

Item	No of Items	Service Level
56K Serial Modem	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
APC SmartUPS 1000	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
APC SmartUPS 2200	3	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
APC SMARTUPS 3000	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
APC SMARTUPS 5000	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq DL380 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq EOS3001 UPS	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq ML350 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq ML370 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq ML570 G1	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq MSA1000	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq NetServer E60	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq R6000 UPS	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq SSL-2000 20	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Compaq UPS	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP 10000	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP 42U Rack	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BL pClass 3U	4	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BL pClass Blade Enclosure	9	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BL p-Class C-GbE2 Interconnect Switch	18	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BL20P G2	53	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BL25P G1	12	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BL25p G2	6	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP BladeSystem p-Class	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL120 G5	3	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL140 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL145 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL180 G6	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL320 G3	3	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL320 G4	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL320 G5	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL360 G3	51	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL360 G4	13	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL360 G4p	12	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days

HP DL360 G5	25	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL360 G6	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL365 G1	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL380 G2	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL380 G3	46	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL380 G4	17	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL380 G5	27	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL380 G6	14	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL380 G7	10	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL385 G1	4	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL385 G2	23	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL385 G5p	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL385 G6	6	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL560 G1	3	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL580 G5	21	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL580 G7	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL585 G1	6	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL585 G2	10	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP DL585 G7	8	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML330 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML350 G2	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML350 G5	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML370 G1	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML370 G2	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML370 G3	7	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML370 G4	2	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP ML570 G2	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP MO0400FBRWC	12	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP TFT5600 RKM	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
HP Ultrium LTO2 tape drive	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
ISDN Serial Modem	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Serial Modem	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
Smart Array 1000	1	M - F 08:30 to 17:30 - P1: 4 hours, P2: 8 hours, P3: 5 working days
146GB 10K RPM 2.5" SAS disk drive with bracket (Qty 1). For use with Sun SPARC Enterprise T5120, T5220, T5140 & T5240. RoHS-6 Xoption Count	3	24 x 7 x 365 - Onsite within 2 hours

300GB, 10K RPM 2.5 SAS disk drive with Marlin bracket (Qty. 1). For use with Sun SPARC Enterprise T5120, T5220, T5140 and T5240. ROHS 6. X-option. Count	4	24 x 7 x 365 - Onsite within 2 hours
Brocade 200E switch Count	2	24 x 7 x 365 - Onsite within 2 hours
Brocade SW200E w/16 ports Count	2	24 x 7 x 365 - Onsite within 2 hours
Brocade SW4100 w/32 ports Count	4	24 x 7 x 365 - Onsite within 2 hours
COD - E12/15/20/25K board: 2 x US-III+ @ 1200 MHz / 4GB (4 banks of 1GB i.e. 8x512MB DIMMs) FC-HBA [Physically installed 4 x US-III+ @ 1200 MHz / 8GB (8 banks of 1GB i.e. 16x512MB DIMMs)] [8 memory banks spare i.e. 16 DIMM slots] Count	2	24 x 7 x 365 - Onsite within 2 hours
COD - E12/15/20/25K board: 2 x US-III+ @ 1200 MHz / 4GB (8 banks of 512MB i.e. 16x256MB DIMMs) FC-HBA [Physically installed 4 x US-III+ @ 1200 MHz / 8GB (16 banks of 512MB i.e. 32x256MB DIMMs)] [No memory banks spare] Count	2	24 x 7 x 365 - Onsite within 2 hours
COD - E12/15/20/25K board: 2 x US-III+ @ 1200 MHz / 8GB (8 banks of 1GB i.e. 16x512MB DIMMs) FC-HBA [Physically installed 4 x US-III+ @ 1200 MHz / 16GB (16 banks of 1GB i.e. 32x512MB DIMMs)] [No memory banks spare] Count	1	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 16 GB (16 banks of 1GB i.e. 32x512MB DIMMs) FC-HBA [No memory banks spare] Count	1	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 16GB (16 banks of 1GB i.e. 32x512MB DIMMs) FC-HBA [No memory banks spare] Count	3	24 x 7 x 365 - Onsite within 2 hours

