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Note: Prices to State of Florida customers will be discounted at least 5%, per Florida State Contract rules.

CarePaq™ Services

AlphaServers

AlphaServer Premium Software Support

OVMS/Tru64 UNIX
Gold Support

Part #	Software Description	List Price
FM-SSSOG-12	Premium service uplift from standard remedial software support to 1 year Compaq Gold Support for OVMS or *Tru64* UNIX environments supported 24 hours/day, 7 days/week. Includes assigned technical specialist high level Gold Team; 30 minute priority response; pro-active patch notification and additional enhancements.	$ 35292
FM-SSSOG-36	As above, for 3 years	$105876
FM-SSSOG-60	As above, for 5 years	$176460

NOTE:
OVMS/*Tru64* Unix Support are prerequisites to Premium Service.

OVMS/Tru64 UNIX
Silver Support

Part #	Software Description	List Price
FM-SSSOS-12	Premium service uplift from standard remedial software support to 1 year Compaq Silver Support for OVMS or *Tru64* Unix environments during normal business hours. Includes assigned technical specialist high level Silver Team, 1 hour priority response and additional enhancements.	$ 7980
FM-SSSOS-36	As above, for 3 years	$ 22680
FM-SSSOS-60	As above, for 5 years	$ 36540

NOTE:
OVMS/*Tru64* UNIX Support are prerequisites to Premium Services.

OVMS/Tru64 UNIX
Node Gold Support

Part #	Software Description	List Price
FM-SNGOS-12	Premium service uplift from standard remedial Node support to Compaq Gold Node support for OVMS or *Tru64* UNIX environments. Extends support from Anchor System to Node for 1 year. Includes assigned technical specialist high level Gold Team; 30 minute priority response; pro-active patch notification; additional enhancements.	$ 2352
FM-SNGOS-36	As above, for 3 years	$ 7056
FM-SNGOS-60	As above, for 5 years	$ 11760

NOTE:
OVMS/*Tru64* UNIX Support are prerequisites to Premium Service.

OVMS/Tru64 UNIX
Node Silver Support

Part #	Software Description	List Price
FM-SNSOS-12	Premium service uplift from standard remedial Node support to Compaq Silver Node support for OVMS or *Tru64* Unix environments. Extends support from Anchor System to Node for 1 year. Includes assigned technical specialist high level Silver Team; 1 hour priority response and additional enhancements.	$ 1425
FM-SNSOS-36	As above, for 3 years	$ 4050
FM-SNSOS-60	As above, for 5 years	$ 6525

NOTE:
OVMS/*Tru64* UNIX Node Service are prerequisites to Premium Service.

Pre-qualification required for Gold Support. Contact Business Critical Sales Support @ 1-800-430-7211

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CarePaq™ **Services**

AlphaServers

Windows NT Software Support

9x5 Bronze Main Support

Part #	Software Description	List Price
Tier 2 Bronze Main		
FM-NMB52-12	Provides 1 year of bronze software support for Tier 2 Windows NT server and layered products as identified on the supported products list 1.	$ 2565
FM-NMB52-36	As above, for 3 years	$ 7290
FM-NMB52-60	As above, for 5 years	$ 11745
Tier 3 Bronze Main		
FM-NMB53-12	Provides 1 year of bronze software support for Tier 3 Windows NT server and layered products as identified on the support products list 1.	$ 1710
FM-NMB53-36	As above, for 3 years	$ 4860
FM-NMB53-60	As above, for 5 years	$ 7830

24x7 Bronze Main Support

Part #	Software Description	List Price
Tier 2 Bronze Main		
FM-NMB72-12	Provides 1 year of bronze software support for Tier 2 Windows NT server and layered products as identified on the supported products list 1.	$ 3196
FM-NMB72-36	As above, for 3 years	$ 9083
FM-NMB72-60	As above, for 5 years	$ 14634
Tier 3 Bronze Main		
FM-NMB73-12	Provides 1 year of bronze software support for Tier 3 Windows NT server and layered products as identified on the support products list 1.	$ 2131
FM-NMB73-36	As above, for 3 years	$ 6056
FM-NMB73-60	As above, for 5 years	$ 9756

Bronze Dependent Support

Part #	Software Description	List Price
Tier 2 Bronze Dependant		
FM-NDB52-12	Extends 1 year of bronze software support for Tier 2 WNT HW platforms. Support is extended for all supported product from the main system to each additional system.	$ 855
FM-NDB52-36		$ 2430
FM-NDB52-60	As above, for 3 years As above, for 5 years	$ 3915
Tier 3 Bronze Dependant		
FM-NDB53-12	Extends 1 year of bronze software support for Tier 3 WNT HW platforms. Support is extended for all supported product from the main system to each additional system.	$ 456
FM-NDB53-36		$ 1296
FM-NDB53-60	As above, for 3 years As above, for 5 years	$ 2088

Incident Pack

Bronze 10 incidents, 9x5	FM-NTICB-12	$ 1516

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CarePaq™ Services

AlphaServers

Windows NT Software Support

Silver Main Support

Part #	Software Description	List Price
Tier 2 Silver Main		
FM-NMS72-12	Provides 1 year of silver support for Tier 2 Windows NT server and layered products as identified on the supported products list 1.	$ 10260
FM-NMS72-36	As above, for 3 years	$ 29160
FM-NMS72-60	As above, for 5 years	$ 46980
Tier 3 Silver Main		
FM-NMS73-12	Provides 1 year of silver support for Tier 3 Windows NT server and layered products as identified on the supported products list 1.	$ 8265
FM-NMS73-36	As above, for 3 years	$ 23490
FM-NMS73-60	As above, for 5 years	$ 37845

Gold Main Support

Part #	Software Description	List Price
Tier 2 Gold Main		
FM-NMG72-12	Provides 1 year of Gold Support for Tier 2 Windows NT Server and Layered products as identified on the supported products List 1.	$ 31350
FM-NMG72-36	As above, for 3 years	$ 89100
FM-NMG72-60	As above, for 5 years	$ 143550
Tier 3 Gold Main		
FM-NMG73-12	Provides 1 year of Gold Support for Tier 3 Windows NT server and layered products as Identified on the supported products list 1.	$ 29925
FM-NMG73-36	As above, for 3 years	$ 85050
FM-NMG73-60	As above, for 5 years	$ 137025

Silver Dependent Support

Part #	Software Description	List Price
Tier 2 Silver Dependant		
FM-NDS72-12	Extends 1 year of silver support for Tier 2 WNT hardware platforms. Support is extended for all supported products from the main system to each additional system.	$ 3420
FM-NDS72-36	As above, for 3 years	$ 6480
FM-NDS72-60	As above, for 5 years	$ 10440
Tier 3 Silver Dependant		
FM-NDS73-12	Extends 1 year of silver support for Tier 3 WNT hardware platforms. Support is extended for all supported products from the main system to each additional system.	$ 1425
FM-NDS73-36	As above, for 3 years	$ 4050
FM-NDS73-60	As above, for 5 years	$ 6525

