



IBM Maintenance Services –
ServicePac for Warranty and Maintenance Options

IBM ServicePac Post-Warranty Maintenance Services

Supported Products List
October 17, 2007

MA ServicePac

Post-warranty maintenance agreement

Overview

- 1 or 2-year maintenance agreement for post-warranty hardware service — including parts and labor.
- Simple, cost-effective way to add maintenance services and enhance the availability of your IBM equipment.
- Choice of service levels, ranging from depot to 24x7 service.
- Telephone access to technical support specialists 7 days a week, 24 hours a day.
 - Expert problem determination over the phone, that can resolve up to 30 percent of service calls on the spot.
- To purchase a MA ServicePac®, visit:
http://www-132.ibm.com/content/home/store_IBMPublicUSA/en_US/ma_servicepac.html

MA ServicePac or warranty service upgrade?

Which service coverage is right for me?

- If you have an IBM machine that is out of warranty, OR you have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac) is right for you.
- If you have an IBM machine that is still within its original warranty period, then you can upgrade your service with a ServicePac WSU.
 - For details, visit: <http://www-1.ibm.com/services/us/index.wss/so/its/a1001505>

Purchase eligibility

- **MA ServicePac may be added to a machine...**
 - ✓ Having no present service coverage (not under warranty, no warranty service upgrade)*.
 - ✓ Prior to expiration of a current ServicePac WSU.
 - ✓ Prior to expiration of a current MA ServicePac.
 - MA ServicePacs will not automatically renew upon expiration. To continue service, additional purchase and activation is required. The term will then be extended either one or two years (depending on length purchased) from the current MA ServicePac end date at the requested level of service. Service will not take effect until the the current MA ServicePac expires.

* IBM reserves the right to inspect any machine not under current service to verify that the machine meets acceptance criteria.

Types of service

| | |
|----------------------------------|---|
| IBM onsite repair (IOR) | A service technician will come to your location for equipment repair. |
| EasyServ depot repair | A courier will pick up your failed equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival. Machines arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day. |
| IBM onsite exchange (IOE) | A service technician will come to your location with a replacement machine and perform the equipment exchange. |
| EasyServ exchange | A courier will deliver a replacement machine to you in exchange for your failed machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. Uninstallation of the failed machine and installation of the replacement machine is a customer responsibility. The replacement packaging will include shipping instructions on how to return the failed machine using the same carton that contained the replacement. All shipping and handling is paid for by IBM. |

Service response* times

| | |
|------------------------------|---|
| 24x7x2 hour | A service technician is scheduled to arrive at your location within two hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays. |
| 24x7x4 hour | A service technician is scheduled to arrive at your location within four hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays. |
| 9x5x4 hour | A service technician is scheduled to arrive at your location within four business hours after remote problem determination is completed. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays. If after 1:00 p.m. it is determined that onsite service is required, you can expect the service technician to arrive the morning of the following business day. For non-critical service requests, a service technician will arrive by the end of the following business day. |
| 9x5 next business day | A service technician is scheduled to arrive at your location on the business day after we receive your call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays. |

* IBM's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service option availability by hardware type

IBM's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

| Service Options ¹ | IBM Hardware Type | | | | |
|---|-------------------|-------------------------|--------------|--------------|---------------------------------|
| | Notebooks | Desktops & Workstations | Monitors | Servers | Server peripherals ² |
| <i>Repair Options (IOR = IBM onsite repair)</i> | | | | | |
| IOR 24x7x2 hour ³ | ---- | ---- | ---- | 1 or 2 years | 1 or 2 years |
| IOR 24x7x4 hour | ---- | 1 or 2 years | ---- | 1 or 2 years | 1 or 2 years |
| IOR 9x5x4 hour | ---- | 1 or 2 years | ---- | 1 or 2 years | ---- |
| IOR 9x5/next business day | 1 or 2 years | 1 or 2 years | ---- | 1 or 2 years | 1 or 2 years |
| EasyServ depot repair | 1 or 2 years | ---- | ---- | ---- | ---- |
| <i>Exchange Options (IOE = IBM onsite exchange)</i> | | | | | |
| IOE 24x7x2 hour ³ | ---- | ---- | ---- | ---- | 1 or 2 years |
| IOE 24x7x4 hour | ---- | ---- | 1 or 2 years | ---- | 1 or 2 years |
| IOE 9x5x4 hour | ---- | ---- | ---- | ---- | ---- |
| IOE 9x5/next business day | ---- | ---- | 1 or 2 years | ---- | ---- |
| EasyServ exchange | ---- | ---- | ---- | ---- | ---- |

¹ Service options may vary by machine type and/or model.

² Only non-configured server peripherals are eligible for post-warranty maintenance agreements.

³ 24x7x2 hour service is available in select metropolitan locations only.

Limitations of service

- Maintenance agreements for post-warranty hardware service will not automatically renew.
- Service cannot be prorated, refunded or transferred.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service. Service activation is required immediately following purchase (within 30 days). Machine type, model and serial number will be necessary for activation and registration.
- Prices are subject to change without notice.
- Services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered. If the machine problem turns out to be a Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached machine.
- For ThinkPad® notebooks requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.
- IBM performs hardware problem determination to the component level. For non-IBM components the customer must provide the replacement part and IBM will provide the labor to replace it. If IBM has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- MA ServicePac can only be ordered for machines that were released and purchased in the United States.
- MA ServicePac is available only for the machines listed in the supported products list.
- Only non-configured server peripherals are eligible for post-warranty maintenance agreements.

Locations eligible for specific service options

- Onsite 24x7x2 hour service for servers and server peripherals will be provided within a 50-mile radius of the cities indicated on the list below, based on zip code. The center point is identified by the zip code where city hall is located. All zip code zones that fall within a 50-mile radius of this center point will be eligible. You can determine if a location is within this 50-mile zone by entering the zip code of the location in question, and the nearest zip code from the list below, by using Zip Find. Zip Find can be found on the Internet at: <http://zipfind.net/>

Akron, OH 44308
Albuquerque, NM 87103
Allentown, PA 18101
Atlanta, GA 30335
Austin, TX 78767
Baltimore, MD 21202
Baton Rouge, LA 70816
Birmingham, AL 35203
Boston, MA 02108
Bridgeport, CT 06604
Buffalo, NY 14202
Charlotte, NC 28202
Chicago, IL 60602
Cincinnati, OH 45202
Cleveland, OH 44114
Columbia, SC 29201
Columbus, OH 43215
Dayton, OH 45401

Denver, CO 80202
Detroit, MI 48226
Fort Worth, TX 76102
Greensboro, NC 27402
Harrisburg, PA 17101
Hartford, CT 06103
Honolulu, HI 96813
Houston, TX 77002
Indianapolis, IN 46204
Jacksonville, FL 32202
Kansas City, MO 64106
Las Vegas, NV 89101
Los Angeles, CA 90012
Louisville, KY 40202
Memphis, TN 38103
Miami, FL 33133
Milwaukee, WI 53202
Minneapolis, MN 55415

Nashville, TN 37201
New Orleans, LA 70112
New York, NY 10007
Newark, NJ 07102
Norfolk, VA 23510
Oklahoma City, OK 73102
Omaha, NE 68183
Orlando, FL 32801
Philadelphia, PA 19107
Phoenix, AZ 85003
Pittsburgh, PA 15219
Portland, OR 97204
Providence, RI 02903
Raleigh, NC 27602
Richmond, VA 23219
Rochester, NY 14614
Sacramento, CA 95814
Salt Lake City, UT 84111

San Antonio, TX 78205
San Diego, CA 92101
San Francisco, CA 94102
San Jose, CA 95110
Seattle, WA 98104
St. Louis, MO 63103
St. Paul, MN 55102
St. Petersburg, FL 33731
Syracuse, NY 13202
Tacoma, WA 98402
Tampa, FL 33602
Toledo, OH 43604
Virginia Beach, VA 23456
Washington, DC 20001
West Palm Beach, FL 33402
Wilmington, DE 19801

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|--|---------------|--|--|--------------------------------------|
| Mobile | | | | | |
| ThinkPad 240, 310, 365, 380, 390, 390e, 560, 570, 600, 760, 770, A20m, A20p, A21e, A21m, A21p, A22, A22e, A22m, A22p, A30, A31, A31p, Dock, Dock II, G40, G41, G41 Express, i Series™ 1200, i Series 1300, i Series 1400, i Series 1500, i Series 1700, Mini-Dock, R30, R31, R32, R40, R50e, R50p, R51, R52, SelectaDock, T20, T21, T22, T23, T30, T40, T40p, T41, T41p, T42, T43, T43p, Express T43, Express T43p, TransNote, X20, X21, X22, X23, X24, X30, X31, X41 | 1161, 1171, 1829, 1830, 1831, 1832, 1833, 1834, 1836, 1840, 1841, 1842, 1846, 1847, 1848, 1849, 1850, 1858, 1859, 1860, 1861, 1862, 1863, 1864, 1865, 1870, 1871, 1872, 1873, 1874, 1875, 1876, 1958, 2366, 2367, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2378, 2379, 2382, 2384, 2386, 2388, 2389, 2525, 2526, 2527, 2528, 2609, 2611, 2621, 2626, 2627, 2628, 2629, 2631, 2633, 2635, 2636, 2640, 2641, 2643, 2645, 2646, 2647, 2648, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2662, 2663, 2664, 2666, 2667, 2668, 2669, 2672, 2673, 2676, 2677, 2678, 2679, 2681, 2682, 2683, 2684, 2686, 2687, 2722, 2723, 2724, 2877, 2878, 2881, 2882, 2883, 2884, 2885, 2886, 2887, 2888, 2889, 2894, 2895, 2896, 2897, 3547, 9547, 9548, 9549 | All | 1 YR depot repair 1 YR IOR 9x5/next day 2 YR depot repair 2 YR IOR 9x5/next day | 69P9380 69P9381 96P2074 96P2075 | \$169 \$199 \$321 \$388 |
| ThinkPad R50e | 2670 | All | 1 YR depot repair 1 YR IOR 9x5/next day | 69P9380 69P9381 | \$169 \$199 |

Updates are highlighted and underlined in blue. Deleted items are highlighted in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Check <http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505> for the most recent product and pricing information. Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document.

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|--|---------------|--|--|---|
| Desktops | | | | | |
| NetVista A20, A20i, A21, A22p, A30, A40, A40i, A40p, A60, A60i, M41, M42, S40, S40P, S42, X40, X41 | 2251, 6058, 6059, 6263, 6266, 6268, 6269, 6270, 6274, 6275, 6277, 6278, 6280, 6282, 6285, 6287, 6288, 6338, 6339, 6341, 6342, 6343, 6345, 6347, 6349, 6350, 6560, 6561, 6562, 6563, 6564, 6565, 6566, 6574, 6578, 6579, 6581, 6584, 6586, 6587, 6588, 6589, 6591, 6592, 6594, 6643, 6644, 6645, 6646, 6648, 6649, 6790, 6791, 6792, 6793, 6794, 6823, 6825, 6830, 6831, 6832, 6833, 6838, 6840, 6841, 6862, 6872, 6875, 6876, 6877, 6885, 6886, 6887, 6892, 8084, 8086, 8087, 8088, 8089, 8141, 8142, 8143, 8144, 8145, 8146, 8147, 8149, 8171, 8172, 8173, 8177, 8183, 8184, 8185, 8187, 8188, 8189, 8190, 8191, 8193, 8194, 8301, 8303, 8304, 8305, 8306, 8307, 8308, 8310, 8313, 8317, 8319, 8320, 8413, 8414, 8415, 8416, 8417, 8419, 8420, 8422, 8424, 8429, 8432 | All | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9350 69P9351 69P9352 96P2076 96P2077 96P2078 | \$99 \$135 \$149 \$188 \$257 \$283 |
| PC 300, 300 GI, 300GL, 300PL, 300XL, 350, 360, 365, 730, 750 | | | | | |
| ThinkCentre™ A30, A50, A50p, A51, A51p, M50, M51, S50, S51 | | | | | |
| NetVista A21, A21i, A22, A22p, X41 | 2254, 2257, 2283, 2292, 6336, 6337, 8085, 8090, 8148, 8195, 8198, 8199, 8311, 8315, 8423, 8427, 8433 | All | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour | 69P9356 69P9357 96P2079 96P2080 | \$80 \$108 \$152 \$205 |
| ThinkCentre A30, A50p | | | | | |

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Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--------------------|--------------|----------------------------|--|--|----------------------------------|
| Monitors | | | | | |
| UV-N Color Monitor | 2248 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9358 | \$59 |
| E54 | 6331 | All | | 69P9359 | \$89 |
| E51 | 6333 | All | | 96P2081 | \$112 |
| G42 | 6540 | 00N | | 96P2082 | \$169 |
| G51 | 6541 | 02N | | | |
| G41, G50 | 6543 | 301 313 333 | | | |
| G52, G54 | 6546 | 00N 40N 4AN 86U 0AN B2N | | | |
| P50 | 6553 | All | | | |
| G72, G74 | 6547 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9362 69P9363 96P2083 96P2084 | \$200 \$300 \$380 \$570 |