E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 24GB (8 banks of 1GB i.e. 16x512MB DIMMs; 8 banks of 2GB i.e. 16x1GB DIMMs) FC-HBA [No memory banks spare] Count	1	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 32GB (16 banks of 2GB i.e. 32x1GB DIMMs) FC-HBA [No memory banks spare] Count	3	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 32GB (16 banks of 2GB i.e.32x1GB DIMMs) FC-HBA [No memory banks spare] Count	1	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 8GB (16 banks of 512MB i.e. 32x256MB DIMMs) FC-HBA [No memory banks spare] Count	2	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 8GB (8 banks of 1GB i.e. 16x512MB DIMMs) FC-HBA [8 memory banks spare i.e. 16 DIMM slots] Count	3	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-III+ @ 1200 MHz / 8GB (8 banks of 1GB i.e. 16x512MB DIMMs) [8 memory banks spare i.e. 16 DIMM slots] Count	1	24 x 7 x 365 - Onsite within 2 hours
E12/15/20/25K board: 4 x US-IV+ @ 1500 MHz / 16GB (16 banks of 1GB i.e. 32x512MB DIMMs) FC-HBA [No memory banks spare] Count	6	24 x 7 x 365 - Onsite within 2 hours
Engineer to replace CRUs (emergency fund) Count	1	24 x 7 x 365 - Onsite within 2 hours
Enterprise 3500, 2GB, 4 x US-II @ 400MHz, 4x18GB Count	1	24 x 7 x 365 - Onsite within 2 hours
J4400 array, 20TB,LOG-72G Count	1	24 x 7 x 365 - Onsite within 2 hours
J4400 array,24TB Count	5	24 x 7 x 365 - Onsite within 2 hours
KMA 2.0 rack mounted server (Chris to confirm use of these serial numbers) Count	4	24 x 7 x 365 - Onsite within 2 hours
LTO2 tape drive Count	2	24 x 7 x 365 - Onsite within 2 hours

LTO4 HP Encryption Drive for SL500 Count	16	24 x 7 x 365 - Onsite within 2 hours
Rack 42U-1000,Non-Conf Ship Count	4	24 x 7 x 365 - Onsite within 2 hours
S7410, 64GB, 2x2.6G Count	1	24 x 7 x 365 - Onsite within 2 hours
Santricity for SAN Count	1	24 x 7 x 365 - Onsite within 2 hours
Satricity for Solaris 10 Count	1	24 x 7 x 365 - Onsite within 2 hours
SE T2000 8 cores 1.2GHZ 32GB, 2X73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
SE T2000 8 cores 1.2GHZ 32GB, 2X73GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
SE T5240 BASE 2x8CR 1.4GHZ Count	2	24 x 7 x 365 - Onsite within 2 hours
SF T2000 8 cores 1.2GHz 16GB, 2x73GB,2x146GB Count	1	24 x 7 x 365 - Onsite within 2 hours
SF V880 - 8x US-III+ @1050 MHz/16GB (32 banks of 512MB),12x73GB, 12x146GB Count	1	24 x 7 x 365 - Onsite within 2 hours
SL500 30 slot FC base KEY Count	2	24 x 7 x 365 - Onsite within 2 hours
SPARC T3-1 server with 1 SPARC T3 16-core 1.65 GHz processor, 8GB Count	1	24 x 7 x 365 - Onsite within 2 hours
ST6540 array chassis Count	4	24 x 7 x 365 - Onsite within 2 hours
Staff resources (PTA £725 per day) - PO for 10 days: 2 days used in Y1 Budgeted for 8 days in Y2. Day 3 of 10 was 20/4/11 with PR Day 4 of 10 was on 7/6/11 with CF Day 5 of 10 was on 29/6/11 with CF Count	1	24 x 7 x 365 - Onsite within 2 hours
Standard SunFire rack cabinet (inc. PSU, breakers etc.) Count	4	24 x 7 x 365 - Onsite within 2 hours
StorEdge 3120 disk array - 4x72GB Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge 3120 disk array - 4x146GB Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge 3120 disk array - 4x72GB Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge array - StorEdge S1, 1x18GB, 2x72GB, AC Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge array - StorEdge S1, 2x18GB, 1x72GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge T3 Workgroup - T3WG RR 1x9x18G Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 1x146GB, 2x18GB Count	2	24 x 7 x 365 - Onsite within 2 hours