Gold Dependent Support

Part #	Software Description	List Price
Tier 2 Gold Dependant		
FM-NDG72-12	Extends 1 year of Gold Support for Tier 1 Windows NT hardware platforms. Support is extended for all supported products from the main system to each additional system on a customized level.	$ 3135
FM-NDG72-36	As above, for 3 years.	$ 8910
FM-NDG72-60	As above, for 5 years.	$ 14355
Tier 3 Gold Dependant		
FM-NDG73-12	Extends 1 year of Gold Support for Tier 1 Windows NT hardware platforms. Support is extended for all supported products from the main system to each additional system on a customized level.	$ 2565
FM-NDG73-36	As above, for 3 years.	$ 7290
FM-NDG73-60	As above, for 5 years.	$ 11745

Installation & Start-up

Part #	Description	List Price
FM-SMWNT-IN	Provides up to 2 days of WNT start-up activities including installation and configuration of basic functionality of WNT server software, configuration includes default network protocols, up to 10 existing networked clients, and 1 local printer; also brief on-site configuration.	$ 2160

Pre-qualification required for Gold Support. Contact Business Critical Sales Support @ 800-430-7211.

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CarePaq™ **Services**

AlphaServers

AlphaStation DS10 (Hardware)

Part #	Hardware Description	List Price
FM-1D4HR-12	1 Year, 9x5, 4-Hour Response	$ 450
FM-1D724-12	1 Year, 24x7, 4-Hour Response	$ 1426
FM-1D4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 1350
FM-1D724-36	1-3 Years, 24x7, 4-Hour Response	$ 4277
FM-1DXHW-60	4-5 Years, 9x5, Next Day Response	$ 3600
FM-1D4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 5850
FM-1D724-60	1-5 Years, 24x7, 4-Hour Response	$10728

INSTALLATION PART NUMBER:
FM-1DINS-IN $450
Products Covered: DA-73BAA-DW, EW, FW
DY-73BAA-DW, EW, FW
DA/DY-74BAA-DW, EW, FW

AlphaStation DS10 (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D10V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1379
FM-D10V9-36	As above, for 3 years	$ 3920
FM-D10V9-60	As above, for 5 years	$ 6025
FM-D1WU9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 605
FM-D1WU9-36	As above, for 3 years	$ 1741
FM-D1WU9-60	As above, for 5 years	$ 2808

24x7 Software

Part #	Software Description	List Price
FM-D10VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1527
FM-D10VS-36	As above, for 3 years	$ 4341
FM-D10VS-60	As above, for 5 years	$ 6673
FM-D1WUS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 751
FM-D1WUS-36	As above, for 3 years	$ 2161
FM-D1WUS-60	As above, for 5 years	$ 3485

Node Support

Part #	Software Description	List Price
FM-D10VN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 855
FM-D10VN-36	As above, for 3 years	$ 2430
FM-D10VN-60	As above, for 5 years	$ 3735
FM-D1WUN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX & Open3D.	$ 477
FM-D1WUN -36	As above, for 3 years	$ 1373
FM-D1WUN -60	As above, for 5 years	$ 2214

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CarePaq™ **Services**

AlphaServers

AlphaServer DS10 (Hardware)

Part #	Hardware Description	List Price
FM-1D4HR-12	1 Year, 9x5, 4-Hour Response	$ 450
FM-1D724-12	1 Year, 24x7, 4-Hour Response	$ 1426
FM-1D4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 1350
FM-1D724-36	1-3 Years, 24x7, 4-Hour Response	$ 4277
FM-1DXHW-60	4-5 Years, 9x5, Next Day Response	$ 3600
FM-1D4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 5850
FM-1D724-60	1-5 Years, 24x7, 4-Hour Response	$10728

INSTALLATION PART NUMBER:
FM-1DINS-IN $350
Products Covered: DA/DY/DJ-PB10A-**
DA/DY-74BAA-DA, EA, FA

AlphaServer DS10 (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D10V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1379
FM-D10V9-36	As above, for 3 years	$ 3920
FM-D10V9-60	As above, for 5 years	$ 6025
FM-D10U9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1664
FM-D10U9-36	As above, for 3 years	$ 4730
FM-D10U9-60	As above, for 5 years	$ 7271

24x7 Software

Part #	Software Description	List Price
FM-D10VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1527
FM-D10VS-36	As above, for 3 years	$ 4341
FM-D10VS-60	As above, for 5 years	$ 6673
FM-D10US-12	Upgrade 90 days to 1 year, 24x7 advisory remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1807
FM-D10US-36	As above, for 3 years	$ 5137
FM-D10US-60	As above, for 5 years	$ 7896

Node Support

Part #	Software Description	List Price
FM-D10VN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 855
FM-D10VN-36	As above, for 3 years	$ 2430
FM-D10VN-60	As above, for 5 years	$ 3735
FM-D10UN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1186
FM-D10UN-36	As above, for 3 years	$ 3370
FM-D10UN-60	As above, for 5 years	$ 5179

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CarePaq™ Services

AlphaServers

AlphaServer DS10L (Hardware)

Part #	Hardware Description	List Price
FM-LS4HR-12	Year 1, 9x5, 4-Hour Response	$ 300
FM-LS724-12	Year 1, 24x7, 4-Hour Response	$ 950
FM-LSXHW-36	Years 1-3, 9x5, Next Day Response	$ 2400
FM-LS4HR-36	Years 1-3, 9x5, 4-Hour Response	$ 3300
FM-LS724-36	Years 1-3, 24x7, 4-Hour Response	$ 5251
FM-LSXHW-60	Years 1-5, 9x5, Next Day response	$ 4800
FM-LS4HR-60	Years 1-5, 9x5, 4-Hour Response	$ 6300
FM-LS724-60	Years 1-5, 24x7, 4-Hour Response	$ 9552

INSTALLATION PART NUMBER:
FM-LSINS-IN $350
Products Covered: DA/DY-71AAA-**, DA/DY-71BAA-**

AlphaServer DS10L (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-10LV9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1276
FM-10LV9-36	As above, for 3 years	$ 3628
FM-10LV9-60	As above, for 5 years	$ 5577
FM-10LU9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 638
FM-10LU9-36	As above, for 3 years	$ 1814
FM-10LU9-60	As above, for 5 years	$ 2789

24x7 Software

Part #	Software Description	List Price
FM-10LVS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1390
FM-10LVS-36	As above, for 3 years	$ 3952
FM-10LVS-60	As above, for 5 years	$ 6075
FM-10LUS-12	Upgrade 90 days to 1 year, 24x7 advisory remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 773
FM-10LUS-36	As above, for 3 years	$ 2197
FM-10LUS-60	As above, for 5 years	$ 3377

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CarePaq™ Services

AlphaServers

AlphaServer/AlphaStation DS20E (Hardware)

Part #	Hardware Description	List Price
FM-TG4HR-36	Years 1-3, 9x5, 4-Hour Response	$ 1737
FM-TG724-36	Years 1-3, 24x7, 4-Hour Response	$ 7527
FM-TGXHW-60	Years 4-5, 9x5, Next Day	$ 4632
FM-TG4HR-60	Years 1-5, 9x5, 4-Hour Response	$ 5503
FM-TG724-60	Years 1-5, 24x7, 4-Hour Response	$13803