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Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-------------------|--------------|-------------------------|--|--|----------------------------------|
| G200 | 6545 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9364 69P9365 96P2085 96P2086 | \$89 \$134 \$169 \$255 |
| E74 | 6332 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9366 69P9367 96P2087 96P2088 | \$69 \$104 \$131 \$198 |
| E74M | 6517 | All | | | |
| G76 | 6548 | All | | | |
| P76 | 6550 | All | | | |
| P70 | 6554 | All | | | |
| P72 | 6556 | All | | | |
| G78 | 6627 | All | | | |
| P77 | 6639 | All | | | |
| C170 Monitor | 6737 | All | | | |
| G52, G54 | 6546 | Q0E Q0N | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9368 69P9369 96P2089 96P2090 | \$130 \$195 \$247 \$371 |
| ThinkVision L150p | 6636 | AB1 AC1 AK1 AW1 HB1 HK1 | | | |
| TFT | 6653 | All | | | |
| T560 | 6656 | All | | | |
| ThinkVision L150 | 9418 | AB1 | | | |
| T56A | 9493 | All | | | |
| T54 | 9511 | AG1 AG4 AW1 AW4 HG2 HW2 | | | |
| TFT Flat Panel | 9512 | All | | | |
| T55A, T55D | 9513 | All | | | |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|------------------|--------------|---------------|--|------------------------|------------|
| G94, G96 | 6549 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9370 | \$79 |
| P96 | 6551 | All | | 69P9371 | \$119 |
| P92 | 6557 | All | | 96P2091 | \$150 |
| E94, G97 | 6634 | All | | 96P2092 | \$226 |
| P77 | 6651 | All | | | |
| ThinkVision C190 | 6739 | All | | | |
| P260 | 6552 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9372 | \$89 |
| P200, P201 | 6555 | All | | 69P9373 | \$134 |
| P202 | 6558 | All | | 96P2085 | \$169 |
| P275 | 6652 | All | | 96P2086 | \$255 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-------------------------|--------------|-------------------------|--|------------------------|------------|
| T710 Flat Panel | 6637 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9374 | \$260 |
| T84 | 6658 | HG2 HW2 | | 69P9375 | \$390 |
| TFT | 6657 | HG2 HW2 | | 96P2093 | \$494 |
| ThinkVision L170, L170p | 6734 | AB0 ACO AK0 HB0 HK0 LB1 | | 96P2094 | \$741 |
| L180p | 9180 | HB9 | | | |
| T860 | 9494 | HB0 HBN HW0 HWN | | | |
| T74A | 9495 | AG1 AW1 | | | |
| T86 | 9497 | AG1 AG6 AW1 AW6 DG0 | | | |
| T54 | 9511 | TG1 TW1 | | | |
| T85A | 9519 | AG1 AW1 | | | |
| T85D | 9519 | DG0 DG1 DG2 DW0 DW1 DW2 | | | |
| ThinkVision L170 | 9818 | AC0 | | | |
| ThinkVisionL190p | 2704 | All | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9376 | \$360 |
| ThinkVision L200p | 6736 | HB0 HC9 | | 69P9377 | \$540 |
| ThinkVisionL190 | 9329 | AB9 | | 96P2097 | \$684 |
| ThinkVisionL191p | 9419 | HB7 | | 96P2098 | \$1,026 |
| TFT Flat Panel | 9516 | A03 A13 A23 B03 B13 B23 | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 69P9378 | \$507 |
| | | | | 69P9379 | \$761 |
| | | | | 96P2099 | \$963 |
| | | | | 96P2100 | \$1,446 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|--|---------------|--|--|--|
| Servers | | | | | |
| IntelliStation E Pro | 6893 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9350 69P9351 69P9352 96P2076 96P2077 96P2078 | \$99 \$135 \$149 \$188 \$257 \$283 |
| IntelliStation E Pro, R Pro | 6204, 6216, 6226, 6836, 6851, 6867 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9350 69P9351 69P9352 96P2076 96P2077 96P2078 | \$99 \$135 \$149 \$188 \$257 \$283 |
| IntelliStation Z Pro, Intellistation M Pro | 6865, 6878, 6888, 6889, 6898, 6899 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9353 69P9354 69P9355 96P2135 96P2136 96P2224 | \$199 \$270 \$299 \$378 \$513 \$568 |
| IntelliStation E Pro, M Pro, Z Pro | 6214, 6219, 6220, 6221, 6223, 6229, 6230, 6231, 6233, 6846, 6849, 6850, 6866, 6868 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9353 69P9354 69P9355 96P2135 96P2136 96P2224 | \$199 \$270 \$299 \$378 \$513 \$568 |

