

ITES-2H Warranty Prices

CLIN	Item Category	Type of Support	Support Service Level	Length of Support (Years)	Maintenance List Price (percentage of sales price to end-user)
ITG-RSC-SM-SVR-3	RISC/EPIC Small Server	On-site	Next Business Day	3 years	15.2%
ITG-RSC-MD-SVR-3	RISC/EPIC Medium Server	On-site	Next Business Day	3 years	15.2%
ITG-RSC-LG-SVR-3	RISC/EPIC Large Server	On-site	Next Business Day	3 years	15.2%
ITG-RSC-SM-SVR-4	RISC/EPIC Small Server	On-site	Next Business Day	4 years	19.7%
ITG-RSC-MD-SVR-4	RISC/EPIC Medium Server	On-site	Next Business Day	4 years	19.7%
ITG-RSC-LG-SVR-4	RISC/EPIC Large Server	On-site	Next Business Day	4 years	19.7%
ITG-WIN-APP-SVR-3	Windows based Application Server	On-site	Next Business Day	3 years	13.3%
ITG-WIN-WKG-SVR-3	Windows based Workgroup Server	On-site	Next Business Day	3 years	13.3%
ITG-WIN-DEP-SVR-3	Windows based Departmental Server	On-site	Next Business Day	3 years	13.3%
ITG-WIN-APP-SVR-4	Windows based Application Server	On-site	Next Business Day	4 years	17.3%
ITG-WIN-WKG-SVR-4	Windows based Workgroup Server	On-site	Next Business Day	4 years	17.3%
ITG-WIN-DEP-SVR-4	Windows based Departmental Server	On-site	Next Business Day	4 years	17.3%
ITG-RSC-STD-WKS-3	Standard Workstation (RISC/EPIC)	On-site	Next Business Day	3 years	11.8%
ITG-RSC-HP-WKS-3	High Performance Workstation (RISC/EPIC)	On-site	Next Business Day	3 years	11.8%
ITG-MS-PC-3	Mainstream Personal Computer	On-site	Next Business Day	3 years	7.9%
ITG-HP-PC-3	High Performance Personal Computer	On-site	Next Business Day	3 years	7.9%
ITG-STD-NB-3	Standard Notebook	On-site	Next Business Day	3 years	7.9%
ITG-HP-NB-3	High Performance Notebook	On-site	Next Business Day	3 years	7.9%
ITG-THIN-TERM-3	Thin Client Terminals	On-site	Next Business Day	3 years	7.9%
ITG-DISPL-3	Displays	On-site	Next Business Day	3 years	7.9%
ITG-RSC-STD-WKS-4	Standard Workstation (RISC/EPIC)	On-site	Next Business Day	4 years	15.3%
ITG-RSC-HP-WKS-4	High Performance Workstation (RISC/EPIC)	On-site	Next Business Day	4 years	15.3%
ITG-MS-PC-4	Mainstream Personal Computer	On-site	Next Business Day	4 years	10.2%
ITG-HP-PC-4	High Performance Personal Computer	On-site	Next Business Day	4 years	10.2%
ITG-STD-NB-4	Standard Notebook	On-site	Next Business Day	4 years	10.2%
ITG-HP-NB-4	High Performance Notebook	On-site	Next Business Day	4 years	10.2%
ITG-THIN-TERM-4	Thin Client Terminals	On-site	Next Business Day	4 years	10.2%
ITG-DISPL-4	Displays	On-site	Next Business Day	4 years	10.2%
ITG-EL-STOR-3	Entry Level Storage System	On-site	Next Business Day	3 years	18.4%
ITG-MR-STOR-3	Midrange Storage System	On-site	Next Business Day	3 years	18.4%
