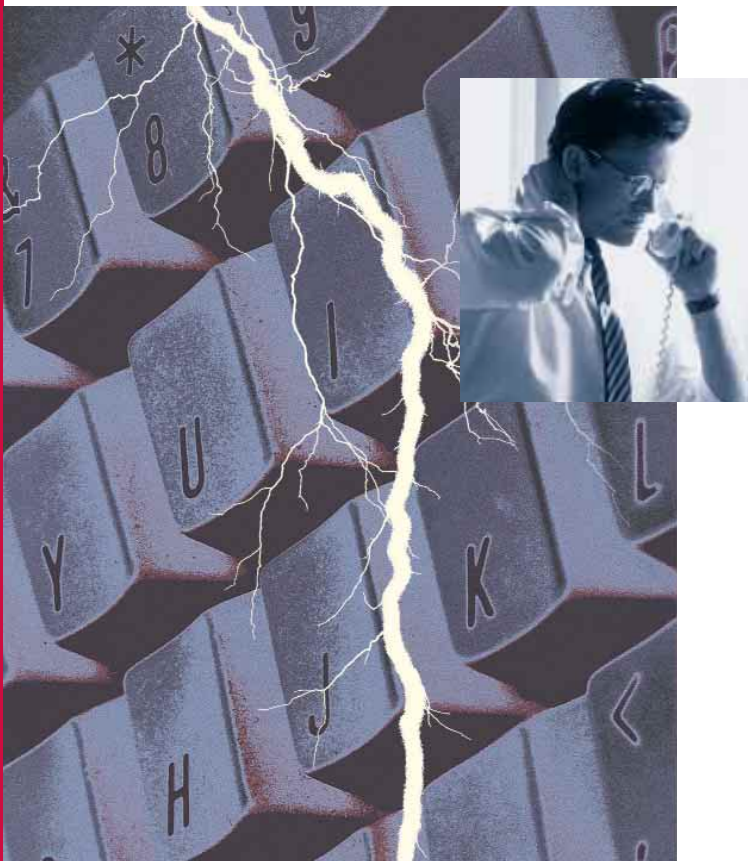




Recover-All Service

When disaster strikes, we put you back in business

When a natural or man-made disaster interrupts your IT operations, your top priority is to get the systems up and running fast! Disasters come in many forms: from fire, flood, earthquake or lightning to sabotage, virus and theft. With Recover-AllSM Service from Compaq, you can maintain business continuity, even if disaster strikes your IT operations.



With Recover-All, an experienced recovery team takes responsibility for quickly restoring your DIGITAL* and multivendor equipment to working order. Compaq repairs or replaces damaged equipment and performs system installation and verification. In addition, Recover-All Service helps you quickly resume processing on your own equipment at your own site. As a result, you may be able to minimize or even avoid the disruption and expense of occupying an alternate recovery site.

Protect your corporate assets by including Recover-All Service as a key building block in your recovery strategy.

Benefits

- Predictable, low monthly fee.
- Guaranteed 72-hour response for delivery of replacement equipment.
- Damaged equipment repaired or replaced on a "priority-one" basis.
- Reimbursed for many costs associated with the return to normal business operation.
- Covers DIGITAL and multivendor equipment listed under on-site service and warranty agreements.
- No deductible and no value lost due to depreciation.

*DIGITAL, now owned by Compaq Computer Corporation.

When disaster strikes, Compaq responds

With Recover-All Service, if a disaster strikes your computing resources, it takes only a few minutes to set the recovery process in motion. Call the same Compaq phone number you use for routine service requests, and explain that you have a Recover-All Service event to report. A service engineer will be dispatched to your site to assess the damage to your system and initiate an action plan.

Service coordination

Under the coordination of your local Compaq service office, a team of specialists handles key aspects of the recovery effort: equipment procurement, system restoration, and vendor relations.

“Priority-one” repair and replacement

Using “priority-one” procedures, local Compaq service personnel repair equipment damaged in the disaster. Other team members locate and procure equipment to replace hardware that has been destroyed. Replacement equipment will be equal in functionality and performance to the covered property. As a result, you can be sure there will be no loss in your overall computing capacity.

“Priority-one” service means that, company-wide, Compaq gives Recover-All Service calls precedence over routine service requests and new sales orders. Even for products in high demand, Recover-All subscribers get “the next system in the queue.”