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| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|------------------------------|----------------------------|--|--|--|
| IntelliStation A Pro, IntelliStation Z Pro, Intellistation M Pro | 6217, 6218, 6224, 9228, 9229 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9353 69P9354 69P9355 96P2135 96P2136 96P2224 | \$199 \$270 \$299 \$378 \$513 \$568 |
| Intellistation M Pro | 6225 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9353 69P9354 69P9355 96P2136 96P2224 | \$199 \$270 \$299 \$513 \$568 |
| BladeCenter S Chassis | 8886 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 46D3909 46D3910 46D3911 46D3912 46D3913 46D3914 46D3915 46D3916 | \$1,000 \$1,350 \$1,500 \$2,250 \$1,950 \$2,632 \$2,925 \$4,387 |
| Intellistation M Pro | 6228, 9236 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour | 69P9353 69P9354 69P9355 96P2135 96P2136 96P2224 | \$199 \$270 \$299 \$378 \$513 \$568 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|------------------------------------|---------------|-----------------------|------------------------|------------|
| xSeries 205, 225, 226 | 8480, 8647, 8648, 8649 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |
| xSeries 200, 220 | 8478, 8479, 8645, 8646 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |
| Netfinity 3000, 3500 BladeCenter HT | 8476, 8644, 8655, 8657, 8740, 8750 | All Models | 1 YR IOR 9x5/next day | 69P9382 | \$417 |
| | | | 1 YR IOR 9x5x4 hour | 69P9383 | \$563 |
| | | | 1 YR IOR 24x7x4 hour | 69P9384 | \$625 |
| | | | 1 YR IOR 24x7x2 hour | 69P9385 | \$938 |
| | | | 2 YR IOR 9x5/next day | 96P2101 | \$793 |
| | | | 2 YR IOR 9x5x4 hour | 96P2102 | \$1,070 |
| | | | 2 YR IOR 24x7x4 hour | 96P2103 | \$1,188 |
| | | | 2 YR IOR 24x7x2 hour | 96P2104 | \$1,783 |
| SE310, PC Server 315 | 8638, 8639 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|--|---------------|--|--|--|
| PC Server 320, 330 Netfinity 4500R xSeries 340 Netfinity 5100 xSeries 150, 230 Netfinity 5000 Rack Mounted Netfinity 5500 M10 Rack Mounted Netfinity 5500 M20 Rack Mounted Netfinity 5600 xSeries 240 Netfinity 6000R xSeries 350 | 8640, 8656, 8658, 8659, 8660, 8661, 8662, 8664, 8682 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 69P9386 69P9387 69P9388 69P9389 96P2105 96P2106 96P2107 96P2108 | \$1,000 \$1,350 \$1,500 \$2,250 \$1,900 \$2,565 \$2,850 \$4,275 |
| xSeries 3105, xSeries 100 | 4347, 8486 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 41W9319 41W9320 41W9321 41W9322 41W9323 41W9324 41W9325 41W9326 | \$150 \$203 \$225 \$338 \$285 \$385 \$428 \$641 |
| BladeCenter HC10 | 7996 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 44T6090 44T6091 44T6092 44T6093 44T6094 44T6095 44T6096 44T6097 | \$150 \$200 \$225 \$335 \$285 \$380 \$425 \$635 |
| System x3200 xSeries 3250 System x3550 xSeries 306m xSeries 306m | 4363, 4365, 7978, 8491, 8490 | All Models | 1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 69P9398 69P9399 69P9400 69P9401 96P2117 96P2118 96P2119 96P2120 | \$333 \$450 \$500 \$750 \$633 \$855 \$950 \$1,425 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|------------------------------|---------------|-----------------------|------------------------|------------|
| BladeCenter LS41 | 7972 | All Models | 1 YR IOR 9x5/next day | 12X7025 | \$533 |
| | | | 1 YR IOR 9x5x4 hour | 12X7026 | \$720 |
| | | | 1 YR IOR 24x7x4 hour | 12X7027 | \$800 |
| | | | 1 YR IOR 24x7x2 hour | 12X7028 | \$1,200 |
| | | | 2 YR IOR 9x5/next day | 12X7029 | \$1,000 |
| | | | 2 YR IOR 9x5x4 hour | 12X7030 | \$1,350 |
| | | | 2 YR IOR 24x7x4 hour | 12X7031 | \$1,500 |
| | | | 2 YR IOR 24x7x2 hour | 12X7032 | \$2,250 |
| BladeCenter T BladeCenter H | 8720, 8730, 8852 | All Models | 1 YR IOR 9x5/next day | 69P9382 | \$417 |
| | | | 1 YR IOR 9x5x4 hour | 69P9383 | \$563 |
| | | | 1 YR IOR 24x7x4 hour | 69P9384 | \$625 |
| | | | 1 YR IOR 24x7x2 hour | 69P9385 | \$938 |
| | | | 2 YR IOR 9x5/next day | 96P2101 | \$793 |
| | | | 2 YR IOR 9x5x4 hour | 96P2102 | \$1,070 |
| | | | 2 YR IOR 24x7x4 hour | 96P2103 | \$1,188 |
| | | | 2 YR IOR 24x7x2 hour | 96P2104 | \$1,783 |
| Netfinity 7000 NetFinity 7600 xSeries 250 NetFinity 7100 NetFinity 7000 M10 Rack Mounted xSeries 255 | 8651, 8665, 8666, 8680, 8685 | All Models | 1 YR IOR 9x5/next day | 69P9390 | \$1,000 |
| | | | 1 YR IOR 9x5x4 hour | 69P9391 | \$1,350 |
| | | | 1 YR IOR 24x7x4 hour | 69P9392 | \$1,500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9393 | \$2,250 |
| | | | 2 YR IOR 9x5/next day | 96P2109 | \$1,900 |
| | | | 2 YR IOR 9x5x4 hour | 96P2110 | \$2,565 |
| | | | 2 YR IOR 24x7x4 hour | 96P2111 | \$2,850 |
| | | | 2 YR IOR 24x7x2 hour | 96P2112 | \$4,275 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|--|---------------|-----------------------|------------------------|------------|
| xSeries 260 xSeries 3800 | 8865, 8866 | All Models | 1 YR IOR 9x5/next day | 69P9390 | \$800.00 |
| | | | 1 YR IOR 9x5x4 hour | 69P9391 | \$1,080.00 |
| | | | 1 YR IOR 24x7x4 hour | 69P9392 | \$1,200.00 |
| | | | 1 YR IOR 24x7x2 hour | 69P9393 | \$1,800.00 |
| | | | 2 YR IOR 9x5/next day | 96P2109 | \$1,520.00 |
| | | | 2 YR IOR 9x5x4 hour | 96P2110 | \$2,052.00 |
| | | | 2 YR IOR 24x7x4 hour | 96P2111 | \$2,280.00 |
| | | | 2 YR IOR 24x7x2 hour | 96P2112 | \$3,420.00 |
| Netfinity 8500 xSeries 370 | 8681 | All Models | 1 YR IOR 9x5/next day | 69P9394 | \$2,250 |
| | | | 1 YR IOR 9x5x4 hour | 69P9395 | \$3,050 |
| | | | 1 YR IOR 24x7x4 hour | 69P9396 | \$3,375 |
| | | | 1 YR IOR 24x7x2 hour | 69P9397 | \$5,000 |
| | | | 2 YR IOR 9x5/next day | 96P2113 | \$4,275 |
| | | | 2 YR IOR 9x5x4 hour | 96P2114 | \$5,795 |
| | | | 2 YR IOR 24x7x4 hour | 96P2115 | \$6,413 |
| | | | 2 YR IOR 24x7x2 hour | 96P2116 | \$9,500 |
| xSeries 305, 335, 325 | 8673, 8830, 8835 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |
| System x3200, x3455 xSeries 3250, 206m eServer 326m, 306, 326, 306m NetFinity 206 | 4362, 4364, 7969, 7984, 8482, 8485, 8836, 8848, 8849 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|--|---------------|-----------------------|------------------------|------------|
| xSeries 130, 135, 300, 330 | 8672 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |
| xSeries 200, 206, 226, 306, 130, 135, 300, 330, 335, 336 | 8481, 8487, 8488, 8489, 8654, 8674, 8675, 8676, 8837 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |
| xSeries 306, 336, 346, 306m IntelliStation Z Pro | 1878, 1879, 1880, 1887, 6227 | All Models | 1 YR IOR 9x5/next day | 69P9398 | \$333 |
| | | | 1 YR IOR 9x5x4 hour | 69P9399 | \$450 |
| | | | 1 YR IOR 24x7x4 hour | 69P9400 | \$500 |
| | | | 1 YR IOR 24x7x2 hour | 69P9401 | \$750 |
| | | | 2 YR IOR 9x5/next day | 96P2117 | \$633 |
| | | | 2 YR IOR 9x5x4 hour | 96P2118 | \$855 |
| | | | 2 YR IOR 24x7x4 hour | 96P2119 | \$950 |
| | | | 2 YR IOR 24x7x2 hour | 96P2120 | \$1,425 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|------------------------------|---------------|-----------------------|------------------------|------------|
| BladeCenter BladeCenter HS20 | 1881, 1886 | All Models | 1 YR IOR 9x5/next day | 69P9382 | \$417 |
| | | | 1 YR IOR 9x5x4 hour | 69P9383 | \$563 |
| | | | 1 YR IOR 24x7x4 hour | 69P9384 | \$625 |
| | | | 1 YR IOR 24x7x2 hour | 69P9385 | \$938 |
| | | | 2 YR IOR 9x5/next day | 96P2101 | \$793 |
| | | | 2 YR IOR 9x5x4 hour | 96P2102 | \$1,070 |
| | | | 2 YR IOR 24x7x4 hour | 96P2103 | \$1,188 |
| | | | 2 YR IOR 24x7x2 hour | 96P2104 | \$1,783 |
| Blade Server Rack | 8677 | All Models | 1 YR IOR 9x5/next day | 69P9382 | \$417 |
| | | | 1 YR IOR 9x5x4 hour | 69P9383 | \$563 |
| | | | 1 YR IOR 24x7x4 hour | 69P9384 | \$625 |
| | | | 1 YR IOR 24x7x2 hour | 69P9385 | \$938 |
| | | | 2 YR IOR 9x5/next day | 96P2101 | \$793 |
| | | | 2 YR IOR 9x5x4 hour | 96P2102 | \$1,070 |
| | | | 2 YR IOR 24x7x4 hour | 96P2103 | \$1,188 |
| | | | 2 YR IOR 24x7x2 hour | 96P2104 | \$1,783 |
| System x3650 xSeries 342, 345, 382, 346 | 7980, 8669, 8670, 8834, 8840 | All Models | 1 YR IOR 9x5/next day | 69P9402 | \$450 |
| | | | 1 YR IOR 9x5x4 hour | 69P9403 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 69P9404 | \$675 |
| | | | 1 YR IOR 24x7x2 hour | 69P9405 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2121 | \$855 |
| | | | 2 YR IOR 9x5x4 hour | 96P2122 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 96P2123 | \$1,283 |
| | | | 2 YR IOR 24x7x2 hour | 96P2124 | \$1,710 |
| xSeries 360 | 8686 | All Models | 1 YR IOR 9x5/next day | 44J8725 | \$490 |
| | | | 1 YR IOR 9x5x4 hour | 44J8726 | \$650 |
| | | | 1 YR IOR 24x7x4 hour | 44J8727 | \$735 |
| | | | 1 YR IOR 24x7x2 hour | 44J8728 | \$980 |
| | | | 2 YR IOR 9x5/next day | 44J8729 | \$930 |
| | | | 2 YR IOR 9x5x4 hour | 44J8730 | \$1,235 |
| | | | 2 YR IOR 24x7x4 hour | 44J8731 | \$1,395 |
| | | | 2 YR IOR 24x7x2 hour | 44J8732 | \$1,860 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|------------------|---------------|-----------------------|------------------------|------------|
| xSeries 343, 365 | 8827, 8861 | All Models | 1 YR IOR 9x5/next day | 69P9402 | \$450 |
| | | | 1 YR IOR 9x5x4 hour | 69P9403 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 69P9404 | \$675 |
| | | | 1 YR IOR 24x7x2 hour | 69P9405 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2121 | \$855 |
| | | | 2 YR IOR 9x5x4 hour | 96P2122 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 96P2123 | \$1,283 |
| | | | 2 YR IOR 24x7x2 hour | 96P2124 | \$1,710 |
| xSeries 365 | 8862 | All Models | 1 YR IOR 9x5/next day | 44J8725 | \$490 |
| | | | 1 YR IOR 9x5x4 hour | 44J8726 | \$650 |
| | | | 1 YR IOR 24x7x4 hour | 44J8727 | \$735 |
| | | | 1 YR IOR 24x7x2 hour | 44J8728 | \$980 |
| | | | 2 YR IOR 9x5/next day | 44J8729 | \$930 |
| | | | 2 YR IOR 9x5x4 hour | 44J8730 | \$1,235 |
| | | | 2 YR IOR 24x7x4 hour | 44J8731 | \$1,395 |
| | | | 2 YR IOR 24x7x2 hour | 44J8732 | \$1,860 |
| Sapphire xSeries232 xSeries 235 xSeries 236 | 8668, 8671, 8841 | All Models | 1 YR IOR 9x5/next day | 69P9406 | \$900 |
| | | | 1 YR IOR 9x5x4 hour | 69P9407 | \$1,215 |
| | | | 1 YR IOR 24x7x4 hour | 69P9408 | \$1,350 |
| | | | 1 YR IOR 24x7x2 hour | 69P9409 | \$1,755 |
| | | | 2 YR IOR 9x5/next day | 96P2125 | \$1,710 |
| | | | 2 YR IOR 9x5x4 hour | 96P2126 | \$2,309 |
| | | | 2 YR IOR 24x7x4 hour | 96P2127 | \$2,565 |
| | | | 2 YR IOR 24x7x2 hour | 96P2128 | \$3,335 |
| System x3400 | 7975 | All Models | 1 YR IOR 9x5/next day | 69P9402 | \$450 |
| | | | 1 YR IOR 9x5x4 hour | 69P9403 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 69P9404 | \$675 |
| | | | 1 YR IOR 24x7x2 hour | 69P9405 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2121 | \$855 |
| | | | 2 YR IOR 9x5x4 hour | 96P2122 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 96P2123 | \$1,283 |
| | | | 2 YR IOR 24x7x2 hour | 96P2124 | \$1,710 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|---|---------------|-----------------------|------------------------|------------|
| System x3500, | 7977 | All Models | 1 YR IOR 9x5/next day | 69P9406 | \$900 |
| | | | 1 YR IOR 9x5x4 hour | 69P9407 | \$1,215 |
| | | | 1 YR IOR 24x7x4 hour | 69P9408 | \$1,350 |
| | | | 1 YR IOR 24x7x2 hour | 69P9409 | \$1,755 |
| | | | 2 YR IOR 9x5/next day | 96P2125 | \$1,710 |
| | | | 2 YR IOR 9x5x4 hour | 96P2126 | \$2,309 |
| | | | 2 YR IOR 24x7x4 hour | 96P2127 | \$2,565 |
| | | | 2 YR IOR 24x7x2 hour | 96P2128 | \$3,335 |
| BladeCenter LS41, HS20 Blade Server Blade Server HS40, JS20, HS20, JS21 | 7971, 7981, 8678, 8832, 8839, 8842, 8843, 8844 | All Models | 1 YR IOR 9x5/next day | 69P9513 | \$267 |
| | | | 1 YR IOR 9x5x4 hour | 69P9514 | \$360 |
| | | | 1 YR IOR 24x7x4 hour | 69P9515 | \$400 |
| | | | 1 YR IOR 24x7x2 hour | 69P9516 | \$600 |
| | | | 2 YR IOR 9x5/next day | 96P2129 | \$507 |
| | | | 2 YR IOR 9x5x4 hour | 96P2130 | \$684 |
| | | | 2 YR IOR 24x7x4 hour | 96P2131 | \$760 |
| | | | 2 YR IOR 24x7x2 hour | 96P2132 | \$1,140 |
| BladeCenter HS20, HS21 | 1883, 1884, 1885 | All Models | 1 YR IOR 9x5/next day | 69P9513 | \$267 |
| | | | 1 YR IOR 9x5x4 hour | 69P9514 | \$360 |
| | | | 1 YR IOR 24x7x4 hour | 69P9515 | \$400 |
| | | | 1 YR IOR 24x7x2 hour | 69P9516 | \$600 |
| | | | 2 YR IOR 9x5/next day | 96P2129 | \$507 |
| | | | 2 YR IOR 9x5x4 hour | 96P2130 | \$684 |
| | | | 2 YR IOR 24x7x4 hour | 96P2131 | \$760 |
| | | | 2 YR IOR 24x7x2 hour | 96P2132 | \$1,140 |
| xSeries 440, 450, 455 | 8687, 8688 | All Models | 1 YR IOR 24x7x4 hour | 96P1990 | \$1,695 |
| | | | 1 YR IOR 24x7x2 hour | 96P1991 | \$2,250 |
| | | | 2 YR IOR 24x7x4 hour | 96P2133 | \$3,390 |
| | | | 2 YR IOR 24x7x2 hour | 96P2134 | \$4,500 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|------------------------|---------------|-----------------------|------------------------|------------|
| xSeries 343 | 8847 | All Models | 1 YR IOR 9x5/next day | 69P9402 | \$450 |
| | | | 1 YR IOR 9x5x4 hour | 69P9403 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 69P9404 | \$675 |
| | | | 1 YR IOR 24x7x2 hour | 69P9405 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2121 | \$855 |
| | | | 2 YR IOR 9x5x4 hour | 96P2122 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 96P2123 | \$1,283 |
| | | | 2 YR IOR 24x7x2 hour | 96P2124 | \$1,710 |
| BladeCenter HS21, LS20 | 7995, 8850, 8853 | All Models | 1 YR IOR 9x5/next day | 69P9513 | \$267 |
| | | | 1 YR IOR 9x5x4 hour | 69P9514 | \$360 |
| | | | 1 YR IOR 24x7x4 hour | 69P9515 | \$400 |
| | | | 1 YR IOR 24x7x2 hour | 69P9516 | \$600 |
| | | | 2 YR IOR 9x5/next day | 96P2129 | \$507 |
| | | | 2 YR IOR 9x5x4 hour | 96P2130 | \$684 |
| | | | 2 YR IOR 24x7x4 hour | 96P2131 | \$760 |
| | | | 2 YR IOR 24x7x2 hour | 96P2132 | \$1,140 |
| System x3400, System x3650, System x3655 | 7974, 7976, 7979, 7985 | All Models | 1 YR IOR 9x5/next day | 69P9402 | \$450 |
| | | | 1 YR IOR 9x5x4 hour | 69P9403 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 69P9404 | \$675 |
| | | | 1 YR IOR 24x7x2 hour | 69P9405 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2121 | \$855 |
| | | | 2 YR IOR 9x5x4 hour | 96P2122 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 96P2123 | \$1,283 |
| | | | 2 YR IOR 24x7x2 hour | 96P2124 | \$1,710 |
| System x3755, xSeries 3850, eServer 366 | 8863, 8864, 8877 | All Models | 1 YR IOR 9x5/next day | 44J8725 | \$490 |
| | | | 1 YR IOR 9x5x4 hour | 44J8726 | \$650 |
| | | | 1 YR IOR 24x7x4 hour | 44J8727 | \$735 |
| | | | 1 YR IOR 24x7x2 hour | 44J8728 | \$980 |
| | | | 2 YR IOR 9x5/next day | 44J8729 | \$930 |
| | | | 2 YR IOR 9x5x4 hour | 44J8730 | \$1,235 |
| | | | 2 YR IOR 24x7x4 hour | 44J8731 | \$1,395 |
| | | | 2 YR IOR 24x7x2 hour | 44J8732 | \$1,860 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------------|--------------|---------------|-----------------------|------------------------|------------|
| System x3400 | 7973 | All Models | 1 YR IOR 9x5/next day | 69P9402 | \$450 |
| | | | 1 YR IOR 9x5x4 hour | 69P9403 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 69P9404 | \$675 |
| | | | 1 YR IOR 24x7x2 hour | 69P9405 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2121 | \$855 |
| | | | 2 YR IOR 9x5x4 hour | 96P2122 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 96P2123 | \$1,283 |
| | | | 2 YR IOR 24x7x2 hour | 96P2124 | \$1,710 |
| System x3950 xSeries 455 | 8855, 8870 | All Models | 1 YR IOR 9x5/next day | 96P2679 | \$2,400 |
| | | | 1 YR IOR 9x5x4 hour | 96P2680 | \$3,240 |
| | | | 1 YR IOR 24x7x4 hour | 96P2681 | \$3,600 |
| | | | 1 YR IOR 24x7x2 hour | 96P2682 | \$4,778 |
| | | | 2 YR IOR 9x5/next day | 96P2683 | \$4,560 |
| | | | 2 YR IOR 9x5x4 hour | 96P2684 | \$6,156 |
| | | | 2 YR IOR 24x7x4 hour | 96P2685 | \$6,840 |
| | | | 2 YR IOR 24x7x2 hour | 96P2686 | \$9,078 |
| xSeries 460 xSeries 3950 | 8872, 8878 | All Models | 1 YR IOR 9x5/next day | 96P2679 | \$2,400 |
| | | | 1 YR IOR 9x5x4 hour | 96P2680 | \$3,240 |
| | | | 1 YR IOR 24x7x4 hour | 96P2681 | \$3,600 |
| | | | 1 YR IOR 24x7x2 hour | 96P2682 | \$4,778 |
| | | | 2 YR IOR 9x5/next day | 96P2683 | \$4,560 |
| | | | 2 YR IOR 9x5x4 hour | 96P2684 | \$6,156 |
| | | | 2 YR IOR 24x7x4 hour | 96P2685 | \$6,840 |
| | | | 2 YR IOR 24x7x2 hour | 96P2686 | \$9,078 |
| xSeries 460, xSeries 3950 | 8874, 8879 | All Models | 1 YR IOR 9x5/next day | 10N3069 | \$1,200 |
| | | | 1 YR IOR 9x5x4 hour | 10N3070 | \$1,620 |
| | | | 1 YR IOR 24x7x4 hour | 10N3071 | \$1,800 |
| | | | 1 YR IOR 24x7x2 hour | 10N3072 | \$2,400 |
| | | | 2 YR IOR 9x5/next day | 10N3073 | \$2,280 |
| | | | 2 YR IOR 9x5x4 hour | 10N3074 | \$3,078 |
| | | | 2 YR IOR 24x7x4 hour | 10N3075 | \$3,420 |
| | | | 2 YR IOR 24x7x2 hour | 10N3076 | \$4,560 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------|--------------|---------------|-----------------------|------------------------|------------|
| eServer OpenPower 710 | 9123 | All Models | 1 YR IOR 9x5/next day | 40M6828 | \$600 |
| | | | 1 YR IOR 9x5x4 hour | 40M6829 | \$756 |
| | | | 1 YR IOR 24x7x4 hour | 40M6830 | \$900 |
| | | | 1 YR IOR 24x7x2 hour | 40M6831 | \$1,080 |
| | | | 2 YR IOR 9x5/next day | 40M6832 | \$1,139 |
| | | | 2 YR IOR 9x5x4 hour | 40M6833 | \$1,435 |
| | | | 2 YR IOR 24x7x4 hour | 40M6834 | \$1,708 |
| | | | 2 YR IOR 24x7x2 hour | 40M6835 | \$2,050 |
| eServer OpenPower 720 | 9124 | All Models | 1 YR IOR 9x5/next day | 38R3583 | \$900 |
| | | | 1 YR IOR 9x5x4 hour | 38R3584 | \$1,128 |
| | | | 1 YR IOR 24x7x4 hour | 38R3585 | \$1,356 |
| | | | 1 YR IOR 24x7x2 hour | 38R3586 | \$1,620 |
| | | | 2 YR IOR 9x5/next day | 38R3587 | \$1,708 |
| | | | 2 YR IOR 9x5x4 hour | 38R3588 | \$2,141 |
| | | | 2 YR IOR 24x7x4 hour | 38R3589 | \$2,574 |
| | | | 2 YR IOR 24x7x2 hour | 38R3590 | \$3,075 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|--------------|---|-----------------------------|------------------------|--------------|
| Server Clusters (Please note: Customers MUST purchase base model machine type ServicePac (i.e.41E8810) when selecting Option ServicePac(s) coverage. | | | | | |
| e1350 Cluster (Base Model) | 1410 | 25U 2RX 42L 42U 42X 4RX | 1 YR IOR 24x7x4 hour | 41E8829 | \$1,350 |
| Switch Enclosure Option | 0445 | 015 016 021 HC6 HC7 HCA | 1 YR IOR 24x7x4 hour | 41E8843 | \$700 |
| Switch Enclosure Option | 0445 | 001 011 HCB | 1 YR IOR 24x7x4 hour | 41E8844 | \$1,500 |
| Spine Enclosure Option | 0445 | 002 012 HC3 | 1 YR IOR 24x7x4 hour | 41E8845 | \$1,500 |
| Spine Line Card Option | 0445 | 003 019 013 020 HC4 HC8 | 1 YR IOR 24x7x4 hour | 41E8846 | \$1,800 |
| Spine Thru Module Option | 0445 | 004 014 HC5 | 1 YR IOR 24x7x4 hour | 41E8847 | \$1,200 |
| 32 Port Terminal | 0448 | 011 HC4 | 1 YR IOR 24x7x4 hour | 41E8834 | \$2,500 |
| 48 Port Terminal | 0448 | 012 HC3 | 1 YR IOR 24x7x4 hour | 41E8846 | \$1,800 |
| Ethernet Adapter 48 port | 0564 | 010 HC3 | 1 YR IOR 24x7x4 hour | 41E8846 | \$1,800 |
| <u>Ethernet Adapter 48 port</u> | <u>0564</u> | <u>010 HC3</u> | <u>1 YR IOR 24x7x4 hour</u> | <u>41E8843</u> | <u>\$700</u> |
| Switch Chassis Bundle Option | 4667 | 001 010 011 012 013 016 022 023 024 HC3 HC4 HC7 HCA HCB HCC HCG | 1 YR IOR 24x7x4 hour | 41E8830 | \$17,000 |
| Line Card Option | 4667 | 002 020 HC8 | 1 YR IOR 24x7x4 hour | 41E8831 | \$7,500 |
| Line Card Option | 4667 | 003 021 HC9 | 1 YR IOR 24x7x4 hour | 41E8832 | \$8,000 |
| Line Card Option | 4667 | 004 014 HC5 | 1 YR IOR 24x7x4 hour | 41E8833 | \$14,000 |
| Stackable Switch Option | 4667 | 005 015 HC6 | 1 YR IOR 24x7x4 hour | 41E8834 | \$2,500 |

Updates are highlighted and underlined in blue. Deleted items are highlighted in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Check <http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505> for the most recent product and pricing information. Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document.

