

Questions & Answers

Q1: What Compaq workstations are included in this promotion?

The only eligible workstation for this promotion is the Deskpro Workstation AP250.

Q2: Where can I get further technical and/or product information on the Deskpro Workstation AP250?

For more product information on the Deskpro Workstation AP250 contact your reseller or view the Quickspecs or Product Profile on this website. Have a look at what customers are saying about the new Deskpro Workstation AP250 on the main promotional website:

www.compaq.com/products/workstations/promos/carepaq250.html

Q3: What is the 9X5 4hr on-site CarePaq?

It is an upgraded hardware warranty on a Compaq Deskpro Workstation AP250 from 3 years limited warranty, best effort response, to a **3 year same day on-site hardware maintenance with 4 hour response**. Service is available 9 hours a day 5 days a week.

Q4: Are there any special Deskpro Workstation AP250 solutions?

Yes, there are several suggested Deskpro Workstation AP250 solutions depending which workstation software you are running. Click on the recommended configurations link on the left hand side of the promotion page.

Q5: Is there a limit to the number of Deskpro Workstation AP250's and CarePaq's that can be purchased together?

No, there is no limit.

Q6: Why does Compaq believe this is a great offer?

This is a great offer because for only an additional \$99 you can truly get peace of mind when it comes to your Deskpro Workstation AP250. This is a savings of \$250 from the published list price!

Q7: What is the procedure for a customer to get the Carepaq information and their CarePaq certificate?

Customers should receive their CarePaq documentation and certificate(s) from their reseller at time of purchase or directly from Compaq depending upon how they purchased their unit(s).

Q8: How does Compaq know they bought the \$99 CAREPAQ? How should customers register it with Compaq?

Customers must inform Compaq that they have purchased the CAREPAQ with their Deskpro Workstation AP250(s). Customers, or resellers on behalf of their customers, must register via the web, fax, mail or phone. Information on how to register is provided within the existing CAREPAQ packet of information.

Q9: Where can I get further assistance regarding my CarePaq and registration?

Call 1-800-407-6210 for any further questions about CarePaq activation and/or registration.

Q10: How long after November 30th do customers have to register their CarePaq?

Customers only have until December 1st, 2000 to notify COMPAQ that they have paid for and should receive the upgraded CarePaq service. All requests after this date will be ineligible for the \$99. There will be no exceptions.

Q11: Can this promotion be combined with any special discount pricing?

No, this promotion cannot be combined with any special Compaq pricing.

Q12: What is the target audience for the Deskpro Workstation AP250?

The target audiences are those customers running entry-level or mainstream workstation applications in the CAD, DCC, Finance and GIS market segments. These users often run these applications on high-end desktops, as opposed to workstations. Today, for the same aggressive price of a desktop, they can purchase a workstation class product.