

Service Connection Coverage

| Hardware | Type of Service Plan | Supported manufacturers | Feature | Coverage 9x5 | Coverage 13x5 | Coverage 9x5X4 | Coverage 13x5X4 | Coverage 9x5 Next business Day | Coverage 24x7 | Coverage 24x7X4 |
|-------------------------------|---------------------------------------|--------------------------------|---|---------------------|---------------|----------------|-----------------|--------------------------------|---------------|-----------------|
| Desktops & Workstations | Enhanced, Extended, and Post-Warranty | Fujitsu, HP, IBM, Lenovo, Sony | Hardware phone support | x | x | | | | | |
| | | | On-site hardware support | | | | | x | | |
| Notebooks & Tablet PCs | Enhanced, Extended, and Post-Warranty | Fujitsu, HP, IBM, Lenovo, Sony | Hardware phone support with Accidental Damage Protection | x | | | | | | |
| | | | Premium pick up and delivery repair with Accidental Damage Protection | X 48 hour repair | | | | | | |
| Servers \$1-80,000 price band | Enhanced, Extended | HP, IBM | Hardware phone support | x | x | | | | x | |
| Servers \$1-80,000 price band | Enhanced, Extended | HP, IBM | On-site hardware | | | x | x | | | x |
| Servers \$1-80,000 price band | Enhanced, Extended | HP, IBM | Post-warranty phone support | x | | | | | | |
| Servers \$1-80,000 price band | Enhanced, Extended | HP, IBM | Post-warranty on-site hardware | | | x | | | | |