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---------------------------------------|----------------------|-------------------------|--------------------------------------|-------------------------|-------------------------|
| E600/E1200 16port 10 Gig E Line card | 4667 | HCD | 1 YR IOR 24x7x4 hour | 44T5814 | \$50,000 |
| E300 8 port 10 Gig E Line card | 4667 | HCE 028 | 1 YR IOR 24x7x4 hour | 44T5815 | \$17,000 |
| Force10 E600i Switch Enclosure Bundle | 4667 | HCF | 1 YR IOR 24x7x4 hour | 44T5816 | \$30,000 |
| SMC 8024L2 24-port | 4668 | 016 HC5 | 1 YR IOR 24x7x4 hour | 41E8831 | \$7,500 |
| SMC 8024L2 24-port | 4668 | 016 HC5 | 1 YR IOR 24x7x4 hour | 41E8847 | \$1,200 |
| Switch Option | 4668 | 015 HC3 | 1 YR IOR 24x7x4 hour | 41E8834 | \$2,500 |
| Switch Option | 4668 | 001 | 1 YR IOR 24x7x4 hour | 41E8835 | \$850 |
| Switch Option | 4668 | 002 012 HC4 | 1 YR IOR 24x7x4 hour | 41E8836 | \$2,500 |
| Option Chassis | 4669 | 015 HC4 | 1 YR IOR 24x7x4 hour | 41E8836 | 6756J12 |
| Switch Option | 4669 | 001 | 1 YR IOR 24x7x4 hour | 41E8837 | \$1,750 |
| IB Switch Router Option | 4669 | 002 012 021 HCA HCB | 1 YR IOR 24x7x4 hour | 41E8838 | \$4,000 |
| Fabric Switch Option | 4669 | 003 013 HC3 | 1 YR IOR 24x7x4 hour | 41E8839 | \$1,800 |
| Line Card Option | 4669 | 004 014 | 1 YR IOR 24x7x4 hour | 41E8840 | \$2,200 |
| Voltaire ISR 9096-9288 sLB 24, 24 4X | 4669 | HC5 016 | 1 YR IOR 24x7x4 hour | 44T5817 | \$7,500 |
| Voltaire 9024D 24-X DDR ports Bundle | 4669 | HC6 | 1 YR IOR 24x7x4 hour | 44T5818 | \$7,500 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|----------------------|-------------------------|--------------------------------------|-------------------------|-------------------------|
| Voltaire 9024S 24-X SDR ports Bundle | 4669 | HC7 | 1 YR IOR 24x7x4 hour | 44T5819 | \$7,500 |
| Cisco SFS 7012D, 7024D | 4670 | 026 027 HCA HCB | 1 YR IOR 24x7x4 hour | 41E8830 | \$17,000 |
| Cisco SFS 7012D, 7024D | 4670 | 026 HCA | 1 YR IOR 24x7x4 hour | 41E8836 | \$2,500 |
| Enclosure Bundle | 4670 | 014 016 028 HC8 HCC | 1 YR IOR 24x7x4 hour | 41E8831 | \$7,500 |
| Enclosure Bundle | 4670 | 028 HCC | 1 YR IOR 24x7x4 hour | 41E8844 | \$1,500 |
| Cisco SFS 7000D 24-port | 4670 | 025 HC9 | 1 YR IOR 24x7x4 hour | 41E8833 | \$14,000 |
| Cisco SFS 7000D 24-port | 4670 | 025 HC9 | 1 YR IOR 24x7x4 hour | 41E8838 | \$4,000 |
| Enclosure Bundle | 4670 | 013 020 030 HC5 HCE | 1 YR IOR 24x7x4 hour | 41E8836 | \$2,500 |
| Enclosure Bundle | 4670 | 030 HCE | 1 YR IOR 24x7x4 hour | 41E8844 | \$1,500 |
| e1350 Switch | 4670 | 024 HC7 | 1 YR IOR 24x7x4 hour | 41E8839 | \$1,800 |
| Line Card Option | 4670 | 001 015 017 HC3 | 1 YR IOR 24x7x4 hour | 41E8841 | \$4,000 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--------------------------------------|----------------------|---------------------------------|--------------------------------------|-------------------------|-------------------------|
| Cisco SFS 7012/7024 | 4670 | 029 031 HCD HCF | 1 YR IOR 24x7x4 hour | 44T5814 | \$50,000 |
| Cisco SFS 7012/7024 | 4670 | 029 031 HCD HCF | 1 YR IOR 24x7x4 hour | 41E8836 | \$2,500 |
| Enhanced Cisco 6509-E Chassis Bundle | 4670 | HC4 | 1 YR IOR 24x7x4 hour | 44T5820 | \$90,000 |
| Enhanced Cisco 6503-E Chassis Bundle | 4670 | HC6 | 1 YR IOR 24x7x4 hour | 44T5821 | \$14,000 |
| Cisco SFS 7000P24 IB Switch Bundle | 4670 | HC7 | 1 YR IOR 24x7x4 hour | 44T5822 | \$1,800 |
| IB Switch Option | 4671 | 001 | 1 YR IOR 24x7x4 hour | 41E8842 | \$4,970 |
| IB Expansion Kit Option | 4671 | 002 | 1 YR IOR 24x7x4 hour | 41E8843 | \$700 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|--------------|---------------|-----------------------|------------------------|------------|
| Server peripherals (Only non-configured server peripherals are eligible for post-warranty maintenance agreements.) | | | | | |
| Total Storage D4300 | 1700 | 1ES 1EX 1RS | 1 YR IOR 9x5/next day | 38R3769 | \$1,062 |
| | | | 1 YR IOR 9x5x4 hour | 38R3770 | \$1,328 |
| | | | 1 YR IOR 24x7x4 hour | 38R3771 | \$1,475 |
| | | | 1 YR IOR 24x7x2 hour | 38R3772 | \$2,213 |
| | | | 2 YR IOR 9x5/next day | 38R3773 | \$2,018 |
| | | | 2 YR IOR 9x5x4 hour | 38R3774 | \$2,523 |
| | | | 2 YR IOR 24x7x4 hour | 38R3775 | \$2,803 |
| | | | 2 YR IOR 24x7x2 hour | 38R3776 | \$4,205 |
| Total Storage DS400 | 1700 | 2ED 2EX 2RD | 1 YR IOR 9x5/next day | 38R3782 | \$1,332 |
| | | | 1 YR IOR 9x5x4 hour | 38R3783 | \$1,665 |
| | | | 1 YR IOR 24x7x4 hour | 38R3784 | \$1,850 |
| | | | 1 YR IOR 24x7x2 hour | 38R3785 | \$2,775 |
| | | | 2 YR IOR 9x5/next day | 38R3786 | \$2,531 |
| | | | 2 YR IOR 9x5x4 hour | 38R3787 | \$3,164 |
| | | | 2 YR IOR 24x7x4 hour | 38R3788 | \$3,515 |
| | | | 2 YR IOR 24x7x2 hour | 38R3789 | \$5,273 |
| Total Storage DS300 | 1701 | 1RL | 1 YR IOR 9x5/next day | 38R3795 | \$245 |
| | | | 1 YR IOR 9x5x4 hour | 38R3796 | \$306 |
| | | | 1 YR IOR 24x7x4 hour | 38R3797 | \$340 |
| | | | 1 YR IOR 24x7x2 hour | 38R3798 | \$510 |
| | | | 2 YR IOR 9x5/next day | 38R3799 | \$466 |
| | | | 2 YR IOR 9x5x4 hour | 38R3800 | \$581 |
| | | | 2 YR IOR 24x7x4 hour | 38R3801 | \$646 |
| | | | 2 YR IOR 24x7x2 hour | 38R3802 | \$969 |
| Total Storage DS300 | 1701 | 1ES 1RS | 1 YR IOR 9x5/next day | 38R3808 | \$1,062 |
| | | | 1 YR IOR 9x5x4 hour | 38R3809 | \$1,328 |
| | | | 1 YR IOR 24x7x4 hour | 38R3810 | \$1,475 |
| | | | 1 YR IOR 24x7x2 hour | 38R3811 | \$2,213 |
| | | | 2 YR IOR 9x5/next day | 38R3812 | \$2,018 |
| | | | 2 YR IOR 9x5x4 hour | 38R3813 | \$2,523 |
| | | | 2 YR IOR 24x7x4 hour | 38R3814 | \$2,803 |
| | | | 2 YR IOR 24x7x2 hour | 38R3815 | \$4,205 |