ITG-ENT-STOR-3	Enterprise Storage System	On-site	Next Business Day	3 years	18.4%
ITG-ST-ARR-1TB-3	Storage Array (1 TB)	On-site	Next Business Day	3 years	18.4%
ITG-ST-ARR-2TB-3	Storage Array (2 TB)	On-site	Next Business Day	3 years	18.4%
ITG-ST-ARR-18TB-3	Storage Array (18 TB)	On-site	Next Business Day	3 years	18.4%
ITG-ADD-ST-DR-72GB-3	Additional Storage Array Drive-72 GB	On-site	Next Business Day	3 years	18.4%
ITG-ADD-ST-DR-146GB-3	Additional Storage Array Drive- 146 GB	On-site	Next Business Day	3 years	18.4%
ITG-ADD-ST-DR-300GB-3	Additional Storage Array Drive-300 GB	On-site	Next Business Day	3 years	18.4%
ITG-FC-SW-12P-3	Fiber Channel Switch (12 Port)	On-site	Next Business Day	3 years	18.4%
ITG-FC-SW-24P-3	Fiber Channel Switch (24 Port)	On-site	Next Business Day	3 years	18.4%
ITG-FC-ST-ARR-18TB-3	Fiber Channel Storage Array (18 TB)	On-site	Next Business Day	3 years	18.4%
ITG-FC-ST-ARR-36TB-3	Fiber Channel Storage Array (36 TB)	On-site	Next Business Day	3 years	18.4%

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ITG-ADD-FC-ST-DR-72GB-3	Additional Fiber Channel Drive-72 GB	On-site	Next Business Day	3 years	18.4%
ITG-ADD-FC-ST-DR-146GB-3	Additional Fiber Channel Drive- 146 GB	On-site	Next Business Day	3 years	18.4%
ITG-ADD-FC-ST-DR-300GB-3	Additional Fiber Channel Drive-300 GB	On-site	Next Business Day	3 years	18.4%
ITG-JBOD-3	JBOD (880 GB)	On-site	Next Business Day	3 years	18.4%
ITG-ADD-JBOD-72GB-3	Additional JBOD Drive-72 GB	On-site	Next Business Day	3 years	18.4%
ITG-ADD-JBOD-146GB-3	Additional JBOD Drive- 146 GB	On-site	Next Business Day	3 years	18.4%
ITG-ADD-JBOD-300GB-3	Additional JBOD Drive-300 GB	On-site	Next Business Day	3 years	18.4%
ITG-TP-AUTO-1.6TB-3	Tape Autoloader (1.6TB)	On-site	Next Business Day	3 years	18.4%
ITG-TP-AUTO-3.2TB-3	Tape Autoloader (3.2 TB)	On-site	Next Business Day	3 years	18.4%
ITG-TP-LIB-32TB-3	Tape Library (32 TB)	On-site	Next Business Day	3 years	18.4%
ITG-TP-LIB-64TB-3	Tape Library (64 TB)	On-site	Next Business Day	3 years	18.4%
ITG-TP-LIB-100TB-3	Tape Library (100 TB)	On-site	Next Business Day	3 years	18.4%
ITG-EL-STOR-4	Entry Level Storage System	On-site	Next Business Day	4 years	23.8%
ITG-MR-STOR-4	Midrange Storage System	On-site	Next Business Day	4 years	23.8%
ITG-ENT-STOR-4	Enterprise Storage System	On-site	Next Business Day	4 years	23.8%
ITG-ST-ARR-1TB-4	Storage Array (1 TB)	On-site	Next Business Day	4 years	23.8%
ITG-ST-ARR-2TB-4	Storage Array (2 TB)	On-site	Next Business Day	4 years	23.8%
ITG-ST-ARR-18TB-4	Storage Array (18 TB)	On-site	Next Business Day	4 years	23.8%
ITG-ADD-ST-DR-72GB-4	Additional Storage Array Drive-72 GB	On-site	Next Business Day	4 years	23.8%