INSTALLATION PART NUMBER:
FM-TGINS-IN $450
<u>Products Covered:</u> DA/DY-56NRB-DW, EW, FW
DA/DY-56PAA-DW, EW, FW
DA/DY-56PAB-EA, EW, FA, FW
DA/DY-56RAA-EA, EW, FA, FW

AlphaStation DS20E (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D20V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1516
FM-D20V9-36	As above, for 3 years	$ 4309
FM-D20V9-60	As above, for 5 years	$ 6623
FM-D2WU9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 640
FM-D2WU9-36	As above, for 3 years	$ 1841
FM-D2WU9-60	As above, for 5 years	$ 2970

24x7 Software

Part #	Software Description	List Price
FM-D20VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1687
FM-D20VS-36	As above, for 3 years	$ 4795
FM-D20VS-60	As above, for 5 years	$ 7370
FM-D2WUS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 795
FM-D2WUS-36	As above, for 3 years	$ 2286
FM-D2WUS-60	As above, for 5 years	$ 3687

Node Support

Part #	Software Description	List Price
FM-D20VN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 1345
FM-D20VN-36	As above, for 3 years	$ 3823
FM-D20VN-60	As above, for 5 years	$ 5876
FM-D2WUN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX & Open3D.	$ 512
FM-D2WUN-36	As above, for 3 years	$ 1473
FM-D2WUN-60	As above, for 5 years	$ 2376

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CarePaq™ **Services**

AlphaServers

AlphaServer DS20E (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D20V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1516
FM-D20V9-36	As above, for 3 years	$ 4309
FM-D20V9-60	As above, for 5 years	$ 6623
FM-D20U9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 954
FM-D20U9-36	As above, for 3 years	$ 2745
FM-D20U9-60	As above, for 5 years	$ 4428

24x7 Software

Part #	Software Description	List Price
FM-D20VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1687
FM-D20VS-36	As above, for 3 years	$ 4795
FM-D20VS-60	As above, for 5 years	$ 7370
FM-D20US-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1109
FM-D20US-36	As above, for 3 years	$ 3190
FM-D20US-60	As above, for 5 years	$ 5145

SMP Support

Part #	Software Description	List Price
FM-D20VP-12	Upgrades 90 days to 1 year advisory/remedial phone with RTNV on SMP extension for OVMS	$ 194
FM-D20VP-36	As above, for 3 years	$ 559
FM-D20VP-60	As above, for 5 years	$ 923
FM-D20UP-12	Upgrades 90 days to 1 year advisory/remedial phone with RTNV on SMP extension for *Tru64* UNIX	$ 194
FM-D20UP-36	As above, for 3 years	$ 559
FM-D20UP-60	As above, for 5 years	$ 923

Node Support

Part #	Software Description	List Price
FM-D20VN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 1345
FM-D20VN-36	As above, for 3 years	$ 3823
FM-D20VN-60	As above, for 5 years	$ 5876
FM-D20UN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 836
FM-D20UN-36	As above, for 3 years	$ 2377
FM-D20UN-60	As above, for 5 years	$ 3834

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CarePaq™ **Services**

AlphaServers

AlphaServer/AlphaStation DS25 (Hardware)

Part #	Hardware Description	List Price
FM-TV4HR-12	1 Year, 9x5, 4-Hour Response	$ 570
FM-TV724-12	1 Year, 24x7, 4-Hour Response	$ 1806
FM-TV4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 6270
FM-TV724-36	1-3 Years, 24x7, 4-Hour Response	$ 9977
FM-TVXHW-36	1-3 Years, 9x5, Next Day Response	$ 1274
FM-TV4HR-60	1-5 Years, 9x5, 4-Hour Response	$11970
FM-TV724-60	1-5 Years, 24x7, 4-Hour Response	$18149
FM-TVXHW-60	1-5 Years, 9x5, Next Day Response	$ 9120

INSTALLATION PART NUMBER:
FM-TVINS-IN $450
Products Covered: DA/DY-57AAA-CA, CW, DA, DW, EA, EW, FW

AlphaStation DS25 (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D20V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1516
FM-D20V9-36	As above, for 3 years	$ 4309
FM-D20V9-60	As above, for 5 years	$ 6623
FM-D2WU9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 640
FM-D2WU9-36	As above, for 3 years	$ 1841
FM-D2WU9-60	As above, for 5 years	$ 2970

24x7 Software

Part #	Software Description	List Price
FM-D20VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1687
FM-D20VS-36	As above, for 3 years	$ 4795
FM-D20VS-60	As above, for 5 years	$ 7370
FM-D2WUS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 795
FM-D2WUS-36	As above, for 3 years	$ 2286
FM-D2WUS-60	As above, for 5 years	$ 3687

Node Support

Part #	Software Description	List Price
FM-D20VN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 1345
FM-D20VN-36	As above, for 3 years	$ 3823
FM-D20VN-60	As above, for 5 years	$ 5876
FM-D2WUN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX & Open3D.	$ 512
FM-D2WUN-36	As above, for 3 years	$ 1473
FM-D2WUN-60	As above, for 5 years	$ 2376

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CarePaq™ **Services**

AlphaServers

AlphaServer DS25 (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D20V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1516
FM-D20V9-36	As above, for 3 years	$ 4309
FM-D20V9-60	As above, for 5 years	$ 6623
FM-D20U9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 954
FM-D20U9-36	As above, for 3 years	$ 2745
FM-D20U9-60	As above, for 5 years	$ 4428

24x7 Software

Part #	Software Description	List Price
FM-D20VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1687
FM-D20VS-36	As above, for 3 years	$ 4795
FM-D20VS-60	As above, for 5 years	$ 7370
FM-D20US-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1109
FM-D20US-36	As above, for 3 years	$ 3190
FM-D20US-60	As above, for 5 years	$ 5145

SMP Support

Part #	Software Description	List Price
FM-D20VP-12	Upgrades 90 days to 1 year advisory/remedial phone with RTNV on SMP extension for OVMS	$ 194
FM-D20VP-36	As above, for 3 years	$ 559
FM-D20VP-60	As above, for 5 years	$ 923
FM-D20UP-12	Upgrades 90 days to 1 year advisory/remedial phone with RTNV on SMP extension for *Tru64* UNIX	$ 194
FM-D20UP-36	As above, for 3 years	$ 559
FM-D20UP-60	As above, for 5 years	$ 923

Node Support

Part #	Software Description	List Price
FM-D20VN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 1345
FM-D20VN-36	As above, for 3 years	$ 3823
FM-D20VN-60	As above, for 5 years	$ 5876
FM-D20UN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 836
FM-D20UN-36	As above, for 3 years	$ 2377
FM-D20UN-60	As above, for 5 years	$ 3834

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CarePaq™ Services

AlphaServers

AlphaServer DS20L (Hardware)

