Overview for Support Account ID: SUPP-INBA



Support Quotation

Customer Address:

SUPPORT WAREHOUSE LTD INTERNATIONAL DEVELOPMENT CENTRE VALLEY DRIVE

ILKLEY WEST YORKSHIRE

Yorkshire LS29 8PB Customer Contact: Bozena Majka Tel: 0800 072 0950

Fax:

E-mail bozena.majka@supportwarehouse.com

HPE Address:

Hewlett-Packard Limited

Cain Road

Bracknell, Berkshire

RG12 1HN

HPE contact:

Elena Cojan

E-mail elena.cojan@hpe.com

This quote is valid until 16.08.2020

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.

- To log a call please telephone our Customer Care Reception on: 0845 161 0050

System Handle	Service Agreement ID	Coverage Period From: To:	Description	Contract Total/GBP
SUPPINBA-UK	108651932310	17.08.2020 16.08.2022	UNITED KINGDOM	3,839.59
Total for UNITED KINGDO	M			3,839.59
SUPPINBA-NL	108651932190	17.08.2020 16.08.2022	NETHERLAND	2,869.94
Total for NETHERLAND				2,869.94
SUPPINBA-SG	108651926805	17.08.2020 16.08.2022	SINGAPORE	3,175.19
Total for SINGAPORE				3,175.19

Single Payment for Duration

Overview for Support Account ID: SUPP-INBA



Support Quotation

Customer Address: SUPPORT WAREHOUSE LTD INTERNATIONAL DEVELOPMENT CENTRE **VALLEY DRIVE** ILKLEY WEST YORKSHIRE Yorkshire LS29 8PB

HPE Address: Hewlett-Packard Limited Cain Road Bracknell, Berkshire RG12 1HN

System Handle	Service Agreement ID	Coverage Period From: To:	Description	Contract Total/GBP
SUPPINBA-US	108651926745	17.08.2020 16.08.2022	UNITED STATES	2,462.89
Total for UNITED STA	ATES			2,462.89
Full Contract price for	GREAT BRITAIN			12,347.61



Support Quotation

Agreement No.Your PO Reference:

Service Agreement ID: 1086 5193 2310 System Handle: SUPPINBA-UK

UNITED KINGDOM

HPE Reference No.: 56784798

Equipment Address:

International Baccalaureate

Peterson House

Malthouse Avenue, Cardiff Gate

Cardiff CF23 8GL **Software Update Address:**

International Baccalaureate

Peterson House

Malthouse Avenue, Cardiff Gate

Cardiff CF23 8GL

Hardware Contact:

Sean Robson

Tel: 01707 648588

Fax:

Software Contact:

Sean Robson Tel: 01707 648588

Fax:

This quote is valid until 16.08.2020

Coverage from: 17.08.2020 to: 16.08.2022

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/GBP
Н7Ј32АС	HPE Foundation Care NBD SVC				
*** Hardware ***					
	HPE Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided Next Cov Day Onsite Response Std Office Hrs Std Office Days				
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ8170VHN CZJ8170VHT Hardware Subto Discounts Total	otal	1	55.00 55.00 110.00 -24.84 85.16
	HPE Collaborative Remote Support Basic Software Phone Support Collaborative Call Managemnt 24 Hours, Day 1-7 Phone Supp Standard Response Time				
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ8170VHN CZJ8170VHT Hardware Subto Discounts Total	otal	1	5.00 5.00 10.00 -2.26 7.74



Service Agreement ID: 1086 5193 2310 System Handle: SUPPINBA-UK UNITED KINGDOM

Product No.	Description	Serial No.	Coverage from:	Period to:	Qty	Price/GBP
Discount Summar						
Multi-Year Hdr Dis						3.60-
Ch Mngd Con Hdr						21.60-
Pre Payment HdrDi	sc% -2%					1.90-
*** Hardware ***						
··· Hardware ···						
UJ558AC	HPE Ind Std Svrs Return to HW Supp			16.09.2020		1,963.40
		Hardware Sul	ototal			1,963.40
		Discounts				-353.41
		Total				1,609.99
Discount Summar	v					
Ch Mngd Con Hdr						353.41-
		Hardware Total				2,083.40
		Discount Total				-380.51
		Contract Total				1,702.89



Support Quotation Agreement No.

