



Global Support Program Features

Program Features	Mission Critical	FullExpress	FullCare	HardwareCare	SoftwareCare	Linux Call Incident Packs/Web Packs	Windows /NT Call Incident Pack
Type	H/W & S/W	H/W & S/W	H/W & S/W	H/W Only	S/W Only	S/W Only	S/W Only
Standard PPM*	7X24	5X9	5X9	5X9	5X9	5X9	5X9
Hardware Installation	High-End systems	High-End systems	High-End systems	High-End systems	N/A	N/A	N/A
On-site Support	X	X	X	X	N/A	N/A	N/A
On-site Response Time	2 hours	4 hours during PPM	NBD	NBD	N/A	N/A	N/A
Parts Exchange	Delivered On-site	Delivered On-site	Delivered On-site	Delivered On-site	N/A	N/A	N/A
Hardware Technical Assistance	X	X	X	X	N/A	N/A	N/A
Software Technical Assistance	X	X	X	N/A	X	X** 5, 10, or 20	X 5, 10, or 20
Irix Software Updates	X	X	X	N/A	X	N/A	N/A
Linux Software Updates	X Web Download	X Web Download	X Web Download	N/A	X Web Download	N/A	N/A
Online Support Tools	X	X	X	X	X	X	X
Technical Newsletter	X	X	X	X	X	X	X
Program Limitations	Same-Day City	Same-Day City					

NOTES: Support for Linux Advanced Cluster Environment (ACE) is only available as 5X9 or 7X24 unlimited call annual contracts. ACE is not supported by Call Incident Packs

* PPM = Principle Period of Maintenance which is 5 days, Mon-Fri 8a.m.–5p.m. local time, excluding SGI holidays

** Web Packs use web-interface only for technical assistance

NBD = Next Business Day

N/A = not applicable to this support program

Support

Global Product Warranties

Features	02, Octane, Octane 2	Origin 200, Origin2000 series, Origin 3000 series, Onyx2, Onyx3	SGI 1000 Series, Silicon Graphics Visual Workstations [230, 330, 550, Zx10]
Warranty Period	1 year	1 year	3 years
Hardware Installation*	N/A	X ¹	N/A
On-site Hardware Repair	N/A	X	X [First Year Only]
Hardware Parts Exchange	Return to factory exchange	On-Site Delivery	Year 1-On-Site Delivery Year 2 & 3-Return to Factory
Response Times	3 days receipt to shipment	Next Business Day	Year 1-Next Business Day Year 2 & 3-3 days from receipt to shipment
PPM**	5X9	5X9	5X9
Hardware Telephone Assistance	X	X	X
Software Telephone Assistance	First 90 days	First 90 days	SGI O/S only, First 90 days
Software Updates	N/A	N/A	N/A
Supportfolio	X	X	X
Technical Newsletter	X	X	X

¹ Origin200 does not include installation

* Does not include system deinstallation and reinstallation

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N/A = Not applicable to this product warranty



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