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Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------------------|--------------|-----------------|-----------------------|------------------------|------------|
| Total Storage DS300 | 1701 | 2ED 2RD | 1 YR IOR 9x5/next day | 38R3821 | \$1,296 |
| | | | 1 YR IOR 9x5x4 hour | 38R3822 | \$1,620 |
| | | | 1 YR IOR 24x7x4 hour | 38R3823 | \$1,800 |
| | | | 1 YR IOR 24x7x2 hour | 38R3824 | \$2,700 |
| | | | 2 YR IOR 9x5/next day | 38R3825 | \$2,462 |
| | | | 2 YR IOR 9x5x4 hour | 38R3826 | \$3,078 |
| | | | 2 YR IOR 24x7x4 hour | 38R3827 | \$3,420 |
| | | | 2 YR IOR 24x7x2 hour | 38R3828 | \$5,130 |
| Flat Panel Monitor Console Kit | 1723 | All Models | 1 YR IOR 9x5/next day | 14R1700 | \$99 |
| | | | 1 YR IOR 9x5x4 hour | 29R4962 | \$135 |
| | | | 1 YR IOR 24x7x4 hour | 29R4963 | \$150 |
| | | | 1 YR IOR 24x7x2 hour | 29R4964 | \$195 |
| | | | 2 YR IOR 9x5/next day | 29R4965 | \$188 |
| | | | 2 YR IOR 9x5x4 hour | 29R4966 | \$257 |
| | | | 2 YR IOR 24x7x4 hour | 29R4967 | \$285 |
| | | | 2 YR IOR 24x7x2 hour | 29R4968 | \$371 |
| EXP400 | 1733 | 1RU 1RX 2RX HC1 | 1 YR IOR 9x5/next day | 69P9423 | \$480 |
| | | | 1 YR IOR 24x7x4 hour | 69P9424 | \$720 |
| | | | 1 YR IOR 24x7x2 hour | 69P9425 | \$1,080 |
| | | | 2 YR IOR 9x5/next day | 96P2162 | \$912 |
| | | | 2 YR IOR 24x7x4 hour | 96P2163 | \$1,368 |
| | | | 2 YR IOR 24x7x2 hour | 96P2164 | \$2,052 |
| NetBAY Console Manager | 1735 | R16 | 1 YR IOR 9x5/next day | 69P9442 | \$304 |
| | | | 1 YR IOR 24x7x4 hour | 69P9443 | \$457 |
| | | | 1 YR IOR 24x7x2 hour | 69P9444 | \$685 |
| | | | 2 YR IOR 9x5 next day | 96P2184 | \$578 |
| | | | 2 YR IOR 24x7x4 hour | 96P2185 | \$868 |
| | | | 2 YR IOR 24x7x2 hour | 96P2186 | \$1,302 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-------------------------------|--------------|---------------|-----------------------|------------------------|------------|
| Workstation Connection Device | 3096 | All Models | 1 YR IOR 9x5 next day | 46D3895 | \$36 |
| | | | 1 YR IOR 9x5x4 hour | 46D3896 | \$49 |
| | | | 1 YR IOR 24x7x4 hour | 46D3897 | \$54 |
| Tape Autoloader | 3361 | 4LX HC1 | 1 YR IOR 9x5 next day | 38R3051 | \$533 |
| | | | 1 YR IOR 9x5x4 hour | 38R3052 | \$720 |
| | | | 1 YR IOR 24x7x4 hour | 38R3053 | \$799 |
| | | | 1 YR IOR 24x7x2 hour | 38R3054 | \$1,039 |
| | | | 2 YR IOR 9x5 next day | 38R3055 | \$1,013 |
| | | | 2 YR IOR 9x5x4 hour | 38R3056 | \$1,368 |
| | | | 2 YR IOR 24x7x4 hour | 38R3057 | \$1,518 |
| Tape Autoloader | 3361 | 4LX HC1 | 2 YR IOR 24x7x2 hour | 38R3058 | \$1,974 |
| | | | 1 YR IOR 9x5/next day | 69P9457 | \$1,840 |
| | | | 1 YR IOR 24x7x4 hour | 69P9458 | \$2,760 |
| | | | 1 YR IOR 24x7x2 hour | 69P9459 | \$4,140 |
| | | | 2 YR IOR 9x5 next day | 96P2174 | \$3,496 |
| | | | 2 YR IOR 24x7x4 hour | 96P2175 | \$5,244 |
| | | | 2 YR IOR 24x7x2 hour | 96P2176 | \$7,866 |
| Tape Autoloader | 3362 | 2LX HC1 | 1 YR IOR 9x5 next day | 38R3051 | \$533 |
| | | | 1 YR IOR 9x5x4 hour | 38R3052 | \$720 |
| | | | 1 YR IOR 24x7x4 hour | 38R3053 | \$799 |
| | | | 1 YR IOR 24x7x2 hour | 38R3054 | \$1,039 |
| | | | 2 YR IOR 9x5 next day | 38R3055 | \$1,013 |
| | | | 2 YR IOR 9x5x4 hour | 38R3056 | \$1,368 |
| | | | 2 YR IOR 24x7x4 hour | 38R3057 | \$1,518 |
| DLT Tape Autoloader | 3502 | 108 | 2 YR IOR 24x7x2 hour | 38R3058 | \$1,974 |
| | | | 1 YR IOR 9x5/next day | 69P9410 | 580 |
| | | | 1 YR IOR 24x7x4 hour | 69P9411 | \$870 |
| | | | 1 YR IOR 24x7x2 hour | 69P9412 | \$1,305 |
| | | | 2 YR IOR 9x5/next day | 96P2137 | \$1,102 |
| | | | 2 YR IOR 24x7x4 hour | 96P2138 | \$1,653 |
| | | | 2 YR IOR 24x7x2 hour | 96P2139 | \$2,480 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|--------------|---------------|-----------------------|------------------------|------------|
| DLT Tape Library - Tower | 3502 | 314 R14 | 1 YR IOR 9x5/next day | 69P9413 | \$800 |
| | | | 1 YR IOR 24x7x4 hour | 69P9414 | \$1,200 |
| | | | 1 YR IOR 24x7x2 hour | 69P9415 | \$1,800 |
| | | | 2 YR IOR 9x5/next day | 96P2140 | \$1,520 |
| | | | 2 YR IOR 24x7x4 hour | 96P2141 | \$2,280 |
| | | | 2 YR IOR 24x7x2 hour | 96P2142 | \$3,420 |
| | | | | | |
| Tape Enclosure | 3503 | B1X | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 2 YR IOR 9x5/next day | 96P2159 | \$760 |
| Netfinity EXP15 | 3520 | 2RU | 1 YR IOR 9x5/next day | 69P9416 | \$279 |
| | | | 1 YR IOR 24x7x4 hour | 69P9417 | \$412 |
| | | | 1 YR IOR 24x7x2 hour | 69P9418 | \$618 |
| | | | 2 YR IOR 9x5/next day | 96P2143 | \$530 |
| | | | 2 YR IOR 24x7x4 hour | 96P2144 | \$783 |
| | | | 2 YR IOR 24x7x2 hour | 96P2145 | \$1,174 |
| | | | | | |
| Netfinity EXP10 | 3520 | 1RU | 1 YR IOR 24x7x4 hour | 69P9419 | \$536 |
| | | | 2 YR IOR 24x7x4 hour | 96P2146 | \$1,018 |
| Netfinity Fibre Channel Hub | 3523 | 1RU | 1 YR IOR 9x5/next day | 69P9426 | \$50 |
| | | | 1 YR IOR 24x7x4 hour | 69P9427 | \$75 |
| | | | 1 YR IOR 24x7x2 hour | 69P9428 | \$112 |
| | | | 2 YR IOR 9x5/next day | 96P2147 | \$95 |
| | | | 2 YR IOR 24x7x4 hour | 96P2148 | \$143 |
| | | | 2 YR IOR 24x7x2 hour | 96P2149 | \$213 |
| | | | | | |
| Netfinity Fibre Channel Raid Controller | 3526 | 1RU | 1 YR IOR 9x5/next day | 69P9429 | \$886 |
| | | | 1 YR IOR 24x7x4 hour | 69P9430 | \$1,329 |
| | | | 1 YR IOR 24x7x2 hour | 69P9431 | \$1,994 |
| | | | 2 YR IOR 9x5/next day | 96P2150 | \$1,683 |
| | | | 2 YR IOR 24x7x4 hour | 96P2151 | \$2,525 |
| | | | 2 YR IOR 24x7x2 hour | 96P2152 | \$3,789 |
| | | | | | |
| Netfinity SP Switch | 3529 | 1RY | 1 YR IOR 9x5/next day | 69P9445 | \$100 |
| | | | 1 YR IOR 24x7x4 hour | 69P9446 | \$150 |
| | | | 1 YR IOR 24x7x2 hour | 69P9447 | \$225 |
| | | | 2 YR IOR 9x5/next day | 96P2153 | \$190 |
| | | | 2 YR IOR 24x7x4 hour | 96P2154 | \$285 |
| | | | 2 YR IOR 24x7x2 hour | 96P2155 | \$428 |
| | | | | | |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|---|--------------|---------------|-----------------------|------------------------|------------|
| EXP 10/EXP200 - Storage Expansion Unit | 3530 | 1RU | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 1 YR IOR 24x7x4 hour | 69P9421 | \$600 |
| | | | 1 YR IOR 24x7x2 hour | 69P9422 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2159 | \$760 |
| | | | 2 YR IOR 24x7x4 hour | 96P2160 | \$1,140 |
| | | | 2 YR IOR 24x7x2 hour | 96P2161 | \$1,710 |
| Netfinity EXP300 | 3531 | 1RU | 1 YR IOR 9x5/next day | 69P9451 | \$160 |
| | | | 1 YR IOR 24x7x4 hour | 69P9452 | \$240 |
| | | | 1 YR IOR 24x7x2 hour | 69P9453 | \$360 |
| | | | 2 YR IOR 9x5/next day | 96P2156 | \$304 |
| | | | 2 YR IOR 24x7x4 hour | 96P2157 | \$456 |
| | | | 2 YR IOR 24x7x2 hour | 96P2158 | \$684 |
| Netmedia Storage Expansion Unit | 3551 | 001 | 1 YR IOR 9x5/next day | 69P9432 | \$124 |
| | | | 1 YR IOR 24x7x4 hour | 69P9433 | \$186 |
| | | | 1 YR IOR 24x7x2 hour | 69P9434 | \$279 |
| | | | 2 YR IOR 9x5/next day | 96P2165 | \$236 |
| | | | 2 YR IOR 24x7x4 hour | 96P2166 | \$353 |
| | | | 2 YR IOR 24x7x2 hour | 96P2167 | \$530 |
| LTO Tape Drive | 3600 | 109 | 1 YR IOR 9x5/next day | 69P9454 | \$1,100 |
| | | | 1 YR IOR 24x7x4 hour | 69P9455 | \$1,650 |
| | | | 1 YR IOR 24x7x2 hour | 69P9456 | \$2,475 |
| | | | 2 YR IOR 9x5/next day | 96P2171 | \$2,090 |
| | | | 2 YR IOR 24x7x4 hour | 96P2172 | \$3,135 |
| | | | 2 YR IOR 24x7x2 hour | 96P2173 | \$4,703 |
| LTO Tape Drive | 3600 | 220 LXU R20 | 1 YR IOR 9x5/next day | 69P9457 | \$1,840 |
| | | | 1 YR IOR 24x7x4 hour | 69P9458 | \$2,760 |
| | | | 1 YR IOR 24x7x2 hour | 69P9459 | \$4,140 |
| | | | 2 YR IOR 9x5/next day | 96P2174 | \$3,496 |
| | | | 2 YR IOR 24x7x4 hour | 96P2175 | \$5,244 |
| | | | 2 YR IOR 24x7x2 hour | 96P2176 | \$7,866 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-------------------------------|--------------|---------------|-----------------------|------------------------|------------|
| LTO Autoloader | 3607 | 16X 26X | 1 YR IOR 9x5/next day | 96P2223 | \$1,550 |
| | | | 1 YR IOR 24x7x4 hour | 96P2229 | \$2,325 |
| | | | 1 YR IOR 24x7x2 hour | 96P2225 | \$3,100 |
| | | | 2 YR IOR 9x5/next day | 96P2226 | \$2,945 |
| | | | 2 YR IOR 24x7x4 hour | 96P2227 | \$4,418 |
| | | | 2 YR IOR 24x7x2 hour | 96P2228 | \$5,890 |
| LTO Tape Drive | 3623 | 2LX 2SX | 1 YR IOR 9x5/next day | 38R3051 | \$533 |
| | | | 1 YR IOR 9x5 x4 hour | 38R3052 | \$720 |
| | | | 1 YR IOR 24x7x 4 hour | 38R3053 | \$799 |
| | | | 1 YR IOR 24x7x 2 hour | 38R3054 | \$1,039 |
| | | | 2 YR IOR 9x5/next day | 38R3055 | \$1,013 |
| | | | 2 YR IOR 9x5x 4 hour | 38R3056 | \$1,368 |
| | | | 2 YR IOR 24x7x 4 hour | 38R3057 | \$1,518 |
| | | | 2 YR IOR 24x7x 2 hour | 38R3058 | \$1,974 |
| Tape Enclosure | 4559 | 1UX FHX HHX | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 1 YR IOR 24x7x4 hour | 69P9421 | \$600 |
| | | | 1 YR IOR 24x7x2 hour | 69P9422 | \$900 |
| | | | 2 YR IOR 9x5/next day | 96P2159 | \$760 |
| | | | 2 YR IOR 24x7x4 hour | 96P2160 | \$1,140 |
| | | | 2 YR IOR 24x7x2 hour | 96P2161 | \$1,710 |
| SDLT/LTO Modular Tape Library | 4560 | SLX | 1 YR IOR 9x5/next day | 69P9457 | \$1,840 |
| | | | 1 YR IOR 24x7x4 hour | 69P9458 | \$2,760 |
| | | | 1 YR IOR 24x7x2 hour | 69P9459 | \$4,140 |
| | | | 2 YR IOR 9x5/next day | 96P2174 | \$3,496 |
| | | | 2 YR IOR 24x7x4 hour | 96P2175 | \$5,244 |
| | | | 2 YR IOR 24x7x2 hour | 96P2176 | \$7,866 |
| 17" CRT Monitor | 4938 | 7NU HC1 | 1 YR IOR 9x5/next day | 10N3121 | \$69 |
| | | | 1 YR IOR 24x7x 4 hour | 10N3122 | \$104 |
| | | | 2 YR IOR 9x5/next day | 10N3123 | \$131 |
| | | | 2 YR IOR 24x7x 4 hour | 10N3124 | \$198 |
| 15" TFT Monitor | 4942 | 15U HC1 | 1 YR IOR 9x5/next day | 10N3125 | \$130 |
| | | | 1 YR IOR 24x7x 4 hour | 10N3126 | \$195 |
| | | | 2 YR IOR 9x5/next day | 10N3127 | \$247 |
| | | | 2 YR IOR 24x7x 4 hour | 10N3128 | \$371 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|--------------|---------------|-----------------------|------------------------|------------|
| 17" TFT Monitor | 4943 | 17U HC1 | 1 YR IOR 9x5/next day | 10N3129 | \$260 |
| | | | 1 YR IOR 24x7x 4 hour | 10N3130 | \$390 |
| | | | 2 YR IOR 9x5/next day | 10N3131 | \$494 |
| | | | 2 YR IOR 24x7x 4 hour | 10N3132 | \$741 |
| 19" TFT Monitor | 4944 | 19U HC1 | 1 YR IOR 9x5/next day | 10N3133 | \$360 |
| | | | 1 YR IOR 24x7x 4 hour | 10N3134 | \$540 |
| | | | 2 YR IOR 9x5/next day | 10N3135 | \$684 |
| | | | 2 YR IOR 24x7x 4 hour | 10N3136 | \$1,026 |
| 20" TFT Monitor | 4945 | 20U HC1 | 1 YR IOR 9x5/next day | 10N3137 | \$360 |
| | | | 1 YR IOR 24x7x 4 hour | 10N3138 | \$540 |
| | | | 2 YR IOR 9x5/next day | 10N3139 | \$684 |
| | | | 2 YR IOR 24x7x 4 hour | 10N3140 | \$1,026 |
| System Storage SAN Switch | 6918 | 10X | 1 YR IOR 9x5/next day | 41W9319 | \$150 |
| | | | 1 YR IOR 9x5X4 hour | 41W9320 | \$203 |
| | | | 1 YR IOR 24x7x4 hour | 41W9321 | \$225 |
| | | | 1 YR IOR 24x7x4 hour | 41W9322 | \$338 |
| | | | 2 YR IOR 9x5 next day | 41W9323 | \$285 |
| | | | 2 YR IOR 9x5x4 hour | 41W9324 | \$385 |
| | | | 2 YR IOR 24x7x4 hour | 41W9325 | \$428 |
| | | | 2 YR IOR 24x7x2 hour | 41W9326 | \$641 |
| RXE-100 Remote Expansion Enclosure | 8684 | 1RX 2RX | 1 YR IOR 24x7x4 hour | 96P2465 | \$700 |
| | | | 1 YR IOR 24x7x2 hour | 96P2466 | \$935 |
| | | | 2 YR IOR 24x7x4 hour | 96P2467 | \$1,330 |
| | | | 2 YR IOR 24x7x2 hour | 96P2468 | \$1,777 |
| Tape Drive Enclosure | 8765 | 1UX HC1 | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 1 YR IOR 24x7x4 hour | 69P9421 | \$600 |
| | | | 1 YR IOR 24x7x2 hour | 69P9422 | \$900 |
| | | | 2 YR IOR 9x5 next day | 96P2159 | \$760 |
| | | | 2 YR IOR 24x7x4 hour | 96P2160 | \$1,140 |
| | | | 2 YR IOR 24x7x2 hour | 96P2161 | \$1,710 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------------|--------------|---------------|-----------------------|------------------------|------------|
| Tape Drive Enclosure | 8766 | 4UX HC1 | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 1 YR IOR 24x7x4 hour | 69P9421 | \$600 |
| | | | 1 YR IOR 24x7x2 hour | 69P9422 | \$900 |
| | | | 2 YR IOR 9x5 next day | 96P2159 | \$760 |
| | | | 2 YR IOR 24x7x4 hour | 96P2160 | \$1,140 |
| | | | 2 YR IOR 24x7x2 hour | 96P2161 | \$1,710 |
| Tape Drive Enclosure | 8767 | HHX HC1 | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 1 YR IOR 24x7x4 hour | 69P9421 | \$600 |
| | | | 1 YR IOR 24x7x2 hour | 69P9422 | \$900 |
| | | | 2 YR IOR 9x5 next day | 96P2159 | \$760 |
| | | | 2 YR IOR 24x7x4 hour | 96P2160 | \$1,140 |
| | | | 2 YR IOR 24x7x2 hour | 96P2161 | \$1,710 |
| Tape Drive Enclosure | 8768 | FHX HC1 | 1 YR IOR 9x5/next day | 69P9420 | \$400 |
| | | | 1 YR IOR 24x7x4 hour | 69P9421 | \$600 |
| | | | 1 YR IOR 24x7x2 hour | 69P9422 | \$900 |
| | | | 2 YR IOR 9x5 next day | 96P2159 | \$760 |
| | | | 2 YR IOR 24x7x4 hour | 96P2160 | \$1,140 |
| | | | 2 YR IOR 24x7x2 hour | 96P2161 | \$1,710 |
| Tape Autoloader | 8769 | 1VX HC1 | 1 YR IOR 9x5/next day | 38R3051 | \$533 |
| | | | 1 YR IOR 9x5x4 hour | 38R3052 | \$720 |
| | | | 1 YR IOR 24x7x4 hour | 38R3053 | \$799 |
| | | | 1 YR IOR 24x7x2 hour | 38R3054 | \$1,039 |
| | | | 2 YR IOR 9x5/next day | 38R3055 | \$1,013 |
| | | | 2 YR IOR 9x5x4 hour | 38R3056 | \$1,368 |
| | | | 2 YR IOR 24x7x4 hour | 38R3057 | \$1,518 |
| | | | 2 YR IOR 24x7x2 hour | 38R3058 | \$1,974 |
| Rack/Storage Expansion Unit | 9306 | 110 200 | 1 YR IOR 9x5/next day | 69P9435 | \$168 |
| | | | 1 YR IOR 24x7x4 hour | 69P9436 | \$252 |
| | | | 1 YR IOR 24x7x2 hour | 69P9437 | \$378 |
| | | | 2 YR IOR 9x5/next day | 96P2177 | \$319 |
| | | | 2 YR IOR 24x7x4 hour | 96P2178 | \$479 |
| | | | 2 YR IOR 24x7x2 hour | 96P2179 | \$718 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--|--------------|---|-----------------------|------------------------|------------|
| Netfinity Rack 25 Standard Rack | 9306 | 1RX 250 420 421 910 CPX RC1 | 1 YR IOR 9x5 NBD | 69P9438 | \$295 |
| | | | 1 YR IOR 24x7 4 Hour | 69P9439 | \$443 |
| | | | 1 YR IOR 24x7 2 Hour | 69P9440 | \$665 |
| | | | 2 YR IOR 9x5 NBD | 96P2180 | \$561 |
| | | | 2 YR IOR 24x7 4 Hour | 96P2181 | \$842 |
| | | | 2 YR IOR 24x7 2 Hour | 96P2182 | \$1,264 |
| Netfinity Rack Enclosure | 9306 | 900 | 1 YR IOR 24x7x4 hour | 69P9441 | \$443 |
| | | | 2 YR IOR 24x7x4 hour | 96P2183 | \$842 |
| Rack/Storage Expansion Unit | 9307 | 2RX 2SX 4BX 4EX 4RX 4SX 4XX EBX RRX RC2 RC4 | 1 YR IOR 9x5/next day | 69P9438 | \$295 |
| | | | 1 YR IOR 24x7x4 hour | 69P9439 | \$443 |
| | | | 1 YR IOR 24x7x2 hour | 69P9440 | \$665 |
| | | | 2 YR IOR 9x5/next day | 96P2180 | \$561 |
| | | | 2 YR IOR 24x7x4 hour | 96P2181 | \$842 |
| | | | 2 YR IOR 24x7x2 hour | 96P2182 | \$1,264 |
| Netfinity Netbay42 Rack/Storage Expansion Unit | 9308 | 42P 42X 4RX 4XX RC4 | 1 YR IOR 9x5/next day | 69P9442 | \$304 |
| | | | 1 YR IOR 24x7x4 hour | 69P9443 | \$457 |
| | | | 1 YR IOR 24x7x2 hour | 69P9444 | \$685 |
| | | | 2 YR IOR 9x5/next day | 96P2184 | \$578 |
| | | | 2 YR IOR 24x7x4 hour | 96P2185 | \$868 |
| | | | 2 YR IOR 24x7x2 hour | 96P2186 | \$1,302 |
| Netfinity Netbay42 Rack/Storage Expansion Unit | 9308 | 42E 42S | 1 YR IOR 9x5/next day | 69P9442 | \$304 |
| | | | 1 YR IOR 24x7x4 hour | 69P9443 | \$457 |
| | | | 2 YR IOR 9x5/next day | 96P2184 | \$578 |
| | | | 2 YR IOR 24x7x4 hour | 96P2185 | \$868 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------|--------------|------------------------------------|--|--|---|
| Storage | | | | | |
| DS4000 EXP100 | 1710 | 10J 10U | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 14R1411 14R1412 14R1413 14R1414 14R1415 14R1416 | \$1,786 \$2,500 \$3,750 \$3,393 \$4,750 \$7,125 |
| DS4300 Storage Server | 1722 | 60G 60J 60K 60L 60U 6LG 6LJ 6LU | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 96P2371 96P2373 96P2372 96P2374 96P2376 96P2375 | \$1,667 \$2,500 \$3,750 \$3,167 \$4,750 \$7,125 |
| DS4100 | 1724 | 1SC 1SJ | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 39K2379 39K2380 39K2381 39K2382 39K2383 39K2384 | \$2,659 \$3,719 \$5,579 \$5,318 \$7,438 \$11,158 |
| DS4100 | 1724 | 1XJ 1XP | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 39K2390 39K2391 39K2392 39K2393 39K2394 39K2395 | \$2,235 \$3,125 \$4,688 \$4,241 \$5,938 \$8,906 |
| DS4100 | 1724 | 100 10G 10J | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5 next day 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 29R5538 29R5539 29R5540 29R5541 29R5542 29R5543 | \$2,446 \$3,719 \$5,579 \$5,318 \$7,438 \$11,158 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------|--------------|--|--|--|--|