Part #	Hardware Description	List Price
FM-TJ4HR-12	1 Year, 9x5, 4-Hour Response	$ 463
FM-TJ724-12	1 Year, 24x7, 4-Hour Response	$ 1373
FM-TJ4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 4880
FM-TJ724-36	1-3 Years, 24x7, 4-Hour Response	$ 7499
FM-TJXHW-36	1-3 Years, 9x5, Next Day Response	$ 3549
FM-TJ4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 9316
FM-TJ724-60	1-5 Years, 24x7, 4-Hour Response	$13681
FM-TJXHW-60	1-5 Years, 9x5, Next Day Response	$ 7098

INSTALLATION PART NUMBER:
FM-TJINS-IN $350
<u>Products Covered:</u> DA/DY-81AAA-EA, FA, GA

AlphaServer DS20L (Software) *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-D20U9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 954
FM-D20U9-36	As above, for 3 years	$ 2745
FM-D20U9-60	As above, for 5 years	$ 4428

24x7 Software

Part #	Software Description	List Price
FM-D20US-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 1109
FM-D20US-36	As above, for 3 years	$ 3190
FM-D20US-60	As above, for 5 years	$ 5145

SMP Support

Part #	Software Description	List Price
FM-D20UP-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 194
FM-D20UP-36	As above, for 3 years	$ 559
FM-D20UP-60	As above, for 5 years	$ 923

Node Support

Part #	Software Description	List Price
FM-D20UN-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D.	$ 836
FM-D20UN-36	As above, for 3 years	$ 2377
FM-D20UN-60	As above, for 5 years	$ 3834

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CarePaq™ Services

AlphaServers

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AlphaServer/AlphaStation ES40

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Model 1 - Pedestal

Part #	Hardware Description	List Price
FM-4F4HR-12	1 Year, 9x5 4-Hour Response	$ 1200
FM-4F724-12	1 Year, 24x7, 4-Hour Response	$ 3802
FM-4F4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 3600
FM-4F724-36	1-3 Years, 24x7, 4-Hour Response	$11405
FM-4FXHW-60	4-5 Years, 9x5, Next Day	$ 9600
FM-4F4HR-60	1-5 Years, 9x5, 4-Hour Response	$15600
FM-4F724-60	1-5 Years, 24x7, 4-Hour Response	$28608

INSTALLATION PART NUMBER:
FM-4FINS-IN $500
Products Covered:
DA-62***-**, DY-62***-**

Model 2 - Pedestal

Part #	Hardware Description	List Price
FM-4G4HR-12	1 Year, 9x5 4-Hour Response	$ 1785
FM-4G724-12	1 Year, 24x7, 4-Hour Response	$ 5655
FM-4G4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 5355
FM-4G724-36	1-3 Years, 24x7, 4-Hour Response	$16965
FM-4GXHW-60	4-5 Years, 9x5, Next Day	$14280
FM-4G4HR-60	1-5 Years, 9x5, 4-Hour Response	$23205
FM-4G724-60	1-5 Years, 24x7, 4-Hour Response	$42554

INSTALLATION PART NUMBER:
FM-4GINS-IN $500
Products Covered:
DA-64***-**, DY-64***-**

Model 1 - Tower/Drawer

Part #	Hardware Description	List Price
FM-4T4HR-12	1 Year, 9x5 4-Hour Response	$ 780
FM-4T724-12	1 Year, 24x7, 4-Hour Response	$ 2471
FM-4T4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 2340
FM-4T724-36	1-3 Years, 24x7, 4-Hour Response	$ 7413
FM-4TXHW-60	4-5 Years, 9x5, Next Day	$ 6240
FM-4T4HR-60	1-5 Years, 9x5, 4-Hour Response	$10140
FM-4T724-60	1-5 Years, 24x7, 4-Hour Response	$18595

INSTALLATION PART NUMBER:
FM-4TINS-IN $500
Products Covered:
DA-62***-**, DY-62***-**

Model 2 - Tower/Drawer

Part #	Hardware Description	List Price
FM-4Q4HR-12	1 Year, 9x5 4-Hour Response	$ 1350
FM-4Q724-12	1 Year, 24x7, 4-Hour Response	$ 4277
FM-4Q4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 4050
FM-4Q724-36	1-3 Years, 24x7, 4-Hour Response	$12830
FM-4QXHW-60	4-5 Years, 9x5, Next Day	$10800
FM-4Q4HR-60	1-5 Years, 9x5, 4-Hour Response	$17550
FM-4Q724-60	1-5 Years, 24x7, 4-Hour Response	$32184

INSTALLATION PART NUMBER:
FM-4QINS-IN $500
Products Covered:
DA-64***-**, DY-64***-**

1GB Memory Adder

Prices/Part Numbers should only be used for each additional memory added above 5GB

Part #	Hardware Description	List Price
FM-6R4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 945
FM-6R512-36	1-3 Years, 5x12, 4-Hour Response	$ 994
FM-6R616-36	1-3 Years, 6x16, 4-Hour Response	$ 1110
FM-6R724-36	1-3 Years, 24x7, 4-Hour Response	$ 1344
FM-6RXHW-60	1-5 Years, 9x5, Next Day	$ 1240
FM-6R4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 1566
FM-6R512-60	1-5 Years, 5x12, 4-Hour Response	$ 1644
FM-6R616-60	1-5 Years, 6x16, 4-Hour Response	$ 1832
FM-6R724-60	1-5 Years, 24x7, 4-Hour Response	$ 2208

INSTALLATION PART NUMBER:
FM-64MEM-IN $100

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CarePaq™ Services

AlphaServers

AlphaServer ES45

Model 1, 1B

Part#	Hardware Description	List Price
FM-4RXHW-36	3 Year, 9x5, Next Business Day	$ 1951
FM-4RXHW-60	5 Year, 9x5, Next Business Day	$ 15216
FM-4R4HR-12	1 Year, 9x5, 4-Hour Response	$ 951
FM-4R4HR-36	3 Year, 9x5, 4-Hour Response	$ 10461
FM-4R4HR-60	5 Year, 9x5, 4-Hour Response	$ 19971
FM-4R724-12	1 Year, 24x7, 4-Hour Response	$ 3013
FM-4R724-36	3 Year, 24x7, 4-Hour Response	$ 16646
FM-4R724-60	5 Year, 24x7, 4-Hour Response	$ 30280

INSTALLATION PART NUMBER:
FM-4RINS-IN $500
Products Covered: DA/DY-66DBA-BA,CA, DA

Model 2, 2B, 3B

Part#	Hardware Description	List Price
FM-4VXHW-36	3 Year, 9x5, Next Business Day	$ 1951
FM-4VXHW-60	5 Year, 9x5, Next Business Day	$ 20448
FM-4V4HR-12	1 Year, 9x5, 4-Hour Response	$ 1278
FM-4V4HR-36	3 Year, 9x5, 4-Hour Response	$ 14058
FM-4V4HR-60	5 Year, 9x5, 4-Hour Response	$ 26838
FM-4V724-12	1 Year, 24x7, 4-Hour Response	$ 4049
FM-4V724-36	3 Year, 24x7, 4-Hour Response	$ 22370
FM-4V724-60	5 Year, 24x7, 4-Hour Response	$ 40692

