



ServiceConnection Plans

Get multi-vendor, multi-platform hardware and software support for desktops, monitors, notebooks, tablets, printers, servers, and workstations—all from a single partner. No matter where you bought your equipment, we've got a service plan that fits.

- One number to call
- Quality service with guaranteed response
- Nationwide network of manufacturer-certified technicians
- Enhanced and extended coverage
- Manufacturer-authorized repairs and service
- Multiple warranty options:
 - **Extended Warranty**—a plan that extends the manufacturer's warranty past the base warranty period
 - **Enhanced Warranty**—a plan that begins on the first day of the manufacturer's warranty and adds an increased level of protection
 - **Post Warranty**—a plan purchased after the base warranty has expired

Better Protection for Your IT Investment

ServiceConnection plans offer more choices, so you get exactly the coverage your business needs at a price you can afford.

Desktops & Workstations

- Enhanced, Extended, and Post Warranty ■ Supported manufacturers: Fujitsu, HP, IBM, Lenovo, Sony

Features	Coverage Options	
Hardware Phone Support	9x5	13x5
On-site Hardware—Same Business Day	9x5x4	13x5x4

Monitors

- Enhanced, Extended, and Post Warranty ■ All brands, up to 21"

Features	Coverage
\$1–\$2,000	9x5 Next Business Day

Notebooks & Tablet PCS

- Enhanced, Extended, and Post Warranty ■ Supported manufacturers: Fujitsu, HP, IBM, Lenovo, Sony

Features	Coverage
Hardware Phone Support	9x5
Accidental Damage—Unlimited	Not on post warranty
Premium Pick-up and Delivery Repair (9x5 pick-up)	9x5
48-hour Repair (upon receipt of product)	Yes

Printers

- Enhanced and Post Warranty ■ Multifunction, laser, inkjet ■ Supported manufacturers: Brother, Canon, Epson, HP, Lexmark, Okidata

Printer Price Range	Features
\$1–\$350	1-Year Mail-in Repair: Two business-day repair (upon receipt of product, ServiceConnection pays return shipping only), Hardware Phone Support (9x5)
\$351–\$5,000	1-Year Next Business Day On-site (9x5), Hardware Phone Support (9x5) (ServiceConnection pays shipping both ways if required)

Servers

- Server Price Range: \$1–\$80,000 ■ Supported manufacturers: HP, IBM

Features—Enhanced, Extended	Coverage Options		
Hardware Phone Support	9x5	13x5	24x7
On-site Hardware—Same Business Day	9x5x4	13x5x4	24x7x4

Features—Post Warranty	Coverage
Hardware Phone Support	9x5
Same-business day on-site hardware response (Support line: 1-800-800-0021)	9x5x4

Call today to discover how we solve IT for your small business.

Contact Name Here, Corporate Account Manager
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