| DS3200 | 1726 | 21E 21X 22B 22E 22T 22X HC2 HC6 | 1 YR IOR 9x5/next day 1 YR IOR 9x5 4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5 next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 38R3769 38R3770 38R3771 38R3772 38R3773 38R3774 38R3775 38R3776 | \$1062 \$1328 \$1475 \$2213 \$2018 \$2523 \$2803 \$4205 |
| DS3400 | 1726 | 31E 31X 32E 32X 41E 41Q 41U 41X 42E 42Q 42T 42U 42X HC3 HC4 HC8 | 1 YR IOR 9x5/next day 1 YR IOR 9x5 4 hour 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5 next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 38R3782 38R3783 38R3784 38R3785 38R3786 38R3787 38R3788 38R3789 | \$1332 \$1665 \$1850 \$2775 \$2531 \$3164 \$3515 \$5273 |
| EXP 300 | 1727 | 01E 01M 01X 02T HC1 HC5 | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x2 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour 2 YR IOR 24x7x2 hour | 69P9423 69P9424 69P9425 96P2162 96P2163 96P2164 | \$480 \$720 \$1,080 \$912 \$1,368 \$2,052 |
| DS4000 EXP700 | 1740 | 710 71G 71J 1RU | 1 YR IOR 9x5/next day 1 YR IOR 24x7 4 Hour 1 YR IOR 24x7 2 Hour 2 YR IOR 9x5 next day 2 YR IOR 24x7 4 Hour 2 YR IOR 24x7 2 Hour | 42V1132 42V1133 42V1134 42V1135 42V1136 42V1137 | \$600 \$900 \$1,350 \$1,140 \$1,710 \$2,565 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------|--------------|----------------------------|-----------------------|------------------------|------------|
| DS4500 Storage Server | 1742 | 90G 90U 90X | 1 YR IOR 9x5/next day | 96P2066 | \$686 |
| | | | 1 YR IOR 24x7x4 hour | 96P2067 | \$1,030 |
| | | | 1 YR IOR 24x7x2 hour | 96P2068 | \$1,544 |
| | | | 2 YR IOR 9x5/next day | 96P2219 | \$1,303 |
| | | | 2 YR IOR 24x7x4 hour | 96P2220 | \$1,957 |
| | | | 2 YR IOR 24x7x2 hour | 96P2221 | \$2,934 |
| | | | | | |
| DS4500 Storage Server | 1742 | 1RU | 1 YR IOR 9x5/next day | 42V1138 | \$600 |
| | | | 1 YR IOR 24x7x4 hour | 42V1139 | \$900 |
| | | | 1 YR IOR 24x7x2 hour | 42V1140 | \$1,350 |
| | | | 2 YR IOR 9x5/next day | 42V1141 | \$1,140 |
| | | | 2 YR IOR 24x7x4 hour | 42V1142 | \$1,710 |
| | | | 2 YR IOR 24x7x2 hour | 42V1143 | \$2,565 |
| | | | | | |
| DS4000 Disk System | 1812 | 81A 81H 81S 81T 8VA 8VH | 1 YR IOR 9x5/next day | 10N3655 | \$1,008 |
| | | | 1 YR IOR 24x7x4 hour | 10N3656 | \$1,400 |
| | | | 1 YR IOR 24x7x2 hour | 10N3657 | \$2,100 |
| | | | 2 YR IOR 9x5/next day | 10N3658 | \$1,915 |
| | | | 2 YR IOR 24x7x4 hour | 10N3659 | \$2,660 |
| | | | 2 YR IOR 24x7x2 hour | 10N3660 | \$3,990 |
| | | | | | |
| DS4200 Disk System | 1814 | 70A 70H 70S 70T 7VA 7VH | 1 YR IOR 9x5/next day | 42V1558 | \$2,431 |
| | | | 1 YR IOR 24x7x4 hour | 42V1559 | \$3,400 |
| | | | 1 YR IOR 24x7x2 hour | 42V1560 | \$5,100 |
| | | | 2 YR IOR 9x5/next day | 42V1561 | \$4,619 |
| | | | 2 YR IOR 24x7x4 hour | 42V1562 | \$6,460 |
| | | | 2 YR IOR 24x7x2 hour | 42V1563 | \$9,690 |
| | | | | | |
| DS4700 Disk System | 1814 | 72A 72H 72S 72T | 1 YR IOR 9x5/next day | 42V1569 | \$3,003 |
| | | | 1 YR IOR 24x7x4 hour | 42V1570 | \$4,200 |
| | | | 1 YR IOR 24x7x2 hour | 42V1571 | \$6,300 |
| | | | 2 YR IOR 9x5/next day | 42V1572 | \$5,706 |
| | | | 2 YR IOR 24x7x4 hour | 42V1573 | \$7,980 |
| | | | 2 YR IOR 24x7x2 hour | 42V1574 | \$11,970 |
| | | | | | |
| DS4800 Disk System | 1815 | 80A 80H 82A 82H | 1 YR IOR 9x5/next day | 41C5957 | \$2,927 |
| | | | 1 YR IOR 24x7x4 hour | 41C5958 | \$4,020 |
| | | | 1 YR IOR 24x7x2 hour | 41C5959 | \$6,030 |
| | | | 2 YR IOR 9x5/next day | 41C5960 | \$5,561 |
| | | | 2 YR IOR 24x7x4 hour | 41C5961 | \$7,638 |
| | | | 2 YR IOR 24x7x2 hour | 41C5962 | \$11,457 |
| | | | | | |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--------------------------|--------------|---------------|-----------------------|------------------------|------------|
| DS4800 Disk System | 1815 | 84A 84H | 1 YR IOR 9x5/next day | 41C5968 | \$3,469 |
| | | | 1 YR IOR 24x7x4 hour | 41C5969 | \$4,764 |
| | | | 1 YR IOR 24x7x2 hour | 41C5970 | \$7,146 |
| | | | 2 YR IOR 9x5/next day | 41C5971 | \$6,591 |
| | | | 2 YR IOR 24x7x4 hour | 41C5972 | \$9,051 |
| | | | 2 YR IOR 24x7x2 hour | 41C5973 | \$13,577 |
| DS4800 Disk System | 1815 | 88A 88H | 1 YR IOR 9x5/next day | 41W9083 | \$5,444 |
| | | | 1 YR IOR 24x7x4 hour | 41W9084 | \$7,560 |
| | | | 1 YR IOR 24x7x2 hour | 41W9085 | \$11,340 |
| | | | 2 YR IOR 9x5/next day | 41W9086 | \$10,343 |
| | | | 2 YR IOR 24x7x4 hour | 41W9087 | \$14,364 |
| | | | 2 YR IOR 24x7x2 hour | 41W9088 | \$21,546 |
| Total Storage SAN Switch | 2005 | H08 | 1 YR IOE 9x5/next day | 29R5124 | \$515 |
| | | | 1 YR IOE 24x7x4 hour | 29R5125 | \$720 |
| | | | 2 YR IOE 9x5/next day | 29R5126 | \$979 |
| | | | 2 YR IOE 24x7x4 hour | 29R5127 | \$1,368 |
| Total Storage SAN Switch | 2005 | 16B B16 | 1 YR IOR 9x5/next day | 41E9148 | \$300 |
| | | | 1 YR IOR 24x7x4 hour | 41E9149 | \$420 |
| | | | 1 YR IOR 24x7x2 hour | 41E9150 | \$630 |
| | | | 2 YR IOR 9x5/next day | 41E9151 | \$570 |
| | | | 2 YR IOR 24x7x4 hour | 41E9152 | \$798 |
| | | | 2 YR IOR 24x7x2 hour | 41E9153 | \$1,197 |
| Total Storage SAN Switch | 2005 | H16 | 1 YR IOE 9x5/next day | 29R5132 | \$850 |
| | | | 1 YR IOE 24x7x4 hour | 29R5133 | \$1,188 |
| | | | 2 YR IOE 9x5/next day | 29R5134 | \$1,615 |
| | | | 2 YR IOE 24x7x4 hour | 29R5135 | \$2,257 |
| Total Storage SAN Switch | 2005 | B5K 5KB | 1 YR IOE 9x5/next day | 44J8918 | \$1,190 |
| | | | 1 YR IOE 24x7x4 hour | 44J8919 | \$1,665 |
| | | | 2 YR IOE 9x5/next day | 44J8920 | \$2,260 |
| | | | 2 YR IOE 24x7x4 hour | 44J8921 | \$3,175 |
| Total Storage SAN Switch | 2005 | 32B B32 | 1 YR IOE 9x5/next day | 41C6048 | \$1,400 |
| | | | 1 YR IOE 24x7x4 hour | 41C6049 | \$1,960 |
| | | | 2 YR IOE 9x5/next day | 41C6050 | \$2,660 |
| | | | 2 YR IOE 24x7x4 hour | 41C6051 | \$3,734 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------------|--------------|---------------|-----------------------|------------------------|------------|
| Total Storage SAN Switch | 2006 | L10 | 1 YR IOE 9x5/next day | 38R3607 | \$180 |
| | | | 1 YR IOE 9x5x4 hour | 38R3608 | \$225 |
| | | | 1 YR IOE 24x7x4 hour | 38R3609 | \$250 |
| | | | 2 YR IOE 9x5/next day | 38R3610 | \$342 |
| | | | 2 YR IOE 9x5x4 hour | 38R3611 | \$427 |
| | | | 2 YR IOE 24x7x4 hour | 38R3612 | \$475 |
| SAN 12M-1 Entry Switch | 2026 | 12E | 1 YR IOE 9x5/next day | 39K2343 | \$660 |
| | | | 1 YR IOE 24x7x4 hour | 39K2344 | \$924 |
| | | | 2 YR IOE 9x5/next day | 39K2345 | \$1,254 |
| | | | 2 YR IOE 24x7x4 hour | 39K2346 | \$1,755 |
| IBM TotalStorage SAN Switch | 2026 | 16E | 1 YR IOR 9x5/next day | 41E9160 | \$800 |
| | | | 1 YR IOR 24x7x4 hour | 41E9161 | \$1,120 |
| | | | 1 YR IOR 24x7x2 hour | 41E9162 | \$1,680 |
| | | | 2 YR IOR 9x5/next day | 41E9163 | \$1,520 |
| | | | 2 YR IOR 24x7x4 hour | 41E9164 | \$2,128 |
| | | | 2 YR IOR 24x7x2 hour | 41E9165 | \$3,192 |
| IBM TotalStorage SAN Switch | 2026 | 32E | 1 YR IOR 9x5/next day | 41E9171 | \$1,200 |
| | | | 1 YR IOR 24x7x4 hour | 41E9172 | \$1,680 |
| | | | 1 YR IOR 24x7x2 hour | 41E9173 | \$2,520 |
| | | | 2 YR IOR 9x5/next day | 41E9174 | \$2,280 |
| | | | 2 YR IOR 24x7x4 hour | 41E9175 | \$3,192 |
| | | | 2 YR IOR 24x7x2 hour | 41E9176 | \$4,788 |
| Expandable Storage Plus | 2104 | DU3 TU3 | 1 YR IOR 9x5/next day | 96P2023 | \$1,632 |
| | | | 1 YR IOR 24x7x4 hour | 96P2024 | \$2,280 |
| | | | 1 YR IOR 24x7x2 hour | 96P2025 | \$3,420 |
| | | | 2 YR IOR 9x5/next day | 96P2196 | \$3,101 |
| | | | 2 YR IOR 24x7x4 hour | 96P2197 | \$4,332 |
| | | | 2 YR IOR 24x7x2 hour | 96P2198 | \$6,498 |
| SAN Cabinet | 2109 | C36 | 1 YR IOR 9x5/next day | 96P2030 | \$276 |
| | | | 1 YR IOR 24x7x4 hour | 96P2031 | \$384 |
| | | | 1 YR IOR 24x7x2 hour | 96P2032 | \$576 |
| | | | 2 YR IOR 9x5/next day | 96P2199 | \$524 |
| | | | 2 YR IOR 24x7x4 hour | 96P2200 | \$730 |
| | | | 2 YR IOR 24x7x2 hour | 96P2201 | \$1,094 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--------------------------|--------------|---------------|-----------------------|------------------------|------------|
| SAN Fibre Channel Switch | 2109 | F16 | 1 YR IOR 9x5/next day | 96P2037 | \$1,296 |
| | | | 1 YR IOR 24x7x4 hour | 96P2038 | \$1,800 |
| | | | 1 YR IOR 24x7x2 hour | 96P2039 | \$2,700 |
| | | | 2 YR IOR 9x5/next day | 96P2202 | \$2,462 |
| | | | 2 YR IOR 24x7x4 hour | 96P2203 | \$3,420 |
| | | | 2 YR IOR 24x7x2 hour | 96P2204 | \$5,130 |
| SAN Fibre Channel Switch | 2109 | F32 | 1 YR IOR 9x5/next day | 96P2044 | \$2,580 |
| | | | 1 YR IOR 24x7x4 hour | 96P2045 | \$3,600 |
| | | | 1 YR IOR 24x7x2 hour | 96P2046 | \$5,400 |
| | | | 2 YR IOR 9x5/next day | 96P2205 | \$4,902 |
| | | | 2 YR IOR 24x7x4 hour | 96P2206 | \$6,840 |
| | | | 2 YR IOR 24x7x2 hour | 96P2207 | \$10,260 |
| SAN Fibre Channel Switch | 2109 | S08 | 1 YR IOR 9x5/next day | 96P2051 | \$516 |
| | | | 1 YR IOR 24x7x4 hour | 96P2052 | \$720 |
| | | | 1 YR IOR 24x7x2 hour | 96P2053 | \$1,080 |
| | | | 2 YR IOR 9x5/next day | 96P2208 | \$980 |
| | | | 2 YR IOR 24x7x4 hour | 96P2209 | \$1,368 |
| | | | 2 YR IOR 24x7x2 hour | 96P2210 | \$2,052 |
| SAN Fibre Channel Switch | 2109 | S16 | 1 YR IOR 9x5/next day | 96P2058 | \$876 |
| | | | 1 YR IOR 24x7x4 hour | 96P2059 | \$1,212 |
| | | | 1 YR IOR 24x7x2 hour | 96P2060 | \$1,824 |
| | | | 2 YR IOR 9x5/next day | 96P2211 | \$1,664 |
| | | | 2 YR IOR 24x7x4 hour | 96P2212 | \$2,303 |
| | | | 2 YR IOR 24x7x2 hour | 96P2213 | \$3,466 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|-----------------------|--------------|---------------|-----------------------|------------------------|------------|
| SAN Switch | 3534 | F08 | 1 YR IOE 9x5/next day | 96P1998 | \$852 |
| | | | 1 YR IOE 24x7x4 hour | 96P1999 | \$1,200 |
| | | | 1 YR IOE 24x7x2 hour | 96P2000 | \$1,800 |
| | | | 2 YR IOE 9x5/next day | 96P2187 | \$1,619 |
| | | | 2 YR IOE 24x7x4 hour | 96P2188 | \$2,280 |
| | | | 2 YR IOE 24x7x2 hour | 96P2189 | \$3,420 |
| SAN Fibre Channel Hub | 3534 | 1RU | 1 YR IOE 9x5/next day | 96P2007 | \$780 |
| | | | 1 YR IOE 24x7x4 hour | 96P2008 | \$1,092 |
| | | | 1 YR IOE 24x7x2 hour | 96P2009 | \$1,638 |
| | | | 2 YR IOE 9x5/next day | 96P2190 | \$1,482 |
| | | | 2 YR IOE 24x7x4 hour | 96P2191 | \$2,075 |
| | | | 2 YR IOE 24x7x2 hour | 96P2192 | \$3,112 |
| Raid Controller | 3542 | 1RU | 1 YR IOR 9x5 next day | 42V1144 | \$863 |
| | | | 1 YR IOR 24x7x4 hour | 42V1145 | \$1,294 |
| | | | 1 YR IOR 24x7x2 hour | 42V1146 | \$1,941 |
| | | | 2 YR IOR 9x5 next day | 42V1147 | \$1,639 |
| | | | 2 YR IOR 24x7x4 hour | 42V1148 | \$2,459 |
| | | | 2 YR IOR 24x7x2 hour | 42V1149 | \$3,688 |
| Raid Controller | 3542 | 2RU | 1 YR IOR 9x5 next day | 42V1150 | \$863 |
| | | | 1 YR IOR 24x7x4 hour | 42V1151 | \$1,553 |
| | | | 1 YR IOR 24x7x2 hour | 42V1152 | \$2,329 |
| | | | 2 YR IOR 9x5 next day | 42V1153 | \$1,967 |
| | | | 2 YR IOR 24x7x4 hour | 42V1154 | \$2,950 |
| | | | 2 YR IOR 24x7x2 hour | 42V1155 | \$4,425 |
| FAStT EXP500 | 3560 | 1RU | 1 YR IOR 9x5/next day | 69P9448 | \$120 |
| | | | 1 YR IOR 24x7x4 hour | 69P9449 | \$180 |
| | | | 1 YR IOR 24x7x2 hour | 69P9450 | \$270 |
| | | | 2 YR IOR 9x5/next day | 96P2168 | \$240 |
| | | | 2 YR IOR 24x7x4 hour | 96P2169 | \$360 |
| | | | 2 YR IOR 24x7x2 hour | 96P2170 | \$540 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|------------------|--------------|------------------------------------|--|--|--|
| LTO Tape Library | 3573 | F3S F4S L2U L3S L32 L4S S32 S4S | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour | 42V1348 42V1349 42V1350 42V1351 | \$800 \$1,120 \$1,520 \$2,128 |
| LTO Tape Library | 3573 | F3H F4H L3H L34 L4H L4U S34 S4H | 1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour | 42V1543 42V1544 42V1545 42V1546 | \$1,560 \$2,184 \$2,964 \$4,150 |
| LTO Tape Drive | 3580 | H3L H3S L3E S3E | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 44D4679 44D4680 44D4681 44D4682 | \$610 \$860 \$1160 \$1630 |
| LTO Tape Drive | 3580 | L23 | 1 YR IOE 9x5/next day 2 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 24x7x4 hour | 96P2893 96P2894 96P2895 96P2896 | \$816 \$1,550 \$1,143 \$2,172 |
| LTO Tape Drive | 3580 | L33 L3H | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 40M7510 40M7511 40M7512 40M7513 | \$816 \$1,143 \$1,550 \$2,172 |
| LTO Tape Drive | 3580 | L43 L4X | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 44J8925 44J8926 44J8927 44J8928 | \$695 \$970 \$1,320 \$1,845 |
| LTO Tape Drive | 3580 | S43 S4X | 1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour | 44J8932 44J8933 44J8934 44J8935 | \$695 \$970 \$1,320 \$1,845 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------|--------------|---------------|-----------------------|------------------------|------------|
| LTO Tape Drive | 3581 | L28 | 1 YR IOE 9x5/next day | 29R5167 | \$1,495 |
| | | | 2 YR IOE 24x7x4 hour | 29R5168 | \$2,841 |
| | | | 1YR IOE 9x5/next day | 29R5169 | \$2,093 |
| | | | 2 YR IOE 24x7x4 hour | 29R5170 | \$3,977 |
| LTO Tape Drive | 3581 | F28 | 1 YR IOE 9x5/next day | 29R5174 | \$1,794 |
| | | | 1 YR IOE 24x7x4 hour | 29R5175 | \$3,409 |
| | | | 2 YR IOE 9x5/next day | 29R5176 | \$2,512 |
| | | | 2 YR IOE 24x7x4 hour | 29R5177 | \$4,773 |
| LTO Tape Drive | 3581 | L3H | 1 YR IOE 9x5/next day | 41C5602 | \$1,495 |
| | | | 1 YR IOE 24x7x4 hour | 41C5603 | \$2,093 |
| | | | 2 YR IOE 9x5/next day | 41C5604 | \$2,841 |
| | | | 2 YR IOE 24x7x4 hour | 41C5605 | \$3,977 |
| LTO Tape Drive | 3581 | F3H | 1 YR IOE 9x5/next day | 41C5609 | \$1,794 |
| | | | 2 YR IOE 9x5/next day | 41C5610 | \$2,512 |
| | | | 1 YR IOE 24x7x4 Hour | 41C5611 | \$3,409 |
| | | | 2 YR IOE 24x7x4 Hour | 41C5612 | \$4,773 |
| LTO Tape Drive | 3581 | L23 | 1 YR IOE 9x5/next day | 96P2900 | \$1,725 |
| | | | 1 YR IOE 24x7x4 hour | 96P2902 | \$2,415 |
| | | | 2 YR IOE 9x5/next day | 96P2901 | \$ 3,278 |
| | | | 2 YR IOE 24x7x4 hour | 96P2903 | \$4,589 |
| LTO Tape Drive | 3582 | L23 | 1 YR IOE 9x5/next day | 96P2907 | \$1,825 |
| | | | 1 YR IOE 24x7x4 hour | 96P2909 | \$2,778 |
| | | | 2 YR IOE 9x5/next day | 96P2908 | \$3,769 |
| | | | 2 YR IOE 24x7x4 hour | 96P2910 | \$5,278 |
| NAS 100 | 5190 | R12 | 1 YR IOR 9x5/next day | 96P2016 | \$570 |
| | | | 1 YR IOR 24x7x4 hour | 96P2017 | \$800 |
| | | | 1 YR IOR 24x7x2 hour | 96P2018 | \$1,200 |
| | | | 2 YR IOR 9x5/next day | 96P2193 | \$1,083 |
| | | | 2 YR IOR 24x7x4 hour | 96P2194 | \$1,520 |
| | | | 2 YR IOR 24x7x2 hour | 96P2195 | \$2,280 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|------------------------------|--------------|---------------------------------|-----------------------------------|------------------------|------------|
| Point of Sale systems | | | | | |
| SUREMARK POS PRINTER | 4610 | DM6 IF6 TF6 TM6 | 1 Year Depot Repair | 44J8733 | \$65 |
| | | | 1 Year onsite repair 9x5/next day | 44J8734 | \$80 |
| | | | 1 Year onsite repair 24x7x4 hours | 44J8735 | \$110 |
| | | | 2 Year EZS Depot | 44J8736 | \$125 |
| | | | 2 Year onsite repair 9x5 NBD | 44J8737 | \$155 |
| | | | 2 Year onsite repair 2x7x4 hours | 44J8738 | \$205 |
| SUREMARK POS PRINTER | 4610 | DG8 DG9 DI8 DI9 TG8 TG9 TI8 TI9 | 1 Year Depot Repair | 44J8739 | \$115 |
| | | | 1 Year onsite repair 9x5/next day | 44J8740 | \$140 |
| | | | 1 Year onsite repair 24x7x4 hours | 44J8741 | \$190 |
| | | | 2 Year Depot Repair | 44J8742 | \$215 |
| | | | 2 Year onsite repair 9x5/next day | 44J8743 | \$270 |
| | | | 2 Year onsite repair 24x7x4 hours | 44J8744 | \$360 |
| SUREMARK POS PRINTER | 4610 | DG3 DI3 TG3 TI3 | 1 Year Depot Repair | 40M6943 | \$89 |
| | | | 1 Year onsite repair 9x5/next day | 40M6944 | \$112 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6945 | \$150 |
| | | | 2 Year Depot Repair | 40M6946 | \$169 |
| | | | 2 Year onsite repair 9x5/next day | 40M6947 | \$212 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6948 | \$285 |
| SUREMARK POS PRINTER | 4610 | DG4 DI4 TG4 TI4 | 1 Year Depot Repair | 40M6949 | \$104 |
| | | | 1 Year onsite repair 9x5/next day | 40M6950 | \$130 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6951 | \$175 |
| | | | 2 Year Depot Repair | 40M6952 | \$198 |
| | | | 2 Year onsite repair 9x5/next day | 40M6953 | \$247 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6954 | \$333 |