Agreement No.Your PO Reference:

Service Agreement ID: 1086 5193 2190 System Handle: SUPPINBA-NL

NETHERLAND

HPE Reference No.: 56784796

Equipment Address:

International Baccalaureate Africa, Europe Churchillplein 6 2517 JW DEN HAAG THE NETHERLANDS

Software Update Address:

International Baccalaureate Africa, Europe Churchillplein 6 2517 JW DEN HAAG THE NETHERLANDS

Hardware Contact:

Sean Robson Tel: 01707 648588

Fax:

Software Contact:

Sean Robson Tel: 01707 648588

Fax:

This quote is valid until 16.08.2020 Coverage from: 17.08.2020 to: 16.08.2022

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/GBP
Н7Ј32АС	HPE Foundation Care NBD SVC				
*** Hardware ***					
	HPE Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided Next Cov Day Onsite Response Std Office Hrs Std Office Days				
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ6500J18 CZJ6290690 Hardware Subto Discounts Total	otal	1 1	51.07 51.07 102.14 -19.60 82.54
	HPE Collaborative Remote Support Basic Software Phone Support Collaborative Call Managemnt 24 Hours, Day 1-7 Phone Supp Standard Response Time				
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ6500J18 CZJ6290690 Hardware Subto Discounts Total	otal	1 1	4.57 4.57 9.14 -1.76 7.38



Service Agreement ID: 1086 5193 2190 System Handle: SUPPINBA-NL NETHERLAND

Product No.	Description	Serial No.	Coverage from:	Period to:	Qty	Price/GBP
D: 4.0						
Discount Summa						2.24
Multi-Year Hdr D						3.34- 16.18-
Special Neg HdrD						10.18- 1.84-
Pre Payment HdrI	DISC% -2%					1.84-
*** Hardware **	**					
UJ558AC	HPE Ind Std Svrs Return to HW Supp			16.09.2020		837.48
		Hardware Sub	ototal			837.48
		Discounts				-125.62
		Total				711.86
Discount Summa	ary					
Special Neg HdrD	Disc% -15%					125.62-
		Hardware Total				948.76
		Discount Total				-146.98
		Contract Total				801.78



Support Quotation Agreement No.Your PO Reference:

Service Agreement ID: 1086 5192 6805 System Handle: SUPPINBA-SG

REPUBLIC OF SINGAPORE 188778

SINGAPORE

HPE Reference No.: 56784793

Software Update Address:

International Baccalaureate

600 North Bridge Road

Equipment Address:

International Baccalaureate Ib Global Centre 600 North Bridge Road **REPUBLIC OF SINGAPORE 188778**

SINGAPORE

Software Contact:

SINGAPORE

Ib Global Centre

Sean Robson Tel: 01707 648588

Fax:

Hardware Contact:

Sean Robson Tel: 01707 648588

Fax:

This quote is valid until 16.08.2020 Coverage from: 17.08.2020 to: 16.08.2022

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/GBP
Н7Ј32АС	HPE Foundation Care NBD SVC				
*** Hardware ***					
	HPE Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided Next Cov Day Onsite Response Std Office Hrs Std Office Days				
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ70303XZ CZJ70303Y9 Hardware Subto Discounts Total	otal	1	60.35 60.35 120.70 -20.88 99.82
	HPE Collaborative Remote Support Basic Software Phone Support Collaborative Call Managemnt 24 Hours, Day 1-7 Phone Supp Standard Response Time				
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ70303XZ CZJ70303Y9 Hardware Subto Discounts Total	otal	1	5.71 5.71 11.42 -1.98 9.44



Service Agreement ID: 1086 5192 6805 System Handle: SUPPINBA-SG SINGAPORE

Product No.	Description	Serial No.	Coverage I from:	Period to:	Qty	Price/GBP
Discount Summar	v					
Multi-Year Hdr Dis						3.96-
Special Neg HdrDis	sc% -13%					16.66-
Pre Payment HdrDi	isc% -2%					2.24-
*** Hardware ***						
UJ558AC	HPE Ind Std Svrs Return to HW Supp			16.09.2020		635.58
		Hardware Sub	total			635.58
		Discounts				-82.63
		Total				552.95
Discount Summar	v					
Special Neg HdrDi						82.63-
		Hardware Total				767.70
		Discount Total				-105.49
		Contract Total				662.21