ITG-ADD-ST-DR-146GB-4	Additional Storage Array Drive- 146 GB	On-site	Next Business Day	4 years	23.8%
ITG-ADD-ST-DR-300GB-4	Additional Storage Array Drive-300 GB	On-site	Next Business Day	4 years	23.8%
ITG-FC-SW-12P-4	Fiber Channel Switch (12 Port)	On-site	Next Business Day	4 years	23.8%
ITG-FC-SW-24P-4	Fiber Channel Switch (24 Port)	On-site	Next Business Day	4 years	23.8%
ITG-FC-ST-ARR-18TB-4	Fiber Channel Storage Array (18 TB)	On-site	Next Business Day	4 years	23.8%
ITG-FC-ST-ARR-36TB-4	Fiber Channel Storage Array (36 TB)	On-site	Next Business Day	4 years	23.8%
ITG-ADD-FC-ST-DR-72GB-4	Additional Fiber Channel Drive-72 GB	On-site	Next Business Day	4 years	23.8%
ITG-ADD-FC-ST-DR-146GB-4	Additional Fiber Channel Drive- 146 GB	On-site	Next Business Day	4 years	23.8%
ITG-ADD-FC-ST-DR-300GB-4	Additional Fiber Channel Drive-300 GB	On-site	Next Business Day	4 years	23.8%
ITG-JBOD-4	JBOD (880 GB)	On-site	Next Business Day	4 years	23.8%
ITG-ADD-JBOD-72GB-4	Additional JBOD Drive-72 GB	On-site	Next Business Day	4 years	23.8%
ITG-ADD-JBOD-146GB-4	Additional JBOD Drive- 146 GB	On-site	Next Business Day	4 years	23.8%
ITG-ADD-JBOD-300GB-4	Additional JBOD Drive-300 GB	On-site	Next Business Day	4 years	23.8%
ITG-TP-AUTO-1.6TB-4	Tape Autoloader (1.6TB)	On-site	Next Business Day	4 years	23.8%
ITG-TP-AUTO-3.2TB-4	Tape Autoloader (3.2 TB)	On-site	Next Business Day	4 years	23.8%
ITG-TP-LIB-32TB-4	Tape Library (32 TB)	On-site	Next Business Day	4 years	23.8%
ITG-TP-LIB-64TB-4	Tape Library (64 TB)	On-site	Next Business Day	4 years	23.8%
ITG-TP-LIB-100TB-4	Tape Library (100 TB)	On-site	Next Business Day	4 years	23.8%
ITG-SWIT-12P-3	12-Port Switch	On-site	Next Business Day	3 years	20.7%
ITG-SWIT-24P-3	24-Port Switch	On-site	Next Business Day	3 years	20.7%
ITG-GIGB-SWIT-3	Gigabit Switch	On-site	Next Business Day	3 years	20.7%
ITG-STCK-SWIT-3	Stackable Switch	On-site	Next Business Day	3 years	20.7%
ITG-LAY3-SWIT-24P-3	24-Port Layer 3 Switch	On-site	Next Business Day	3 years	20.7%
ITG-LAY3-SWIT-48P-3	48-Port Layer 3 Switch	On-site	Next Business Day	3 years	20.7%
ITG-SWIT-CHASS-3	Switch Chassis	On-site	Next Business Day	3 years	20.7%
ITG-CARD-12P-3	12 Port Card	On-site	Next Business Day	3 years	20.7%

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ITG-CARD-24P-3	24 Port Card	On-site	Next Business Day	3 years	20.7%
ITG-SM-ENT-ROUT-CHASS-3	Small Enterprise Router Chassis	On-site	Next Business Day	3 years	20.7%
ITG-MD-ENT-ROUT-CHASS-3	Medium Enterprise Router Chassis	On-site	Next Business Day	3 years	20.7%
ITG-LG-ENT-ROUT-CHASS-3	Large Enterprise Router Chassis	On-site	Next Business Day	3 years	20.7%
ITG-SWIT-12P-4	12-Port Switch	On-site	Next Business Day	4 years	27.0%
