



Escalation Support Program

Flexible • Accessible • Responsive

BENEFITS

- Provides a simple solution for deploying, maintaining and supporting Palm™ handheld solutions
- Increases employee efficiency and productivity
- Raises your support self-sufficiency
- Enables faster turnaround time for service

Maximizing your investment in Palm™ handheld devices.

The combination of improved design and a wide variety of powerful applications has transformed the Palm™ handheld computer from a consumer accessory to an indispensable business tool. In fact, Palm products and accessories are rapidly being added to the standards list by large corporate and government institutions. To help companies support the growing base of Palm handhelds and to protect their investment in these devices, we've created the Palm Escalation Support program.

Program Overview

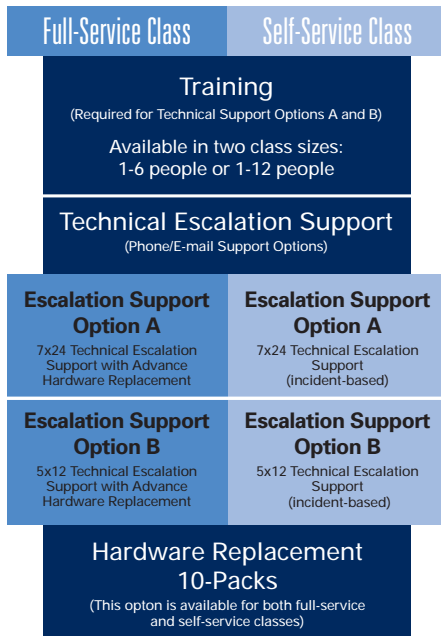
Palm Escalation Support aids your technical support team in supporting Palm handhelds just as they would any other critical business tool. The program offers specialized technical training, escalation support, hardware replacement, and other valuable options. The comprehensive Advance or on-site Hardware Replacement 10-packs offerings reduce downtime when your devices need to be replaced quickly. Finally, the program provides the framework your technical support team needs to implement an effective support standard for these increasingly popular devices.

Above all, with Palm Escalation Support, you're in control of a vital business tool enabling you to increase your organization's self-sufficiency and benefit from greater employee productivity and satisfaction.

How it Works

The Palm Escalation Support program is designed to be flexible enough to meet a wide variety of business needs. Consisting of multiple support offerings, you simply choose the options that best fit your needs.

For greater flexibility, we have divided this support program into two service classes. The full-service class is ideal for companies that want extensive technical and hardware replacement support from Palm. The incident-based, self-service class, combined with hardware replacement packs, is perfect for companies that desire more direct control over their Palm support program.



Customizing Your Palm Escalation Support Program

Step One

Determine how many support personnel you would like trained

- ☐ 1-6 people
- ☐ 1-12 people

Step Two

Choose a Service Class

- ☐ Full-Service (phone/e-mail access and advance hardware replacement for each registered Palm™ device)
- ☐ Self-Service (incident-based phone/e-mail access with self-administered hardware replacement using replacement 10-packs)

Step Three

Select a Technical Escalation Support Option

- ☐ 7 x 24 (7 days a week, 24 hours a day)
- ☐ 5 x 12 (5 days a week, 12 hours a day)

Step Four

Determine whether you need supplemental hardware replacement 10-packs and which models you need

Palm Escalation Support service offerings can be purchased from authorized Palm commercial resellers, and you can always purchase additional program components as your needs grow. Once the support offerings are purchased and your internal support staff successfully completes training, your support team is ready to provide support to your Palm handheld users and Palm Escalation Support commences. It's as simple as that!

For a current list of authorized Palm commercial resellers, please call 1-888-223-4817.

Each Palm Escalation Support Agreement is valid for one year. Palm Escalation Support offerings are currently available only in the United States.

Frequently Asked Questions

Q What is the difference between the full-service and self-service support classes?

A *The full-service class gives your support engineers access to Palm Escalation Support. It also includes an Advance Hardware Replacement feature that provides next-day replacement for any failed or broken Palm™ handheld.*

With the self-service class, call escalation is handled on a per-incident basis and hardware replacement is self-managed using on-site replacement units. You simply purchase the quantity of call incidents and hardware replacement 10-packs that best fit your particular needs.

Q What is the cost for participating in this program?

A *Since this program is designed to be flexible and customizable to fit the individual needs of each enterprise, one price is not applicable to all customers. Prices vary according to the service offerings you select to create your portfolio of escalation support services. The authorized Palm commercial reseller with whom you choose to work can assist you in determining pricing for the escalation support offerings you select. For an overview of prices, please refer to the pricing guide included in the program folder.*

For More Information

To find out more about how the Palm Escalation Support program can make your company's support efforts efficient and productive, consult the datasheets in this folder or contact your authorized Palm commercial reseller. You can also visit our web site at <http://www.palm.com/support/enterprise> or send an e-mail to Palm's enterprise sales support at palm_enterprise@palm.com.



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