Guaranteed response time

Compaq will guarantee the delivery of your replacement equipment under Recover-All Service within 72 hours from the time it places an order for the equipment. Failure to deliver your equipment will result in a daily penalty rate equal to the amount of your monthly maintenance charges for the covered equipment, not to exceed \$5,000 per day or a maximum of \$150,000. The amount of the penalty will be paid in the form of a credit memo, which can be applied against your maintenance agreement or for the purchase of equipment, software, or services from Compaq.

Multivendor hardware

When covered non-DIGITAL hardware is damaged, Compaq will repair the equipment or contract with a third-party service vendor to perform repairs.

For non-DIGITAL equipment that is destroyed, Compaq will procure replacement equipment from the company’s multivendor stocking locations, the manufacturer, or a reseller.

Third-party-maintained equipment

If you have non-Compaq-supported equipment covered under a third-party maintenance agreement or manufacturer’s warranty, you may, under some circumstances, be able to purchase Recover-All Service.

System restoration

When your covered equipment is damaged and cannot be repaired, Recover-All Service

provides you with a fully operational system, not just a crate on your shipping dock or an insurance check in the mail. Your replacement system will be shipped directly to your facility or alternate processing site.

With remote support from a Compaq Customer Support Center, a team of installation specialists installs, configures, and tests your multivendor system to ensure that it has been restored to full operation.

Reimbursement for disaster-related expenses

There is a lot more to recovery than simply replacing damaged equipment. Additional costs can mount very quickly. That is why Compaq offers reimbursement, *up to predefined limits*, for many costs associated with the return to normal operation.

Reimbursable costs include but are not limited to the following:



Environmental consulting

Following a covered event, Recover-All Service will reimburse you for environmental consulting services required to evaluate the actual or potential environmental contamination of your covered property.

Relocation of undamaged equipment

Recover-All Service provides reimbursement for costs incurred to relocate undamaged computer equipment that is in imminent danger, and to later return the equipment to its original location. Covered costs include deinstallation, transportation, storage, reinstallation, and insurance.

Debris removal, fire protection system

Recover-All Service reimburses you for the cost of removing the debris from covered property and for recharging the fire protection system.

Software restoration

Also covered are costs incurred to restore covered software, media, and data that were mounted on the covered property at the time of the disaster and that were damaged as a result. If lost data is not replaced or reproduced, Recover-All Service will reimburse you for the cost of blank media of the same kind and quality as that damaged.

Alternate processing site

If covered hardware is damaged or destroyed and the data center containing that hardware is also rendered inoperable, requiring that you occupy an alternate processing site, Recover-All Service will provide reimbursement for the disaster notification fee and hourly/daily usage fees at an alternate processing site.

Extra expenses

In addition, Recover-All will reimburse you for reasonable expenses incurred while occupying an alternate processing site. For example, this would include costs for transportation, meals, and hotel accommodations. Recover-All will not pay for expenses that normally would be incurred as part of routine data processing operations.

Loss of facility access

If you are denied access to your facility – either by order of a civil authority or the facility is damaged by a covered peril and cannot be used for its intended purpose – and that loss of access prevents you from utilizing covered systems, Recover-All Service will reimburse you for the cost of obtaining, installing, and using temporary-use equipment at an alternate processing site.

