

## Compaq's improved 3 year commercial monitor warranty provides superior levels of support compared to other total solution providers.

Effective with products purchased on or after August 23, 1999, Compaq provides a new standard 3 year Next-Business-Day Limited Warranty for high-end commercial monitors to customers North America, Europe, the Middle East, Africa, and Asia. This warranty backs Compaq's legendary quality with faster and more flexible service. For monitors, there is no other total solution provider offering comprehensive, three-year onsite warranty and Next-Business-Day Direct Replacement, which applies to the monitor independent of the PC with which it is sold. In addition, Compaq monitor warranties are redeemable worldwide .

The new terms and conditions of this warranty for high-end monitors will provide the following key benefits to our customers. We call this 3-3-3 NBD, meaning three years parts, labor and on-site and Next Business Day Direct Replacement service:

- Three-year parts coverage, including the CRT, LCD panel, and backlights
- Field (Service Provider) Labor and onsite coverage extended by two years to a total of three years
- Three year on-site service by authorized technicians
- Next business day (NBD) service through Compaq Next-Business-Day Direct Replacement
- Enhanced Compaq support without increased product prices

### Program Details

Due to the record high quality levels of Compaq high-end monitors, Compaq is able to expand warranty coverage on high end products. Effective with products invoiced on or after August 23, 1999 in North America , Europe, the Middle East, Africa , select countries in the Asia-Pacific regions of the world, and by Compaq-qualified global accounts worldwide, the new standard Compaq 3-3-3 NBD Limited Warranty supports Compaq's legendary quality with faster, more efficient and more flexible service.

The following Commercial Display products purchased in the areas listed above, and by Compaq-qualified global accounts worldwide will be covered under the 3-3-3 NBD Limited Warranty:

- P-Series Monitors (P75, P110, P1610)
- V-Series Monitors (V700, V900, V1000)
- Flat Panel Displays (TFT5000, TFT5000S, TFT8000)

The following key warranty components apply to the above products:

1. For parts coverage, Compaq monitors warranties have always included coverage of the CRT, LCD panel, and backlights (for LCD-based monitors). This coverage is superior to some

monitor warranties, which may not cover the CRT or the backlights for the full length of the warranty.

2. Parts, labor, and onsite service coverage is upgraded from 3-1-1 (3 years parts, 1 year Service Provider labor, 1 year onsite service) to 3-3-3. This extends coverage by two additional years to replace defective monitors, at the customer's place of business, for three years from the date of purchase.
3. Onsite service is now upgraded to three years (from one year). This support is provided by a Compaq authorized technician, providing superior support for customers who prefer that a technician come to their site, rather than delivering the monitor to a Service Provider.
4. Next-business-day coverage for monitors is provided through Next-Business-Day Direct Replacement. For customers who are comfortable with self set-up of monitors, this service provides the fastest and easiest replacement of a monitor. Next-business-day coverage will be effective on products purchased on or after August 23, 1999, but may take 30 to 45 days after the announcement to implement.
5. Global coverage<sup>1</sup> is provided, at no extra cost, to ensure that any product purchased in one country and transferred to another non-restricted country will remain fully covered under the original warranty.
6. Telephone technical support is provided free by specialized engineers twenty-four hours a day, seven days a week<sup>2</sup>, for Compaq and third party Compaq-qualified hardware or software products. In some regions a toll-free telephone service is provided, while in other regions a premium telephone line is required.

## Competitive Summary

The new monitor warranty on the specified products establishes Compaq as a leader and ensures that a total solution from Compaq provides the best coverage available.

**Table 1. Global Commercial Monitor Vendor Comparison**

Warranty T & C's	Compaq			Dell	HP	IBM	Viewsonic
	P Series	V-Series <sup>3</sup>	Flat Panel <sup>3</sup>	Displays	Displays	Displays	Displays
3-1-1 NBD				w/ Dimension Desktops			
3-3-0 2BD						*	*
3-3-1 2BD					*		
3-3-3 NBD	*	*	*	w/ OptiPlex Desktops			

<sup>1</sup> Global Warranty response times are based on commercially reasonable best efforts and may vary from country to country.

<sup>2</sup> 24x7 telephone support may not be available in all countries worldwide.

<sup>3</sup> V700, V900, V1000, TFT5000, TFT5000S, TFT8000.