Support Quotation Agreement No.Your PO Reference:

Service Agreement ID: 1086 5192 6745 System Handle: SUPPINBA-US

UNITED STATES

HPE Reference No.: 56784792

Equipment Address:

International Baccalaureate Ib Global Centre

7501 Wisconsin Avenue MARYLAND MD 20814 **UNITED STATES**

Hardware Contact: Sean Robson Tel: 01707 648588

Fax:

Software Update Address:

International Baccalaureate

Ib Global Centre

7501 Wisconsin Avenue MARYLAND MD 20814

UNITED STATES

Software Contact:

Sean Robson Tel: 01707 648588

Fax:

This quote is valid until 16.08.2020 Coverage from: 17.08.2020 to: 16.08.2022

Product No.	Description	Serial No.	Coverage P	eriod	Qty	Price/GBP
			from:	to:		
Н7Ј32АС	HPE Foundation Care NBD SVC					
*** Hardware ***						
	HPE Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided Next Cov Day Onsite Response Std Office Hrs Std Office Days					
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ6510640 CZJ6510645 Hardware Subto Discounts Total	otal		1	48.78 48.78 97.56 -21.52 76.04
	HPE Collaborative Remote Support Basic Software Phone Support Collaborative Call Managemnt 24 Hours, Day 1-7 Phone Supp Standard Response Time					
818208-B21 818208-B21	HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr HPE DL360 Gen9 E5-2630v4 1P 16G 8SFF Svr	CZJ6510640 CZJ6510645 Hardware Subto Discounts Total	otal		1	4.57 4.57 9.14 -2.02 7.12



Service Agreement ID: 1086 5192 6745 System Handle: SUPPINBA-US UNITED STATES

Product No.	Description	Serial No.	Coverage P	eriod	Qty	Price/GBP
			from:	to:		
Discount Summary						
Multi-Year Hdr Disc9	% -3%					3.20-
Special Neg HdrDisc	% -18%					18.64-
Pre Payment HdrDisc	% -2%					1.70-
*** Hardware ***						
UJ558AC	HPE Ind Std Svrs Return to HW Supp			16.09.2020		569.57
		Hardware Sub	total			569.57
		Discounts				-102.52
		Total				467.05
Discount Summary						
Special Neg HdrDisc	% -18%					102.52-
1 0						
		Hardware Total				676.27
		Discount Total				-126.06
		Contract Total				550.21

Payment Schedule as of 12.08.2020

Support Account ID: SUPP-INBA

Settlement Period from: From: 17.08.2020 **to:** 16.08.2022

System Handle	17.08.2020
	16.08.2022
SUPPINBA-UK	3,839.59
Sub-total for:	
UNITED KINGDOM	3,839.59
SUPPINBA-NL	2,869.94
Sub-total for:	40000
NETHERLAND	2,869.94
SUPPINBA-SG	3,175.19
Sub-total for:	5,175.17
SINGAPORE	3,175.19
SUPPINBA-US	2,462.89
Sub-total for:	
UNITED STATES	2,462.89
Total for the period GREAT BRITAIN	12,347.61
GREAT BRITAIN	12,347.01

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Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2020	01.09.2020	01.10.2020	01.11.2020	01.12.2020	01.01.2021	01.02.2021	01.03.2021	01.04.2021	01.05.2021	01.06.2021	01.07.2021
	31.08.2020	30.09.2020	31.10.2020	30.11.2020	31.12.2020	31.01.2021	28.02.2021	31.03.2021	30.04.2021	31.05.2021	30.06.2021	31.07.2021
SUPPINBA-UK												
Hardware	794.68	951.56	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
Total monthly charge for:	794.68	951.56	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
Hardware	794.68	951.56	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
Sub-total for:												
UNITED KINGDOM	794.68	951.56	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
SUPPINBA-NL												
Hardware	374.16	469.58	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
Total monthly charge for:	374.16	469.58	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
Hardware	374.16	469.58	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
Sub-total for:												
NETHERLAND	374.16	469.58	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
SUPPINBA-SG												
Hardware	309.03	404.17	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
Total monthly charge for:	309.03	404.17										

Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2020	01.09.2020	01.10.2020	01.11.2020	01.12.2020	01.01.2021	01.02.2021	01.03.2021	01.04.2021	01.05.2021	01.06.2021	01.07.2021
	31.08.2020	30.09.2020	31.10.2020	30.11.2020	31.12.2020	31.01.2021	28.02.2021	31.03.2021	30.04.2021	31.05.2021	30.06.2021	31.07.2021
Hardware	309.03	404.17	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
Sub-total for:												
SINGAPORE	309.03	404.17	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
GVPPPVP L VG												
SUPPINBA-US Hardware	256.77	332.25	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Total monthly charge for:	256.77 256.77	332.25 332.25	83.16	83.16	83.16 83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Total monthly charge for:	250.77	332.25	83.10	83.10	83.10	83.10	83.10	83.10	83.10	83.10	83.10	83.10
Hardware	256.77	332.25	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Sub-total for:												
UNITED STATES	256.77	332.25	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Hardware	1,734.64	2,157.56	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24
Total for the period	,	,										
GREAT BRITAIN	1,734.64	2,157.56	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24

Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2021	01.09.2021	01.10.2021	01.11.2021	01.12.2021	01.01.2022	01.02.2022	01.03.2022	01.04.2022	01.05.2022	01.06.2022	01.07.2022
	31.08.2021	30.09.2021	31.10.2021	30.11.2021	31.12.2021	31.01.2022	28.02.2022	31.03.2022	30.04.2022	31.05.2022	30.06.2022	31.07.2022
SUPPINBA-UK												
Hardware	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
Total monthly charge for:	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
 .												
Hardware	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
Sub-total for:												
UNITED KINGDOM	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90	92.90
SUPPINBA-NL												
Hardware	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
Total monthly charge for:	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
Hardware	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92
Sub-total for:												
NETHERLAND	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92	89.92

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Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2021	01.09.2021	01.10.2021	01.11.2021	01.12.2021	01.01.2022	01.02.2022	01.03.2022	01.04.2022	01.05.2022	01.06.2022	01.07.2022
	31.08.2021	30.09.2021	31.10.2021	30.11.2021	31.12.2021	31.01.2022	28.02.2022	31.03.2022	30.04.2022	31.05.2022	30.06.2022	31.07.2022
SUPPINBA-SG												
Hardware	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
Total monthly charge for:	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
 .	400.04	400.04	400.04	400.04	400.04	400.04	400.04	400.04	400.04	400.04	400.04	400.04
Hardware	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
Sub-total for:	100.26	109.26	100.26	100.26	100.26	100.26	100.26	100.26	100.26	100.26	100.26	109.26
SINGAPORE	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26	109.26
SUPPINBA-US												
Hardware	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Total monthly charge for:	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Hardware	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
Sub-total for:												
UNITED STATES	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16	83.16
1												

Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2021 31.08.2021	01.09.2021 30.09.2021	01.10.2021 31.10.2021	01.11.2021 30.11.2021	01.12.2021 31.12.2021	01.01.2022 31.01.2022	01.02.2022 28.02.2022	01.03.2022 31.03.2022	01.04.2022 30.04.2022	01.05.2022 31.05.2022	01.06.2022 30.06.2022	01.07.2022 31.07.2022
Hardware	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24
Total for the period	373.24	373.24	373.24	373.24	373.24	373.24	373.24	373.24	373.24	373.24	373.24	3/3.24
GREAT BRITAIN	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24	375.24

Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

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Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2022
	31.08.2022
SUPPINBA-SG	
Hardware	58.27
Total monthly charge for	
Total montally charge to	30.27
Hardware	58.27
Sub-total for:	
SINGAPORE	58.27
SUPPINBA-US	
Hardware	44.35
Total monthly charge for	r: 44.35
Hardware	44.35
Sub-total for:	
UNITED STATES	44.35

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Support Account ID: SUPP-INBA

Breakdown of charges for period: From: 17.08.2020 to: 16.08.2022

System Handle	01.08.2022			
	31.08.2022			
Hardware	200.13			
otal for the period				
REAT BRITAIN	200.13			

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