A new method of pricing Joint-Ware Software Contracts

You'll find that your new software support services listed on your services agreement will now show the type of server/CPU that is running the operating environment/operating system under support. This is a separate listing from any hardware support that you may have purchased. The pricing for your software services will be based on the type of server/CPU hosting the software. If you have a software-only contract and HP does not have an exact inventory of your server/CPU, we have defaulted the server model based on the original tier. Therefore, please note that while your quote may not reflect the correct server/CPU, it will reflect the correct pricing based on the tier. Please take a moment to validate that we have the correct information. We use this information to ensure we are providing you with the proper software support as well as the best customer experience possible when you access and use your software support services. If you would take a moment to validate that we have the correct information, it would be greatly appreciated.