INSTALLATION PART NUMBER:
FM-4VINS-IN $500
Products Covered: DA/DY-66DBA, BA, CA, DA
DA/DY-67DBA-BA, CA, DA
DA/DY-68DAA-BA, CA, DA

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CarePaq™ **Services**

AlphaServers

AlphaStation ES40 (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-62VM9-12	Upgrade 90 days to 1 year, 9x5 advisory/ remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1560
FM-62VM9-36	As above, for 3 years	$ 4486
FM-62VM9-60	As above, for 5 years	$ 7236
FM-E4WU9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D	$ 663
FM-E4WU9-36	As above, for 3 years	$ 1908
FM-E4WU9-60	As above, for 5 years	$ 3078

24x7 Software

Part #	Software Description	List Price
FM-62VMS-12	Upgrade 90 days to 1 year, 24x7 advisory/ remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1740
FM-62VMS-36	As above, for 3 years	$ 5005
FM-62VMS-60	As above, for 5 years	$ 8073
FM-E4WUS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX & Open3D	$ 824
FM-E4WUS -36	As above, for 3 years	$ 2370
FM-E4WUS -60	As above, for 5 years	$ 3822

Node Support

Part#	Software Description	List Price
FM-62VMN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 1266
FM-62VMN-36	As above, for 3 years	$ 3643
FM-62VMN-60	As above, for 5 years	$ 5875
FM-E4WUN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX & Open3D	$ 535
FM-E4WUN -36	As above, for 3 years	$ 1540
FM-E4WUN -60	As above, for 5 years	$ 2484

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CarePaq™ **Services**

AlphaServers

AlphaServer ES40/ES45 (Software) OVMS & *Tru64* UNIX

9x5 Software

Part #	Software Description	List Price
FM-62VM9-12	Upgrade 90 days to 1 year, 9x5 advisory/ remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1560
FM-62VM9-36	As above, for 3 years	$ 4486
FM-62VM9-60	As above, for 5 years	$ 7236
FM-62UN9-12	Upgrade 90 days to 1 year, 9x5 advisory/ remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1001
FM-62UN9-36	As above, for 3 years	$ 2879
FM-62UN9-60	As above, for 5 years	$ 4644

24x7 Software

Part #	Software Description	List Price
FM-62VMS-12	Upgrade 90 days to 1 year, 24x7 advisory/ remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 1740
FM-62VMS-36	As above, for 3 years	$ 5005
FM-62VMS-60	As above, for 5 years	$ 8073
FM-62UNS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 1161
FM-62UNS-36	As above, for 3 years	$ 3341
FM-62UNS-60	As above, for 5 years	$ 5388

SMP Support

Part#	Software Description	List Price
FM-62VSM-12	Upgrades 90 days 1 year RTNV on SMP extension for OVMS	$ 146
FM-62VSM-36	As above, for 3 years	$ 419
FM-62VSM-60	As above, for 5 years	$ 675
FM-62USM-12	Upgrades 90 days 1 year RTNV on SMP extension for *Tru64* UNIX	$ 93
FM-62USM-36	As above, for 3 years	$ 268
FM-62USM-60	As above, for 5 years	$ 432

Node Support

Part#	Software Description	List Price
FM-62VMN-12	Upgrade 90 days to 1 year RTNV on OVMS & Enterprise Integration Server	$ 1266
FM-62VMN-36	As above, for 3 years	$ 3643
FM-62VMN-60	As above, for 5 years	$ 5875
FM-62UNN-12	Upgrade 90 days to 1 year RTNV on *Tru64* UNIX, *Tru64* UNIX Server Extensions & Unlimited Users	$ 792
FM-62UNN-36	As above, for 3 years	$ 2277
FM-62UNN-60	As above, for 5 years	$ 3672

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CarePaq™ Services

AlphaServers

AlphaServer ES47

ES47 Tower

Part#	Hardware Description	List Price
FM-1MXHW-36	1-3 Years, 9x5, Next Business Day	$ 5472
FM-1M4HR-12	1 Year, 9x5, 4-Hour Response	$ 684
FM-1M4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 7524
FM-1M4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 14364
FM-1M724-12	1 Year, 24x7, 4-Hour Response	$ 2167
FM-1M724-36	1-3 Years, 24x7, 4Hour Response	$ 11973
FM-1M724-60	1-5 Years, 24x7, 4Hour Response	$ 21779

INSTALLATION PART NUMBER:
FM-1MINS-IN $450
Products Covered: DA/DY-20AAA-AB, DA/DY-20AAA-AC

ES 47 Model 2, 4 Rackmount

Part#	Hardware Description	List Price
FM-2MXHW-36	1-3 Years, 9x5, Next Business Day	$ 10944
FM-2M4HR-12	1 Year, 9x5, 4-Hour Response	$ 1368
FM-2M4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 15048
FM-2M4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 28728
FM-2M724-12	1 Year, 24x7, 4-Hour Response	$ 4334
FM-2M724-36	1-3 Years, 24x7, 4Hour Response	$ 23945
FM-2M724-60	1-5 Years, 24x7, 4Hour Response	$ 43557

INSTALLATION PART NUMBER:
FM-2MINS-IN $650
Products Covered: DA/DY-27AAA-AA, DA/DY-47AAA-AA

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CarePaq™ **Services**

AlphaServers

AlphaServer ES80

Model 2, 4

Part #	Hardware Description	List Price
FM-3MXHW-36	1-3 Years, 9x5, Next Business Day	$ 10944
FM-3M4HR-12	1 Year, 9x5, 4-Hour Response	$ 1368
FM-3M4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 15048
FM-3M4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 28728
FM-3M724-12	1 Year, 24x7, 4-Hour Response	$ 4334
FM-3M724-36	1-3 Years, 24x7, 4Hour Response	$ 23945
FM-3M724-60	1-5 Years, 24x7, 4Hour Response	$ 43557

INSTALLATION PART NUMBER:
FM-3MINS-IN $1500

Products Covered: DA/DY-20AAA-AA,
DA/DY-40AAA-AA

Model 6, 8

Part #	Hardware Description	List Price
FM-6MXHW-36	1-3 Years, 9x5, Next Business Day	$ 23832
FM-6M4HR-12	1 Year, 9x5, 4-Hour Response	$ 2979
FM-6M4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 32769
FM-6M4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 62559
FM-6M724-12	1 Year, 24x7, 4-Hour Response	$ 9437
FM-6M724-36	1-3 Years, 24x7, 4Hour Response	$ 52144
FM-6M724-60	1-5 Years, 24x7, 4Hour Response	$ 94851

INSTALLATION PART NUMBER:
FM- 6MINS-IN $2500

Products Covered: DA/DY-60AAA-AA,
DA/DY-80AAA-AA

Model 2P Expansion Upgrade

Part #	Hardware Description	List Price
FM-7M4HR-12	1 Year, 9x5, 4-Hour Response	$ 1335
FM-7M4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 14685
FM-7M4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 28035
FM-7M724-12	1 Year, 24x7, 4-Hour Response	$ 4229
FM-7M724-36	1-3 Years, 24x7, 4Hour Response	$ 23368
FM-7M724-60	1-5 Years, 24x7, 4Hour Response	$ 42506

