



NORTH AMERICA CUSTOMER SERVICES NT MULTIVENDOR SOFTWARE SUPPORT SERVICES AT-A-GLANCE

Gold Support

Gold Support provides the highest level of responsiveness and problem resolution in a standard service package to meet the needs of IT professionals who work in business-critical environments, 24 hours a day, seven days a week. Select Gold support if your customer's computing environment runs essential, core business applications and the system *is* the business.

Silver Support

Silver Support provides enhanced support services to IT professionals for environments that require a higher level of support and responsiveness during business hours. Select Silver support if your customer's computing environment runs critical business applications.

Microsoft Authorized Support (MAS)

In addition to the previous NT software support services, Compaq Services has a collaborate offering with Microsoft called Microsoft Authorized Support. MAS provides 24x7 service and a Compaq Technical Account Manager (TAM) with escalation to a Microsoft TAM. For further information about this offer, call 1-800-361-6189.

Bronze Support

Bronze Support is designed for IT professionals who work in non-critical software environments. This basic service offers access to COMPAQ Product Support Specialists at the Customer Support Center during regular business hours. Select Bronze support if your customer's computing environment runs non-critical productivity applications.

Client Services

Client Services provides the PC end user a single point of contact for expert, responsive, technical information and usage assistance for today's most popular desktop applications - 24 hours a day, 7 days a week. More than 200 applications are supported including graphics packages, word processing software, desktop publishing software, electronic, mail and Internet browser applications from major vendors.

GOLD, SILVER, MAS - Supported Product List (Partial)

Microsoft products include: Windows/Windows 95, Office 95/97, Internet Explorer, Exchange Server/Client, Information Server, SNA Server for WNT, SQL Server, System Mgt. Server, and NT Server/Client.

Other vendor products include: AltaVista, Banyan Vines, cc:Mail, Clusters for Windows NT, Corel WordPerfect Suite, IBM OS/2, Lotus Domino/Notes, Lotus SmartSuite, Netscape products, Novell NetWare, Novell GroupWise, Pathworks, and many more!

CLIENT SERVICES - Supported Product List (Partial)

Microsoft Office Suite, Adobe, Lotus, Symantec, Netscape and many more.

For further information, contact your local Compaq Services Sales Representative or call us today at **1-800-344-4825** and ask for North America Customer Services or visit our Web sites at:

<http://www.compaq.com/services>. Compaq Partners can access the partner Web page at: <http://cpn.compaq.com>.

Printed in U.S.A. Part # 0101-0599-A Rel.#314/99 05 19 1.0
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Deliverables	GOLD	SILVER	MICROSOFT AUTHORIZED SUPPORT	BRONZE	CLIENT SERVICES
Targeted Customer	<ul style="list-style-type: none"> IT System Managers Help Desk Managers 	<ul style="list-style-type: none"> IT System Managers Help Desk Managers 	Medium size enterprise customers (approx. 1,000-5,000 seats)	<ul style="list-style-type: none"> IT System Managers Help Desk Managers 	<ul style="list-style-type: none"> Help Desk Managers Department Managers PC Users
Purchase Options	<ul style="list-style-type: none"> Annual Contract Incident Packs (150) 	<ul style="list-style-type: none"> Annual Contract Incident Packs (75) 	<ul style="list-style-type: none"> Incident Packs 	<ul style="list-style-type: none"> Annual Contract Incident Packs (10) 	<ul style="list-style-type: none"> Annual Subscription Call Pack Per Minute
Supported Product Lists SPL(s)	Windows NT Supported Product List (see back)	Windows NT Supported Product List (see back)	MAS Supported Product List	Windows NT Supported Product List (see back)	User Application Supported Products List (see back)
Technical Account Management	YES – TAM has approx. five accounts	YES – TAM has approx. 15 accounts	YES	NO	NO
Coverage and Response time	<ul style="list-style-type: none"> 24x7 critical calls (1/2 hr. callback) 24x7 non-critical (1 hr. callback) <p>Electronic Database Access for 24x7 service</p>	<ul style="list-style-type: none"> 24x7 (1 hr. callback 8-5, M-F) Off-hours (2 hr. callback) <p>Electronic Database Access for 24x7 service</p>	<ul style="list-style-type: none"> 24x7 (1 hr. callback 8-5, M-F) Off-hours (2 hr. callback) <p>* Electronic Database Access for 24x7 service</p>	<ul style="list-style-type: none"> 9x5 (2 hr. callback M-F) Optional uplift to 24x7service <p>Electronic Database Access for 24x7 service</p>	<ul style="list-style-type: none"> 24x7 (Immediate Response)
800 Number	1-800-345-3746	1-800-354-9000	1-800-354-9000	1-800-354-9000	1-800-354-9000 CS Support Card call: 1-888-646-5240
Pre-notification of problems/fixes	Yes	Yes	Yes	Available on Web Information Services (WIS)	No
Service Review	Monthly	Quarterly	Monthly	No	No
Operating System Upgrade/Planning	Yes (10 hours per upgrade)	No	No	No	No
System Healthcheck	2 per year	1 per year	No	No	No

*There are four MAS additional electronic services: product and support news flashes, Premier ServiceDesk Web site, Premier ServiceDesk CD-ROM, and TechNet CD-ROM subscription service.