

Overview for Support Account ID: SW-FRASERS



Support Quotation

Customer Address:
Support Warehouse Ltd
International Development Centre
Valley Drive,
Ilkley West Yorkshire
LS29 8PB

Customer Contact:
Tom brooksbank
Tel: 0800 316 1002
Fax:
E-mail tom.brooksbank@carepack.co.uk

HPE Address:
Hewlett-Packard Limited
Bracknell

HPE contact:
UK&I CHANNEL CONTRACT ADMIN
Tel: 44 (0) 2030278196
Fax:
E-mail UKIChannelFO@hpe.com

This quote is valid until 13.01.2019

This order is governed by the specific agreement referenced below in the comment section.
If none is identified, then Hewlett Packard Enterprise's standard terms will apply.
Either one is the "Agreement".

- Standard Terms: www.hpe.com/docs/customerterms
- Datasheets: www.hpe.com/info/mktlibrary

Your Support Access Options for Service Agreement Customers:

- To manage your service agreement online visit, <https://s360.hpe.com> OR <https://esam.hpe.com>
- To access HPE Support Centre visit, www.hpe.com/support/hpesc

Please have your Service Agreement ID and Product/Serial available to expedite your support experience.

System Handle	Service Agreement ID	Coverage Period From: To:	Description	Contract Total/GBP
FRASERS -01	108573448480	14.01.2019 08.12.2021	HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr	4,118.92
Full Contract price for SW-FRASERS				4,118.92

The Prices shown will be invoiced yearly in advance.

Detail for Support Account ID: SW-FRASERS

Support Quotation

Agreement No.
Your PO Reference:

Service Agreement ID: 1085 7344 8480

System Handle: FRASERS -01

HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr

HPE Reference No.: 55788785

Equipment Address:

Frasers Hospitality
Head Office
81 Cromwell Road
London
SW7 5BW

Software Update Address:

Frasers Hospitality
Head Office
81 Cromwell Road
London
SW7 5BW

Hardware Contact:

Phillip Turner
Tel: 0207 3415595
Fax:

Software Contact:

Phillip Turner
Tel: 0207 3415595
Fax:

This quote is valid until 13.01.2019

Coverage from: 14.01.2019 to: 08.12.2021

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/GBP
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H7J36AC HPE Foundation Care CTR SVC

*** Hardware ***

HPE Hardware Maintenance Onsite Support

Hardware Problem Diagnosis
Onsite Support
Parts and Material provided
6 Hr Call-To-Repair Time
24 Hrs Std Office Days
24 hrs, Day 6
24 hrs, Day 7
Holidays Covered
Enhanced Parts Logistics

Q9E99A	HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr CZ28130CV4	29.04.2021	1	123.00
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HW Support During Warranty

Q9E99A	HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr CZ28130CV4	30.04.2021	1	186.00
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Hardware Subtotal 186.00

Discounts -33.48

Total 152.52

Subtotal During Warranty 123.00

Discounts -22.14

Total During Warranty 100.86

HPE Collaborative Remote Support

Basic Software Phone Support
Collaborative Call Managemnt
24 Hours, Day 1-7 Phone Supp
Standard Response Time

Q9E99A	HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr CZ28130CV4		1	8.00
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The Prices shown will be invoiced yearly in advance.

Support Quotation
Agreement No.
Your PO Reference:

Service Agreement ID: 1085 7344 8480
System Handle: FRASERS -01
HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr
HPE Reference No.: 55788785



Product No.	Description	Serial No.	Coverage Period	Qty	Price/GBP
			from: to:		

Hardware Subtotal	8.00
Discounts	-1.44
Total	6.56

Discount Summary

Ch Mngd Con Hdr Dis% -18%	57.06-
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Hardware Total	194.00
Discount Total	-34.92
Contract Total	159.08
Contract During Warranty Subtotal	123.00
Total During Warranty Discounts	-22.14
Contract During Warranty Total	100.86

Hardware products under warranty

Q9E99A	HPE DL380 Gen10 X-B 3106 SP8157TV EU Svr CZ28130CV4	30.04.2018	29.04.2021	1
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The Prices shown will be invoiced yearly in advance.

Payment Schedule as of 28.01.2019

Support Account ID: SW-FRASERS

Settlement Period from: From: 14.01.2019 **to:** 08.12.2021

System Handle	14.01.2019	14.01.2020	14.01.2021
	13.01.2020	13.01.2021	08.12.2021
FRASERS -01	1,289.04	1,289.04	1,540.84
Total for the period			
suppoort warehouse	1,289.04	1,289.04	1,540.84

Print Date 28.01.2019

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The Prices shown will be invoiced yearly in advance. All amounts shown are in GBP unless otherwise indicated.
Registered Office: Cain Road, Bracknell, Berkshire, RG12 1HN. RegisteredNo: 690597