INSTALLATION PART NUMBER:
FM-7MINS-IN $500

02/03
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CarePaq™ Services

AlphaServers

AlphaServer GS80

Model 4

Part #	Hardware Description	List Price
FM-W14HR-12	1 Year, 9x5, 4-Hour Response	$ 1890
FM-W14HR-36	1-3 Years, 9x5, 4-Hour Response	$20790
FM-W14HR-60	1-5 Years, 9x5, 4-Hour Response	$36690
FM-W1724-12	1 Year, 24x7, 4-Hour Response	$ 5988
FM-W1724-36	1-3 Years, 24x7, 4Hour Response	$33083
FM-W1724-60	1-5 Years, 24x7, 4Hour Response	$60178

INSTALLATION PART NUMBER:
FM-GS080-IN $1500

Model 8

Part #	Hardware Description	List Price
FM-W24HR-12	1 Year, 9x5, 4-Hour Response	$ 4155
FM-W24HR-36	1-3 Years, 9x5, 4-Hour Response	$ 45705
FM-W24HR-60	1-5 Years, 9x5, 4-Hour Response	$ 87255
FM-W2724-12	1 Year, 24x7, 4-Hour Response	$ 13163
FM-W2724-36	1-3 Years, 24x7, 4Hour Response	$ 72729
FM-W2724-60	1-5 Years, 24x7, 4Hour Response	$132295

INSTALLATION PART NUMBER:
FM-GS080-IN $1500

9x5 Software

Part #	Software Description	List Price
FM-W08V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 2572
FM-W08V9-36	As above, for 3 years	$ 7399
FM-W08V9-60	As above, for 5 years	$11934
FM-W08U9-12	Upgrade 90 days to 1 year, 9x5 advisory remedial phone with RTNV on *Tru64* UNIX	$ 3445
FM-W08U9-36	As above, for 3 years	$ 9910
FM-W08U9-60	As above, for 5 years	$15984

24x7 Software

Part #	Software Description	List Price
FM-W08VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 3002
FM-W08VS-36	As above, for 3 years	$ 8634
FM-W08VS-60	As above, for 5 years	$13927
FM-W08US-12	Upgrade 90 days to 1 year, 9x5 advisory remedial phone with RTNV on *Tru64* UNIX	$ 3803
FM-W08US-36	As above, for 3 years	$ 10940
FM-W08US-60	As above, for 5 years	$ 17645

SMP Software

Part #	Software Description	List Price
FM-W08VP-12	Upgrades 90 days 1 year RTNV or SMP extension for OVMS	$ 262
FM-W08VP-36	As above, for 3 years	$ 753
FM-W08VP-60	As above, for 5 years	$1215
FM-W08SM-12	Upgrades 90 days 1 year RTNV or SMP extension for *Tru64* UNIX	$ 93
FM-W08SM-36	As above, for 3 years	$ 268
FM-W08SM-60	As above, for 5 years	$ 432

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CarePaq™ **Services**

AlphaServers

AlphaServer GS160

Model 8

Part #	Hardware Description	List Price
FM-W34HR-12	1 Year, 9x5, 4-Hour Response	$ 5475
FM-W34HR-36	1-3 Years, 9x5, 4-Hour Response	$ 60225
FMW34HR-60	1-5 Years, 9x5, 4-Hour Response	$114975
FM-W3724-12	1 Year, 24x7, 4-Hour Response	$ 17345
FM-W3724-36	1-3 Years, 24x7, 4Hour Response	$ 95834
FM-W3724-60	1-5 Years, 24x7, 4Hour Response	$174324

INSTALLATION PART NUMBER:
FM-GS160-IN $4500
Products Covered: DA-160BC-AA,
DA-160BC-AB, DY-160BC-AA,
DY-160BC-AB

Model 16

Part #	Hardware Description	List Price
FM-W44HR-12	1 Year, 9x5, 4-Hour Response	$ 10440
FM-W44HR-36	1-3 Years, 9x5, 4-Hour Response	$114840
FM-W44HR-60	1-5 Years, 9x5, 4-Hour Response	$219240
FM-W4724-12	1 Year, 24x7, 4-Hour Response	$ 33074
FM-W4724-36	1-3 Years, 24x7, 4Hour Response	$182742
FM-W4724-60	1-5 Years, 24x7, 4Hour Response	$332410

INSTALLATION PART NUMBER:
FM-GS160-IN $4500
Products Covered: DA-160CC-AA,
DA-160CC-AB, DY-160CC-AA,
DY-160CC-AB

9x5 Software

Part #	Software Description	List Price
FM-W16V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 5948
FM-W16V9-36	As above, for 3 years	$ 17108
FM-W16V9-60	As above, for 5 years	$ 27594
FM-W16U9-12	Upgrade 90 days to 1 year, 9x5 advisory remedial phone with RTNV on *Tru64* UNIX	$ 7345
FM-W16U9-36	As above, for 3 years	$ 21126
FM-W16U9-60	As above, for 5 years	$ 34074

24x7 Software

Part #	Software Description	List Price
FM-W16VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 7208
FM-W16VS-36	As above, for 3 years	$ 20732
FM-W16VS-60	As above, for 5 years	$ 33439
FM-W16US-12	Upgrade 90 days to 1 year, 24x7 advisory remedial phone with RTNV on *Tru64* UNIX	$ 8281
FM-W16US-36	As above, for 3 years	$ 23819
FM-W16US-60	As above, for 5 years	$ 38418

SMP Software

Part #	Software Description	List Price
FM-W16VP-12	Upgrades 90 days 1 year RTNV or SMP extension for OVMS	$ 640
FM-W16VP-36	As above, for 3 years	$ 1841
FM-W16VP-60	As above, for 5 years	$ 2970
FM-W16SM-12	Upgrades 90 days 1 year RTNV or SMP extension for *Tru64* UNIX	$ 558
FM-W16SM-36	As above, for 3 years	$ 1607
FM-W16SM-60	As above, for 5 years	$ 2592

CarePaq™ **Services**

AlphaServers

AlphaServer GS320

Model 24

Part #	**Hardware Description**	**List Price**
FM-W54HR-12	1 Year, 9x5, 4-Hour Response	$ 16140
FM-W54HR-36	1-3 Years, 9x5, 4-Hour Response	$177540
FM-W54HR-60	1-5 Years, 9x5, 4-Hour Response	$338940

INSTALLATION PART NUMBER:
FM-GS320-IN $5500

Products Covered: DA-320DC-DC, DA-320DC-AB, DY-320DC-AA, DY-320DC-AB

Model 32

Part #	**Hardware Description**	**List Price**
FM-W64HR-12	1 Year, 9x5, 4-Hour Response	$ 21150
FM-W64HR-36	1-3 Years, 9x5, 4-Hour Response	$232650
FM-W64HR-60	1-5 Years, 9x5, 4-Hour Response	$444150