StorEdge Thin Arrays - StorEdge S1, 1x146GB, 2x36GB, AC Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 1x146GB, AC Count	1	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 1x18GB, 2x36GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 1x36GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 2x146GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 2x18GB, 1x72GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 2x36GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 3x146GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 3x18GB, AC Count	8	24 x 7 x 365 - Onsite within 2 hours
StorEdge Thin Arrays - StorEdge S1, 3x36GB, AC Count	2	24 x 7 x 365 - Onsite within 2 hours
Sun Blade 150 Workstation - WS SB_150 650M/40/256MB/PGX64/CD 1x40GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Blade 150 Workstation - WS SB_150 650MHz/1x40GB/256MB/PGX64/CD Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire 280R - 280R/2x1.2GHz/2GB/2x73GB/DVD Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire 280R - SF280R/1@900MHz/2GB/2x36GB/DVD FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire F12K Server Cabinet updated to a E25K (high end server; base unit) Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire F15K Server Cabinet updated to a E25K (high end server; base unit) Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire T2000 - SFT2000 8 cores 1.2GHz 16GB 4x73GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire T2000 - SFT2000 8 cores 1.2GHz 32GB 2x73GB,2x146GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire T2000 - SFT2000 8 cores 1.2GHz 32GB 4x73GB Count	2	24 x 7 x 365 - Onsite within 2 hours

Sun Fire T2000 - SFT2000 8core 1.2GHz 32GB 2x73GB,2x146GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire T2000 - SFT2000 8core 1.2GHz 32GB 4x73GB Count	2	24 x 7 x 365 - Onsite within 2 hours
Sun Fire T2000 8 cores 1.2GHz 32GB 4x73GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire T2000 8CORE 1.2GHZ 16GB,2x73GB,2x146GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,1@1.34GHz,4GB,2x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,1@1GHz,1GB,2x36GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,1x1GHz,1GB,2x36GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,1x1GHz,1GB,2x73GB Count	2	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,1x1GHz,2GB,2x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,2x1.34GHz,2GB,2x73GB Count	2	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V210 - SFV210,2x1GHz,2GB,2x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V240 - SFV240,1x1.34GHz,2GB,4x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V240 - SFV240,1x1GHz,4GB,2x36GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V440 - SF V440:4@1.062GHz,8GB,4x73GB Count	3	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V440 - SF V440:4@1.28GHz,16GB,4x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V480 - SFV480:2@1.2 GHz,4GB,2x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V490 - SF V490 4@1.05 GHz,16GB,2x73GB Count	2	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V880 - SFV880 4@900 MHz,1GB, 6x73GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun Fire V880 - SFV880: 8@900MHz,16GB,5x73GB,7x146GB Count	1	24 x 7 x 365 - Onsite within 2 hours

Sun SL500 Cartridge Expansion Module Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun SL500 Drive Expansion Module Count	3	24 x 7 x 365 - Onsite within 2 hours
Sun SPARC Enterprise M3000 1 SPARC64 VII 4-core 2.75 GHz processor, 8GB Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun SPARC Enterprise T5120 Count	1	24 x 7 x 365 - Onsite within 2 hours
Sun StorageTek 6540 - STK 6540 16GB Cntrl 1+1, RM Count	4	24 x 7 x 365 - Onsite within 2 hours
Sun StorageTek CSM200 - CSM200-1168G-0x1x16x73GB-RM Count	19	24 x 7 x 365 - Onsite within 2 hours
Sun StorageTek CSM200 - CSM200-2336G-0x1x16x146GB-RM Count	5	24 x 7 x 365 - Onsite within 2 hours
Sun StorageTek CSM200 - CSM200-4800G-0x1x16x300GB-RM Count	4	24 x 7 x 365 - Onsite within 2 hours
Sun StorageTek L180 - SCSI LTO2 Count	20	24 x 7 x 365 - Onsite within 2 hours
Sun StorageTek L180 - StorEdge L180 Library Base chassis Count	2	24 x 7 x 365 - Onsite within 2 hours
SunFire rack cabinet 900-38 (inc. PSU, breakers etc.) Count	1	24 x 7 x 365 - Onsite within 2 hours
T5220, 32GB, 8 cores, 64@1GHz, 4x146GB Count	2	24 x 7 x 365 - Onsite within 2 hours
T5240, 32GB, 12 cores, 96@1GHz, 4x146GB FC-HBA Count	1	24 x 7 x 365 - Onsite within 2 hours
V245 Count	1	24 x 7 x 365 - Onsite within 2 hours
V445 Count	1	24 x 7 x 365 - Onsite within 2 hours
X2100 Count	1	24 x 7 x 365 - Onsite within 2 hours
48 -PORT 1/2/4/ Gbps FC MODULE	4	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
5314 FC Drive Encl ALL ALL	5	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
e1200-160 MSL Fibre Cd Graphite ALL	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
EVA5K 2C6D-C 50Hz 42U Graphite ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded

HDD 146GB 1" FC 10K ALL ADD-ON ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 10642 G2 Sidepanel ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 10K G2 600mm Stabilizer Kit	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 146GB 3G SAS 15K 2.5in DP ENT HDD	6	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 1TB FATA EVA Add-on HDD	3	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 2324fc DC Modular Smart Array	6	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 300GB 3G SAS 10K 2.5in DP ENT HDD	4	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP 450GB 15K FC EVA Add-on HDD	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Bus Copy EVA5K Ser Unlim LTU	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Bus Copy EVA8K Ser Unlim LTU	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Bus Cpy EVA8000 Unlim Use Per EVA LTU	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Command View EVA v6.0 Media Kit	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Command View EVA v7.0 Media Kit	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded

HP CV EVA 5000 1TB Lic	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP CV EVA 5000 Upgd to Unlim Lic	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP CV EVA 5000/8000 Unlimited Lic	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP CV EVA 8k Series Unlimited E-LTU	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP CV EVA 8k Series Unlimited Lic	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Data Prot One Drv UNIX/NAS/SAN LTU	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Data Prot On-line Backup Windows LTU	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Data Prot Start Pk for HP-UX DVD LTU	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA 146GB 15K FC ADD ON HDD ALL	3	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA 250GB FATA ADD-ON HDD ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA 300GB 10K FC ADD ON HDD ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA 300GB 15K FC Add on HDD	3	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA 500GB FATA Add on HDD ALL	3	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded

HP EVA4K/6K/8K 6.0 Controller Media Kit	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA8000 2C12D-A 50Hz 42U Cabinet	3	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA8000-A Loop Switch Option	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA8100 2C6D Array	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP EVA8100 Cont Assembly	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP M5314A FC Drive Enclosure	6	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP M5314C FC Drive Enclosure	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP MDS 9000 16-pt 1/2Gbps FC Module	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP MDS 9000 24-pt 4Gb FC Module	6	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP MDS 9000 32-port 1/2Gbps FC Module	4	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP MDS 9509 W/Supervisor 2 Dir Switch	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP MDS9000 4Gb FC SFP 4pk Shrt Rnge XCVR	4	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP MSL 6000 Ultrium 960 Drive	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded

HP Repl Solutions Mgr EVA v2.1 Media Kit	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Replication Sol Mgr Media v3.0 SW	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP StgWks 70 Modular Smart Arry ALL	10	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
HP Universal Rack 10642 G2 Shock ALL	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
ISR6142-CK	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
MDS 9509 Base Unt w/Dual AC Pwr	3	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
Mod PDU,32A,HV INTL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
MSL6000 LTO Gen2 Add-on Drive ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
MSL6060 2-drvLTOFibreRM ALL	2	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
PCI-FC 2 GB HBA SOL ALL	1	24 x 7 x 365 - H/W 4hr response S/W 2hr response Proactive support excluded
Backup Agent: For database backups on Sparc Count	1	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Agent: For database backups on x86 Count	18	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Agent: For database backups on x86 Count	2	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Agent: For database backups on x86 Count	5	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days

Backup Agent: For database backups on x86 Count	8	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Agent: For database backups on x86 Count	3	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Agent: For database backups on x86 Count	1	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Agent: For database backups on x86 Count	1	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Client: For OS backup (any platform) Count	127	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Client: For OS backup (any platform) Count	4	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Client: For OS backup (any platform) Count	2	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Client: For OS backup (any platform) Count	11	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Backup Client: For OS backup (any platform) Count	2	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
For backup of Exchange Databases Count	1	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
NetBackup Master Server Unix Count	3	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Software Media kit (Netbackup DVD's) Count	1	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days
Tape drive license Count	2	24 x 7 x 365 - P1: 7 hours, P2: 10 days, P3: 20 days