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STANDARD SERVICE COMPONENTS				
Technical Assistance (web and phone)			▲	▲
Software updates, versions and revisions			▲	▲
Technical escalation management			▲	▲
Access to HP Software Support Online - 24/7 technical knowledge base and user forum			▲	▲
Software media download				▲
Patch notification			▲	▲
Response Time	1 HOUR	1 HOUR	From one hour to one business day, based on incident severity level	From two hours to one business day, based on incident severity level
U.S. – based senior support engineers				
Customer to Support Rep Ratio less than 10:1				
Hours of Coverage	24/7 & 9/5	24/7 & 9/5	24/7 & 9/5	24/7 & 9/5
ENHANCED SERVICE COMPONENTS <i>Evergreen Software Support includes the following nine features at a rate competitive with HP Standard. HP Premier Response is available only to select customers at an additional cost.</i>				
Personalized contract and history review, and resource introduction call			▲	
Incident queue priority status			▲	
Assigned primary point of contact for incident reporting			▲	
After-hours, per incident support available to 9/5 customers ³				
Lead communication and resolution of incidents involving third-party software vendors on your behalf			▲	
Proactive and ongoing review of operational support needs				
Simplified support contract management and quoting				
Notification of critical product problem(s) and announcements				
Formally manage escalations on your behalf			▲	
EVERGREEN ENHANCED SUPPORT COMPONENTS				
Proactive review and consolidation of licenses and support contracts (to reduce costs)				
Access to custom Evergreen applications and tools for enhanced performance*				
Complimentary full access pass (one) to HP Discover conference				
Provide an Account Support Plan outlining deliverables, assigned contacts, and escalation & support procedure				
Onsite kickoff and reviews ¹				
Onsite support available ²				
Proactively maintain and deliver operational profile, tracking environment variables and product customizations				
Access to assigned/named engineer contact; access to expert implementation consultants				



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^{*}Custom applications created for support customers remain property of Evergreen; includes Evergreen Enhanced Custom Reporting tools for CAE and DDMI, and Remote Custom client administration tool.

¹Onsite kickoff and reviews are travel-exclusive.

²Onsite support is at an additional cost and subject to current support consulting rates plus travel expenses.

³Billed at a per incident rate of \$550, for up to 2 hours of support (as of publication date). Additional restrictions apply. Please ask your Evergreen representative for details and current rates.