INSTALLATION PART NUMBER:
FM- GS320-IN $5500

Products Covered: DA-320EC-DC, DA-320EC-AB, DY-320EC-AA, DY-320EC-AB

9x5 Software

Part #	**Software Description**	**List Price**
FM-W16V9-12	Upgrade 90 days to 1 year, 9x5 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 5948
FM-W16V9-36	As above, for 3 years	$ 17108
FM-W16V9-60	As above, for 5 years	$ 27594
FM-W16U9-12	Upgrade 90 days to 1 year, 9x5 advisory remedial phone with RTNV on *Tru64* UNIX	$ 7345
FM-W16U9-36	As above, for 3 years	$ 21126
FM-W16U9-60	As above, for 5 years	$ 34074

24x7 Software

Part #	**Software Description**	**List Price**
FM-W16VS-12	Upgrade 90 days to 1 year, 24x7 advisory/remedial phone with RTNV on OVMS & Enterprise Integration Server	$ 7208
FM-W16VS-36	As above, for 3 years	$ 20732
FM-W16VS-60	As above, for 5 years	$33439
FM-W16US-12	Upgrade 90 days to 1 year, 24x7 advisory remedial phone with RTNV on *Tru64* UNIX	$ 8281
FM-W16US-36	As above, for 3 years	$ 23819
FM-W16US-60	As above, for 5 years	$ 38418

SMP Software

Part #	**Software Description**	**List Price**
FM-W16VP-12	Upgrades 90 days 1 year RTNV or SMP extension for OVMS	$ 640
FM-W16VP-36	As above, for 3 years	$ 1841
FM-W16VP-60	As above, for 5 years	$ 2970
FM-W16SM-12	Upgrades 90 days 1 year RTNV or SMP extension for *Tru64* UNIX	$ 1843
FM-W16SM-36	As above, for 3 years	$ 5301
FM-W16SM-60	As above, for 5 years	$ 8550

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CarePaq™ Services

AlphaServers

AlphaServer GS1280

Model 8

Part #	Hardware Description	List Price
FM-1GXHW-36	1-3 Years, 9x5, Next Business Day	$ 35040
FM-1G4HR-12	1 Year, 9x5, 4-Hour Response	$ 4380
FM-1G4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 48180
FM-1G4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 91980
FM-1G724-12	1 Year, 24x7, 4-Hour Response	$ 13876
FM-1G724-36	1-3 Years, 24x7, 4Hour Response	$ 76668
FM-1G724-60	1-5 Years, 24x7, 4Hour Response	$139459

INSTALLATION PART NUMBER:
FM-1GINS-IN $3500

Products Covered: DA/DY-1280A-AA

Model 16

Part #	Hardware Description	List Price
FM-2GXHW-36	1-3 Years, 9x5, Next Business Day	$ 56400
FM-2G4HR-12	1 Year, 9x5, 4-Hour Response	$ 7050
FM-2G4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 77550
FM-2G4HR-60	1-5 Years, 9x5, 4-Hour Response	$148050
FM-2G724-12	1 Year, 24x7, 4-Hour Response	$ 22334
FM-2G724-36	1-3 Years, 24x7, 4Hour Response	$123403
FM-2G724-60	1-5 Years, 24x7, 4Hour Response	$224472

INSTALLATION PART NUMBER:
FM- 2GINS-IN $3500

Products Covered: DA/DY-1280A-BA

Model 8P Expansion Upgrade

Part #	Hardware Description	List Price
FM-9M4HR-12	1 Year, 9x5, 4-Hour Response	$ 3048
FM-9M4HR-36	1-3 Years, 9x5, 4-Hour Response	$ 33924
FM-9M4HR-60	1-5 Years, 9x5, 4-Hour Response	$ 64764
FM-9M724-12	1 Year, 24x7, 4-Hour Response	$ 9770
FM-9M724-36	1-3 Years, 24x7, 4Hour Response	$ 53982
FM-9M724-60	1-5 Years, 24x7, 4Hour Response	$ 98195

INSTALLATION PART NUMBER:
FM-9MINS-IN $1500

COMPAQ

CarePaq™ Services

AlphaServers/AlphaStation

Post Warranty

AlphaServer/AlphaStation DS10

Part #	Hardware Description	List Price
FM-1DXPW-12	1 Year, 9x5, Next Business Day	$ 1800
FM-1D4PW-12	1 Year, 9x5, 4-Hour Response	$ 2250
FM-1D7PW-12	1 Year, 24x7, 4-Hour Response	$ 3226

AlphaServer DS10L

Part #	Hardware Description	List Price
FM-LSXPW-12	1 Year, 9x5, Next Business Day	$ 1200
FM-LS4PW-12	1 Year, 9x5, 4-Hour Response	$ 1500
FM-LS7PW-12	1 Year, 24x7, 4-Hour Response	$ 2150

AlphaServer/AlphaStation DS20E

Part #	Hardware Description	List Price
FM-TGXPW-12	1 Year, 9x5, Next Business Day	$ 2316
FM-TG4PW-12	1 Year, 9x5, 4-Hour Response	$ 2895
FM-TG7PW-12	1 Year, 24x7, 4-Hour Response	$ 4150

AlphaServer/AlphaStation ES40 Model 1 - Pedestal

Part #	Hardware Description	List Price
FM-4FXPW-12	1 Year, 9x5, Next Business Day	$ 4800
FM-4F4PW-12	1 Year, 9x5, 4-Hour Response	$ 6000
FM-4F7PW-12	1 Year, 24x7, 4-Hour Response	$ 8602

AlphaServer/AlphaStation ES40 Model 2 - Pedestal

Part #	Hardware Description	List Price
FM-4GXPW-12	1 Year, 9x5, Next Business Day	$ 7140
FM-4G4PW-12	1 Year, 9x5, 4-Hour Response	$ 8925
FM-4G7PW-12	1 Year, 24x7, 4-Hour Response	$ 12795

AlphaServer/AlphaStation ES40 Model 1 - Tower/Drawer

Part #	Hardware Description	List Price
FM-4TXPW-12	1 Year, 9x5, Next Business Day	$ 3120
FM-4T4PW-12	1 Year, 9x5, 4-Hour Response	$ 3900
FM-4T7PW-12	1 Year, 24x7, 4-Hour Response	$ 5591

AlphaServer/AlphaStation ES40 Model 2 - Tower/Drawer

Part #	Hardware Description	List Price
FM-4QXPW-12	1 Year, 9x5, Next Business Day	$ 5400
FM-4Q4PW-12	1 Year, 9x5, 4-Hour Response	$ 6750
FM-4Q7PW-12	1 Year, 24x7, 4-Hour Response	$ 9677

COMPAQ

CarePaq™ **Services**

AlphaServer/AlphaStation

Post Warranty

AlphaServer ES45 Model 1

Part #	Hardware Description	List Price
FM-4RXPW-12	1 Year, 9x5, Next Business Day	$ 3804
FM-4R4PW-12	1 Year, 9x5, 4-Hour Response	$ 4755
FM-4R7PW-12	1 Year, 24x7, 4-Hour Response	$ 6817

