger Strasse 110
D-7030 Boeblingen
Germany
Phone: (07031-667-1) & (07031-667750)

Duesseldorf

Hewlett-Packard GmbH
Technisches Buero Duesseldorf
Emanuel-Leutze-Strasse 1
D-4000 Duesseldorf 11—Seestern
Germany
Phone: (0211) 59 71-1

Frankfurt

Hewlett-Packard GmbH
Vertriebszentrale Frankfurt
Bernner Strasse 117
Postfach 560 140
D-6000 Frankfurt 56
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