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PANASONIC SERVICE LEVEL PACKAGES / WARRANTY CHANGES *EFFECTIVE APR. 1*

Panasonic Computer Solutions Company has made service-level program adjustments effective April 1, 2009. The primary change is that some of the services that were included with the standard warranty are now upgraded to new Preferred and Premier packages.

The following services have been removed from the base (warranty) plan and packaged into the Preferred and Premier service plans:

- 24/7 Tech Support
- Technical Field Support
- Faster Repair Times
- Paid Freight and Free No-Fault-Found Repair

The following page includes a breakdown of what is included in the Base (standard warranty), Preferred and Premier service packages. The Toughbook Plus plan is for individuals who do not buy a plan when they purchase their Toughbook, but find they need one down the road. You will notice that this plan option does not provide all of the benefits of the Preferred Package. While Panasonic Toughbooks are some of the most reliable laptops on the market, things can happen. You are money and time ahead to purchase the Preferred Plan at the time you purchase your Toughbook!

The third page covers the individual plans, services, etc. and gives a breakdown of the number of years for each option, plus the price.

As always, we are here to answer any questions you may have about Panasonic Toughbooks and their Service Packages, Extended Warranties and Accessories. Please give us a call at 1-800-221-7702 to discuss any questions you may have or to place an order.