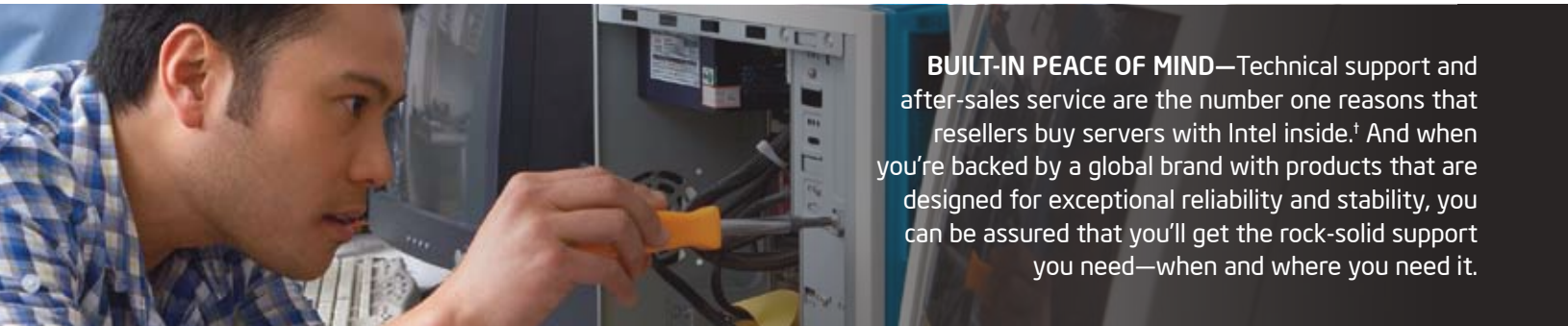


Win and Retain Loyal Customers

Service and Support for Intel® Server Products

With Intel, quality and reliability are designed into every product. However, if your end-customer requires service, we'll be there with world-class, global support to keep you and your customers up and running.



BUILT-IN PEACE OF MIND—Technical support and after-sales service are the number one reasons that resellers buy servers with Intel inside.[†] And when you're backed by a global brand with products that are designed for exceptional reliability and stability, you can be assured that you'll get the rock-solid support you need—when and where you need it.

[†] Source: Recent survey (MDC Feb. 2008) data from resellers indicate that Intel's service and support is the #1 "reason to buy" Intel® Server Products.

SERVICES	BENEFITS TO YOU & YOUR CUSTOMERS
24x7 online and phone technical support	Gives you peace of mind and increases your end-customer support capabilities
3-year limited warranty on all Intel® Server Products	Reduces your costs and gives your customers more confidence
Intel® Advanced Warranty Replacement (AWR) program	Improves your end-customer response time for in-warranty replacement
Product Change Notification (PCN) subscription service	Notifies you in advance of product changes to prepare you for new features and reduce end-customer surprises
10-month product end of life (EOL) notices	Helps you better plan last-time purchases and transition your customers to next-generation products

Around-the-Clock Global Support for Intel® Server Products

Get help where and when you need it. Dedicated personal service agents are available 24 hours a day, 7 days a week to help resolve technical issues quickly while keeping your customers satisfied.

Supported products:

- Intel® Server Boards
- Intel® Server Chassis
- Intel® Server Systems
- Intel® Modular Server
- Intel® RAID Controllers
- Intel® Server Management

Intel's support Web site provides detailed information on all Intel® Server Building Blocks:

- Download software, drivers, and utilities
- Access configuration guides and spare parts lists
- View tested third-party compatibility lists
- Retrieve technical product specification guides
- Search for the latest technical advisories
- Purchase spare parts online

24x7 Phone Support for Intel® Channel Partners:
+1 866 655 6565¹

Support Web site: <http://support.intel.com>



Backed by a World-Class Warranty

Intel offers a 3-year limited warranty on its server building blocks. Throughout the warranty period, Intel will repair, replace, or refund a product that fails, depending on Intel's standard warranty terms and conditions.² For more information, refer to the warranty statement shipped with your purchase, or visit: <http://support.intel.com>

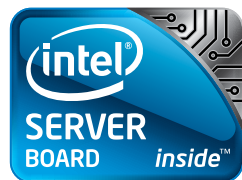
Advanced Warranty Replacement

Intel® Premier and Associate Channel Partners can take advantage of Intel's Advanced Warranty Replacement (AWR) program, with express replacement of in-warranty server components. You can request a replacement in advance of shipping the defective part back to Intel.¹ Use the AWR program to replenish on-hand spares inventory and offer your customers competitive service for their entire warranty period.

AWR request checklist:

- Intel Channel Partner Program membership number
- Product serial number and part information
- Description of the problem
- Shipping address and contact information²

To request an AWR, call Intel Customer Support at **+1 866 655 6565**¹. For more information on the AWR program, visit: <http://support.intel.com>



Product Change Notifications (PCNs)

Intel gives you Product Change Notifications (PCNs) in advance so you can notify your customers as needed. This benefit, unique to Intel, helps you provide extended service and value.

10-Month End of Life (EOL) Notices

Your customers will be confident that you're "in the know" with advanced end of life (EOL) notices. To help you prepare for customer transitions, Intel notifies resellers at least 10 months prior to a change taking effect, allowing you to make advance purchases for the products you need, while preparing for the next generation of Intel® Server Products.

For more information on PCNs and 10-month EOL notices, visit: <http://intel.pcnaalert.com/>



Intel® Server Products: Quality You Can Trust

¹ Visit www.intel.com/support/9089.htm for localized customer support phone numbers. Support after local normal business hours is offered in English only.

² Shipping times are subject to restrictions based on replacement part availability and request cut-off times. Delivery times will vary due to customs clearance and local shipping conditions.

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