AlphaServer ES45 Model 2

Part #	Hardware Description	List Price
FM-4VXPW-12	1 Year, 9x5, Next Business Day	$ 5112
FM-4V4PW-12	1 Year, 9x5, 4-Hour Response	$ 6390
FM-4V7PW-12	1 Year, 24x7, 4-Hour Response	$ 9161

AlphaServer GS80 M4

Part #	Hardware Description	List Price
FM-W1XPW-12	1 Year, 9x5, Next Business Day	$ 7560
FM-W14PW-12	1 Year, 9x5, 4-Hour Response	$ 9450
FM-W17PW-12	1 Year, 24x7, 4-Hour Response	$ 13548

AlphaServer GS80 M8

Part #	Hardware Description	List Price
FM-W2XPW-12	1 Year, 9x5, Next Business Day	$ 16620
FM-W24PW-12	1 Year, 9x5, 4-Hour Response	$ 20775
FM-W27PW-12	1 Year, 24x7, 4-Hour Response	$ 29783

AlphaServer GS160 M8

Part #	Hardware Description	List Price
FM-W3XPW-12	1 Year, 9x5, Next Business Day	$ 21900
FM-W34PW-12	1 Year, 9x5, 4-Hour Response	$ 27375
FM-W37PW-12	1 Year, 24x7, 4-Hour Response	$ 39245

AlphaServer GS160 M16

Part #	Hardware Description	List Price
FM-W4XPW-12	1 Year, 9x5, Next Business Day	$ 41760
FM-W44PW-12	1 Year, 9x5, 4-Hour Response	$ 52200
FM-W47PW-12	1 Year, 24x7, 4-Hour Response	$ 74834

AlphaServer GS320 M24

Part #	Hardware Description	List Price
FM-W5XPW-12	1 Year, 9x5, Next Business Day	$ 64560
FM-W54PW-12	1 Year, 9x5, 4-Hour Response	$ 80700
FM-W57PW-12	1 Year, 24x7, 4-Hour Response	$115692

AlphaServer GS320 M32

Part #	Hardware Description	List Price
FM-W6XPW-12	1 Year, 9x5, Next Business Day	$ 84600
FM-W64PW-12	1 Year, 9x5, 4-Hour Response	$105750
FM-W67PW-12	1 Year, 24x7, 4-Hour Response	$151603

COMPAQ

CarePaq™ **Services**

AlphaServers

AlphaServer PCI Memory Channel Options (Hardware)

PCI Memory Channel Adapter

Part #	Hardware Description	List Price
FM-MA4HR-12	Year 1, 9x5, 4-Hour Response	$ 228
FM-MA512-12	Year 1, 5x12, 4-Hour Response	$ 242
FM-MA616-12	Year 1, 6x16, 4-Hour Response	$ 275
FM-MA724-12	Year 1, 24x7, 4-Hour Response	$ 340
FM-MAXHW-12	Year 1, 9x5, Next Business Day	$ 171
FM-MA4HR-36	Years 1-3, 9x5, 4-Hour Response	$ 756
FM-MA512-36	Years 1-3, 5x12, 4-Hour Response	$ 795
FM-MA616-36	Years 1-3, 6x16, 4-Hour Response	$ 888
FM-MA724-36	Years 1-3, 24x7, 4-Hour Response	$ 1075
FM-MAXHW-36	Years 2-3, 9x5, Next Business Day	$ 594
FM-MA4HR-60	Years 1-5, 9x5, 4-Hour Response	$ 1296
FM-MA512-60	Years 1-5, 5x12, 4-Hour Response	$ 1361
FM-MA616-60	Years 1-5, 6x16, 4-Hour Response	$ 1516
FM-MA724-60	Years 1-5, 24x7, 4-Hour Response	$ 1827
FM-MAXHW-60	Years 2-5, 9x5, Next Business Day	$ 1026

INSTALLATION PART NUMBER:
FM-CCMAA-IN $300
Products Covered:
CCMAA-AA/BA, CCMAB-AA

PCI Memory Channel Hub

Part #	Hardware Description	List Price
FM-MH4HR-12	Year 1, 9x5, 4-Hour Response	$ 139
FM-MH512-12	Year 1, 5x12, 4-Hour Response	$ 174
FM-MH616-12	Year 1, 6x16, 4-Hour Response	$ 296
FM-MH724-12	Year 1, 24x7, 4-Hour Response	$ 487
FM-MH4HR-36	Years 1-3, 9x5, 4-Hour Response	$ 1548
FM-MH512-36	Years 1-3, 5x12, 4-Hour Response	$ 1952
FM-MH616-36	Years 1-3, 6x16, 4-Hour Response	$ 2163
FM-MH724-36	Years 1-3, 24x7, 4-Hour Response	$ 2501
FM-MHXHW-36	Years 2-3, 9x5, Next Business Day	$ 1183
FM-MH4HR-60	Years 1-5, 9x5, 4-Hour Response	$ 2956
FM-MH512-60	Years 1-5, 5x12, 4-Hour Response	$ 3417
FM-MH616-60	Years 1-5, 6x16, 4-Hour Response	$ 3840
FM-MH724-60	Years 1-5, 24x7, 4-Hour Response	$ 4516
FM-MHXHW-60	Years 2-5, 9x5, Next Business Day	$ 2366

INSTALLATION PART NUMBER:
FM-CCMHA-IN $600
Products Covered:
CCMHA-AA, CCMHB-AA/AB

PCI Memory Channel Hub
Line Card

Part #	Hardware Description	List Price
FM-ML4HR-12	Year 1, 9x5, 4-Hour Response	$ 77
FM-ML512-12	Year 1, 5x12, 4-Hour Response	$ 82
FM-ML616-12	Year 1, 6x16, 4-Hour Response	$ 98
FM-ML724-12	Year 1, 24x7, 4-Hour Response	$ 125
FM-MLXHW-12	Year 1, 9x5, Next Day	$ 58
FM-ML4HR-36	Years 1-3, 9x5, 4-Hour Response	$ 271
FM-ML512-36	Years 1-3, 5x12, 4-Hour Response	$ 284
FM-ML616-36	Years 1-3, 6x16, 4-Hour Response	$ 330
FM-ML724-36	Years 1-3, 24x7, 4-Hour Response	$ 403
FM-MLXHW-36	Years 2-3, 9x5, Next Day	$ 221
FM-ML4HR-60	Years 1-5, 9x5, 4-Hour Response	$ 465
FM-ML512-60	Years 1-5, 5x12, 4-Hour Response	$ 486
FM-ML616-60	Years 1-5, 6x16, 4-Hour Response	$ 561
FM-ML724-60	Years 1-5, 24x7, 4-Hour Response	$ 680
FM-MLXHW-60	Years 2-5, 9x5, Next Day	$ 384

INSTALLATION PART NUMBER:
FM-CCMLA-IN $300
Products Covered:
CCMLA-AA, CCMLB-AA