Updates are highlighted and underlined in blue. Deleted items are highlighted in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Check <http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505> for the most recent product and pricing information. Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document.

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------------|--------------|---|-----------------------------------|------------------------|------------|
| SUREMARK POS PRINTER | 4610 | TS3 | 1 Year Depot Repair | 40M6961 | \$134 |
| | | | 1 Year onsite repair 9x5/next day | 40M6962 | \$167 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6963 | \$225 |
| | | | 2 Year Depot Repair | 40M6964 | \$254 |
| | | | 2 Year onsite repair 9x5/next day | 40M6965 | \$318 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6966 | \$428 |
| SUREMARK POS PRINTER | 4610 | TS4 | 1 Year onsite repair 24x7x4 hours | 40M6973 | \$275 |
| | | | 2 Year onsite repair 2x7x4 hours | 40M6974 | \$523 |
| SUREONE | 4614 | A04 A05 P81 | 1 Year Depot Repair | 40M6993 | \$267 |
| | | | 1 Year onsite repair 9x5/next day | 40M6994 | \$334 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6995 | \$450 |
| | | | 2 Year Depot Repair | 40M6996 | \$507 |
| | | | 2 Year onsite repair 9x5/next day | 40M6997 | \$634 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6998 | \$855 |
| SUREPOS 300 | 4810 | 310 31C 31H 320 32C 32H 330 33H E3H W2H | 1 Year Depot Repair | 40M6955 | \$119 |
| | | | 1 Year onsite repair 9x5/next day | 40M6956 | \$149 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6957 | \$200 |
| | | | 2 Year Depot Repair | 40M6958 | \$226 |
| | | | 2 Year onsite repair 9x5/next day | 40M6959 | \$282 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6960 | \$380 |
| SUREPOINT FLAT PANEL | 4820 | 1GD 1WD | 1 Year Depot Repair | 40M6931 | \$60 |
| | | | 1 Year onsite repair 9x5/next day | 40M6932 | \$75 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6933 | \$100 |
| | | | 2 Year EZS Depot | 40M6934 | \$113 |
| | | | 2 Year onsite repair 9x5 NBD | 40M6935 | \$141 |
| | | | 2 Year onsite repair 2x7x4 hours | 40M6936 | \$190 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------------|--------------|-------------------------|-----------------------------------|------------------------|------------|
| SUREPOINT FLAT PANEL | 4820 | 10D 1FD 1FR | 1 Year Depot Repair | 40M6937 | \$75 |
| | | | 1 Year onsite repair 9x5/next day | 40M6938 | \$93 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6939 | \$125 |
| | | | 2 Year Depot Repair | 40M6940 | \$142 |
| | | | 2 Year onsite repair 9x5/next day | 40M6941 | \$177 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6942 | \$238 |
| SUREPOINT FLAT PANEL | 4820 | 2GD 2WD | 1 Year Depot Repair | 40M6949 | \$104 |
| | | | 1 Year onsite repair 9x5/next day | 40M6950 | \$130 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6951 | \$175 |
| | | | 2 Year Depot Repair | 40M6952 | \$198 |
| | | | 2 Year onsite repair 9x5/next day | 40M6953 | \$247 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6954 | \$333 |
| SUREPOINT FLAT PANEL | 4820 | 2G5 2GN 2WN 46D 48D | 1 Year Depot Repair | 40M6955 | \$119 |
| | | | 1 Year onsite repair 9x5/next day | 40M6956 | \$149 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6957 | \$200 |
| | | | 2 Year EZS Depot | 40M6958 | \$226 |
| | | | 2 Year onsite repair 9x5 NBD | 40M6959 | \$282 |
| | | | 2 Year onsite repair 2x7x4 hours | 40M6960 | \$380 |
| SUREPOINT FLAT PANEL | 4820 | 2GB 2WB 42D 4FD 4GT 4WT | 1 Year Depot Repair | 40M6961 | \$134 |
| | | | 1 Year onsite repair 9x5/next day | 40M6962 | \$167 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6963 | \$225 |
| | | | 2 Year Depot Repair | 40M6964 | \$254 |
| | | | 2 Year onsite repair 9x5/next day | 40M6965 | \$318 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6966 | \$428 |
| SUREPOINT FLAT PANEL | 4820 | 42T 46R 46T 48T D6T D8T | 1 Year Depot Repair | 40M6967 | \$149 |
| | | | 1 Year onsite repair 9x5/next day | 40M6968 | \$186 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6969 | \$250 |
| | | | 2 Year Depot Repair | 40M6970 | \$282 |
| | | | 2 Year onsite repair 9x5/next day | 40M6971 | \$352 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6972 | \$475 |
| SUREPOINT FLAT PANEL | 4820 | 4FT | 1 Year Depot Repair | 40M6975 | \$178 |
| | | | 1 Year onsite repair 9x5/next day | 40M6976 | \$223 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6977 | \$300 |
| | | | 2 Year Depot Repair | 40M6978 | \$338 |
| | | | 2 Year onsite repair 9x5/next day | 40M6979 | \$423 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6980 | \$570 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------------|--------------|---|-----------------------------------|------------------------|------------|
| SUREPOINT FLAT PANEL | 4820 | 5G5 5GN 5WN | 1 Year Depot Repair | 44J8745 | \$160 |
| | | | 1 Year onsite repair 9x5/next day | 44J8746 | \$200 |
| | | | 1 Year onsite repair 24x7x4 hours | 44J8747 | \$270 |
| | | | 2 Year Depot Repair | 44J8748 | \$310 |
| | | | 2 Year onsite repair 9x5/next day | 44J8749 | \$385 |
| | | | 2 Year onsite repair 24x7x4 hours | 44J8750 | \$515 |
| AnyPlace Kiosk | 4836 | 132 135 13V | 1 Year Depot Repair | 40M6975 | \$178 |
| | | | 1 Year onsite repair 9x5/next day | 40M6968 | \$186 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6969 | \$250 |
| | | | 2 Year Depot Repair | 40M6978 | \$338 |
| | | | 2 Year onsite repair 9x5/next day | 40M6971 | \$352 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6972 | \$475 |
| AnyPlace Kiosk | 4836 | 1Z2 1Z5 1ZV | 1 Year Depot Repair | 40M6975 | \$178 |
| | | | 1 Year onsite repair 9x5/next day | 40M6968 | \$186 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6969 | \$250 |
| | | | 2 Year Depot Repair | 40M6978 | \$338 |
| | | | 2 Year onsite repair 9x5/next day | 40M6971 | \$352 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6972 | \$475 |
| AnyPlace Kiosk | 4838 | 132 135 137 13V E32 E35 E37 W2D W5D W7D | 1 Year Depot Repair | 40M6975 | \$178 |
| | | | 1 Year onsite repair 9x5/next day | 40M6968 | \$186 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6969 | \$250 |
| | | | 2 Year Depot Repair | 40M6978 | \$338 |
| | | | 2 Year onsite repair 9x5/next day | 40M6971 | \$352 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6972 | \$475 |
| AnyPlace Kiosk | 4838 | 1Z2 1Z5 1Z7 1ZV EZ2 EZ5 EZ7 W2Z W5Z W7Z | 1 Year Depot Repair | 40M6975 | \$178 |
| | | | 1 Year onsite repair 9x5/next day | 40M6968 | \$186 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6969 | \$250 |
| | | | 2 Year Depot Repair | 40M6978 | \$338 |
| | | | 2 Year onsite repair 9x5/next day | 40M6971 | \$352 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6972 | \$475 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|--------------------------------|----------------------|---------------------------------|--|---|---|
| AnyPlace Kiosk | 4838 | 930 940 93E 94E | 1 Year Depot Repair 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours | 40M6949 40M6956 40M6957 | \$104 \$149 \$200 |
| AnyPlace Kiosk | 4838 | 730 740 73E 74E | 1 Year Depot Repair 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours | 40M6949 44J8740 44J8741 | \$104 \$140 \$190 |
| AnyPlace Kiosk | 4838 | 530 540 53E 54E | 1 Year Depot Repair 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours | 40M6943 40M6950 40M6951 | \$89 \$130 \$175 |
| AnyPlace Kiosk | 4838 | 910 920 91E 92E | 1 Year Depot Repair 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours | 40M6949 40M6956 40M6957 | \$104 \$149 \$200 |
| AnyPlace Kiosk | 4838 | 710 720 71E 72E | 1 Year Depot Repair 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours | 40M6949 44J8740 44J8741 | \$104 \$140 \$190 |
| AnyPlace Kiosk | 4838 | 510 520 51E 52E | 1 Year Depot Repair 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours | 40M6943 40M6950 40M6951 | \$89 \$130 \$175 |
| SurePOS 500 | 4840 | 544 E44 | 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours 2 Year onsite repair 9x5/next day 2 Year onsite repair 24x7x4 hours 1 Year Depot Repair 2 Year Depot Repair | 40M6976 40M6977 40M6979 40M6980 40M6981 40M6984 | \$223 \$300 \$423 \$570 \$208 \$395 |
| SurePOS 500 | 4840 | 5Z4 EZ4 | 1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hours 2 Year onsite repair 9x5/next day 2 Year onsite repair 24x7x4 hours 1 Year Depot Repair 2 Year Depot Repair | 40M6976 40M6977 40M6979 40M6980 40M6981 40M6984 | \$223 \$300 \$423 \$570 \$208 \$395 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------|--------------|---|-----------------------------------|------------------------|------------|
| SUREPOS | 4840 | 532 533 53C 53R 53Z 543 54C 54Z 553 55Z 622 62R E43 E4Z W33 W3Z W43 W4Z W53 W5Z | 1 Year Depot Repair | 40M6981 | \$208 |
| | | | 1 Year onsite repair 9x5/next day | 40M6982 | \$260 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6983 | \$350 |
| | | | 2 Year EZS Depot | 40M6984 | \$395 |
| | | | 2 Year onsite repair 9x5 NBD | 40M6985 | \$493 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6986 | \$665 |
| SUREPOS | 4840 | 542 54R 552 55R 563 56Z E63 E6Z W63 W6Z | 1 Year Depot Repair | 40M6987 | \$238 |
| | | | 1 Year onsite repair 9x5/next day | 40M6988 | \$297 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6989 | \$400 |
| | | | 2 Year Depot Repair | 40M6990 | \$451 |
| | | | 2 Year onsite repair 9x5/next day | 40M6991 | \$563 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6992 | \$760 |
| SUREPOS | 4840 | 562 573 57Z W72 W7Z | 1 Year Depot Repair | 40M6993 | \$267 |
| | | | 1 Year onsite repair 9x5/next day | 40M6994 | \$334 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6995 | \$450 |
| | | | 2 Year Depot Repair | 40M6996 | \$507 |
| | | | 2 Year onsite repair 9x5/next day | 40M6997 | \$634 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6998 | \$855 |
| SUREPOS | 4840 | 642 64R 65R 65Z | 1 Year Depot Repair | 44J8751 | \$260 |
| | | | 1 Year onsite repair 9x5/next day | 44J8752 | \$325 |
| | | | 1 Year onsite repair 24x7x4 hours | 44J8753 | \$435 |
| | | | 2 Year Depot Repair | 44J8754 | \$490 |
| | | | 2 Year onsite repair 9x5/next day | 44J8755 | \$615 |
| | | | 2 Year onsite repair 24x7x4 hours | 44J8756 | \$830 |
| SUREPOS | 4840 | 56R 651 65I | 1 Year Depot Repair | 44J8757 | \$290 |
| | | | 1 Year onsite repair 9x5/next day | 44J8758 | \$365 |
| | | | 1 Year onsite repair 24x7x4 hours | 44J8759 | \$490 |
| | | | 2 Year Depot Repair | 44J8760 | \$550 |
| | | | 2 Year onsite repair 9x5/next day | 44J8761 | \$690 |
| | | | 2 Year onsite repair 24x7x4 hours | 44J8762 | \$930 |