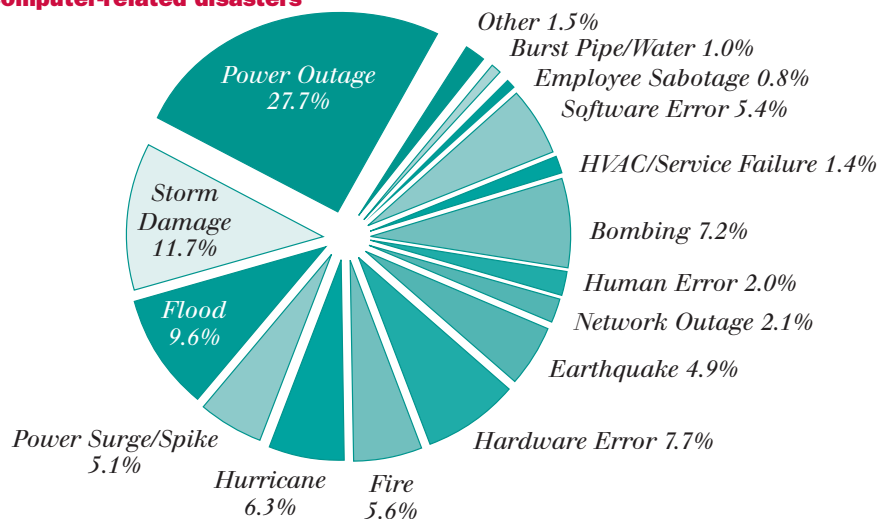
Coverage for system intrusion

Recover-All Service provides coverage for damage caused by system intrusion, such as computer viruses. Compaq will repair or replace hardware damaged or destroyed by a system intrusion. Similarly, Recover-All Service will reimburse you for costs incurred to retrieve, restore, or replace covered software, media, and/or data that were mounted on the covered property at the time of the intrusion and were corrupted as a result.

Recover-All Service provides coverage for many different types of disasters. Covered events include but are not limited to:

- Accidents
- Acid leaks
- AC malfunction
- Bomb threat or blast
- Burglary
- Burst pipe
- Chemical spill
- Condensation
- Coolant leak
- Corrupt data (virus)
- Electrical storm/short
- Evacuation
- Explosion
- Fire
- Freezing conditions
- Hail
- Halon discharge
- Lightning
- Loss of data
- Lost access
- Low power/voltage
- Malicious intent
- PCB contamination
- Power anomalies
- Sabotage
- Smoke damage
- Tornadoes
- Transformer fire
- UPS failure
- Vandalism

Most common computer-related disasters



Source: Contingency Planning Research, Inc.



The Benefits of Recover-All Service

Predictable cost	Recover-All subscribers pay one low monthly fee, which covers service coordination, parts, labor, and reimbursement for disaster-related costs. If a disaster strikes, your system is quickly restored to working order, at no additional expense to you and with no additional demands placed on your staff.
Simplicity	Recover-All Service offers maximum protection with a minimum of red tape. Features include: no precontract estimates, inspections, or audits. Following a disaster, you initiate the recovery effort by calling the same phone number you use for routine service requests. Minimal paperwork for you and your staff.
Experience	Since 1984, DIGITAL* has helped clients recover from more than 2,500 incidents, ranging from minor accidents, such as coffee spills, to major disasters affecting large VAX™ and Alpha™ systems and clusters. Our in-depth experience helps ensure a timely recovery for your multivendor systems.

Data center design services

If a data center containing covered property is damaged or destroyed by a covered event, Recover-All Service will reimburse you for fees incurred to design a replacement data center.

No deductible

Unlike many conventional insurance policies, Recover-All Service has no deductible. So you are covered even for minor incidents, such as damage to a keyboard or monitor.

No loss of computing capacity

Where insurance policies reimburse you only for the depreciated value of covered property, Recover-All replaces damaged hardware that cannot be repaired with equipment of like functionality and performance. So there is no loss in computing capacity.

In those rare instances where damaged equipment cannot be repaired or replaced, you will be paid the actual cash value of the covered property.

Eligibility

Recover-All Service is available as an enhancement to Compaq standard on-site maintenance agreements and warranties.

Exclusions

Recover-All Service does not cover damage due to the following causes: war or nuclear incident, unauthorized attempts to repair equipment, use of damaged or defective media, fraud, business interruptions, obsolescence, non-functional cosmetic damage to the covered property, or programming errors.

Additionally, Recover-All Service does not cover damage to underground cables or cables located in walls, floors, or ceilings.

Services covered under a standard on-site maintenance agreement or warranty are not covered under a Recover-All Service agreement.

For more information

To learn more about Recover-All Service as well as other Compaq contingency solutions, send us e-mail at: Business.RecoveryServices@digital.com

You can also visit us on the Web at: www.digital.com/services/map.htm

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DIGITAL, Alpha, and VAX are trademarks and Recover-All is a servicemark of Digital Equipment Corporation.

Recover-All is a service provided by Compaq Computer Corporation with a peripheral insurance component. The insurance component is underwritten by Computer Insurance Company or The Insurance Company of North America, and arranged by J&H Marsh & McLennan. Full terms and conditions of Recover-All Service are described in the Recover-All Service Policy. Payment is based on the liability limits as defined in the policy.

Recover-All customers are responsible for maintaining site conditions within the environmental range specified by Compaq for system devices and media. If, after being notified by Compaq that the site is not in compliance, the customer fails to correct the specified condition, Compaq may, at its option, terminate Recover-All Service, after giving 30 days' written notice. If the problem is corrected, Compaq may reinstate service coverage.

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