ITG-SWIT-24P-4	24-Port Switch	On-site	Next Business Day	4 years	27.0%
ITG-GIGB-SWIT-4	Gigabit Switch	On-site	Next Business Day	4 years	27.0%
ITG-STCK-SWIT-4	Stackable Switch	On-site	Next Business Day	4 years	27.0%
ITG-LAY3-SWIT-24P-4	24-Port Layer 3 Switch	On-site	Next Business Day	4 years	27.0%
ITG-LAY3-SWIT-48P-4	48-Port Layer 3 Switch	On-site	Next Business Day	4 years	27.0%
ITG-SWIT-CHASS-4	Switch Chassis	On-site	Next Business Day	4 years	27.0%
ITG-CARD-12P-4	12 Port Card	On-site	Next Business Day	4 years	27.0%
ITG-CARD-24P-4	24 Port Card	On-site	Next Business Day	4 years	27.0%
ITG-SM-ENT-ROUT-CHASS-4	Small Enterprise Router Chassis	On-site	Next Business Day	4 years	27.0%
ITG-MD-ENT-ROUT-CHASS-4	Medium Enterprise Router Chassis	On-site	Next Business Day	4 years	27.0%
ITG-LG-ENT-ROUT-CHASS-4	Large Enterprise Router Chassis	On-site	Next Business Day	4 years	27.0%
ITG-ENT-DOC-PROC-3	Enterprise Document Processor	On-site	Next Business Day	3 years	8.2%
ITG-OFF-DOC-PROC-3	Office Document Processor	On-site	Next Business Day	3 years	8.2%
ITG-CLR-DOC-PRNT-3	Color Document Printer	On-site	Next Business Day	3 years	8.2%
ITG-OFF-BW-DOC-PRNT-3	Office B/W Document Printer	On-site	Next Business Day	3 years	8.2%
ITG-WG-BW-DOC-PRNT-3	Workgroup B/W Document Printer	On-site	Next Business Day	3 years	8.2%
ITG-ENT-DOC-PROC-4	Enterprise Document Processor	On-site	Next Business Day	4 years	10.7%
ITG-OFF-DOC-PROC-4	Office Document Processor	On-site	Next Business Day	4 years	10.7%
ITG-CLR-DOC-PRNT-4	Color Document Printer	On-site	Next Business Day	4 years	10.7%
ITG-OFF-BW-DOC-PRNT-4	Office B/W Document Printer	On-site	Next Business Day	4 years	10.7%
ITG-WG-BW-DOC-PRNT-4	Workgroup B/W Document Printer	On-site	Next Business Day	4 years	10.7%
ITG-SM-SA-UPS-3	Small Standalone UPS	On-site	Next Business Day	3 years	13.3%
ITG-MD-SA-UPS-3	Medium Standalone UPS	On-site	Next Business Day	3 years	13.3%
ITG-LG-SA-UPS-3	Large Standalone UPS	On-site	Next Business Day	3 years	13.3%
ITG-ENT-SA-UPS-3	Enterprise Standalone UPS	On-site	Next Business Day	3 years	13.3%
ITG-MD-RKMT-UPS-3	Medium Rack Mounted UPS	On-site	Next Business Day	3 years	13.3%
ITG-LG-RKMT-UPS-3	Large Rack Mounted UPS	On-site	Next Business Day	3 years	13.3%
ITG-SM-SA-UPS-4	Small Standalone UPS	On-site	Next Business Day	4 years	17.3%
ITG-MD-SA-UPS-4	Medium Standalone UPS	On-site	Next Business Day	4 years	17.3%
ITG-LG-SA-UPS-4	Large Standalone UPS	On-site	Next Business Day	4 years	17.3%
ITG-ENT-SA-UPS-4	Enterprise Standalone UPS	On-site	Next Business Day	4 years	17.3%
ITG-MD-RKMT-UPS-4	Medium Rack Mounted UPS	On-site	Next Business Day	4 years	17.3%
ITG-LG-RKMT-UPS-4	Large Rack Mounted UPS	On-site	Next Business Day	4 years	17.3%