Supported products, part numbers and pricing

| Equipment Type | Machine Type | Model Number* | Service Description | ServicePac Part Number | List Price |
|----------------|--------------|-----------------|-----------------------------------|------------------------|------------|
| SurePOS 500 | 4846 | 545 565 E45 E65 | 1 Year onsite repair 9x5/next day | 40M6976 | \$223 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6977 | \$300 |
| | | | 2 Year onsite repair 9x5/next day | 40M6979 | \$423 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6980 | \$570 |
| | | | 1 Year Depot Repair | 40M6981 | \$208 |
| | | | 2 Year Depot Repair | 40M6984 | \$395 |
| SurePOS 500 | 4846 | 54Z 56Z E4Z E6Z | 1 Year onsite repair 9x5/next day | 40M6976 | \$223 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6977 | \$300 |
| | | | 2 Year onsite repair 9x5/next day | 40M6979 | \$423 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6980 | \$570 |
| | | | 1 Year Depot Repair | 40M6981 | \$208 |
| | | | 2 Year Depot Repair | 40M6984 | \$395 |
| SurePOS 500 | 4851 | 514 E14 | 1 Year onsite repair 9x5/next day | 40M6976 | \$223 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6977 | \$300 |
| | | | 2 Year onsite repair 9x5/next day | 40M6979 | \$423 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6980 | \$570 |
| | | | 1 Year Depot Repair | 40M6981 | \$208 |
| | | | 2 Year Depot Repair | 40M6984 | \$395 |
| SurePOS 500 | 4851 | Z14 E1Z | 1 Year onsite repair 9x5/next day | 40M6976 | \$223 |
| | | | 1 Year onsite repair 24x7x4 hours | 40M6977 | \$300 |
| | | | 2 Year onsite repair 9x5/next day | 40M6979 | \$423 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6980 | \$570 |
| | | | 1 Year Depot Repair | 40M6981 | \$208 |
| | | | 2 Year Depot Repair | 40M6984 | \$395 |
| SureOne 300 | 4910 | 32S | 1 Year onsite repair 24x7x4 hours | 40M6983 | \$360 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6986 | \$665 |
| SureOne 300 | 4910 | 32H 33D 33S | 1 Year onsite repair 24x7x4 hours | 40M6989 | \$400 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6992 | \$760 |
| SurePOS 500 | 4940 | 532 | 1 Year onsite repair 24x7x4 hours | 40M6995 | \$450 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6998 | \$855 |
| SurePOS 500 | 4951 | 514 | 1 Year onsite repair 24x7x4 hours | 40M6989 | \$400 |
| | | | 2 Year onsite repair 24x7x4 hours | 40M6992 | \$760 |