

Territorial Supplies, Inc.

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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.

NEW BUNDLED SERVICE-LEVEL OFFERINGS AVAILABLE AS OF APRIL 1, 2009

PANASONIC SERVICE LEVELS							
Service-Level Program		Toughbook Preferred	Toughbook Premier			Base	Toughbook Plus
Deployment Program Term		N/A	3 Years	4 Years	5 Years	N/A	N/A
SKU if Sold Separately		CF-S09SLB	CF-S09SLC3	CF-S09SLC4	CF-S09SLC5	N/A	CF-S09SLA
SRP		\$80	\$180	\$210	\$240	N/A	\$60
Model/SKU Designator		Bundled SKUs available based upon pending business case					Not Embedded / After Point of Sale
Services – Life of the Product	Technical Hotline Support	Toll-Free Number 24/7/365 Average Hold Time of 60 Seconds or Less	Toll-Free Number 24/7/365 Average Hold Time of 60 Seconds or Less			Toll-Free Number 8 a.m. – 8 p.m. EST Monday – Friday No Federal Holidays	Toll Free Number 24/7/365 Average Hold Time of 60 Seconds or Less
	Parts Availability	7 Years	7 Years			5 Years	7 Years
	Recycling Services	Yes	Yes			Yes	Yes
In-Warranty Services	Repair Turn-Around Time	2 Days – Average at 80% – Preferred Handling	2 Days – Average at 80% – Preferred Handling			3-4 Days – Average at 80%	3-4 Days – Average at 80%
	Priority Exchange	Air Ship	Air Ship			Ground	Ground
	Shipping (Continental USA)	Next-Day Service; Panasonic Pays Both Ways	Next-Day Service; Panasonic Pays Both Ways			Customer Pays to NSC; Panasonic pays for Return	Next Day Service Panasonic Pays Both Ways
	Panasonic Field-Consulting Support	1 Annual – 8 Hour Visit On-Site Technical Consulting or Training If Own => 250 Preferred Units	2 Annual – 8 Hour Visits On-Site Technical Consulting or Training If Own => 250 Premier Units			N/A	N/A
	No-Fault-Found Repair Units	Customer Not Charged	Customer Not Charged			Customer Charged Flat Rate of \$145 + Shipping	Customer Charged Flat Rate of \$145 + Shipping
	Minor Cosmetics	Yes	Yes			N/A	N/A
	On-Line Service Analysis	Yes	Yes			N/A	N/A
Deployment/Support Programs	Customer Image (Deployment)		Yes				
	Asset Tagging (Deployment)		Yes				
	Product Shipping (Deployment)		Yes (Ground)				
	Service Unit Re-Image with Shipping		Yes				
	Asset Management Program		Yes				

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PANASONIC TOUGHBOOK SERVICE-LEVEL PROGRAMS

Toughbook Service Level Programs				
	SKU	Term	Service Type	SRP
Service Level Programs	CF-S09SLA	3 Years	Toughbook Plus Service Level Program	\$ 60.00
	CF-S09SLB	3 Years	Toughbook Preferred Service Level Program	\$ 80.00
	CF-S09SLC3	3 Years	Toughbook Premier Service Level Program	\$ 180.00
	CF-S09SLC4	4 Years	Toughbook Premier Service Level Program	\$ 210.00
	CF-S09SLC5	5 Years	Toughbook Premier Service Level Program	\$ 240.00

Toughbook - TFM / Field Consulting Programs				
	SKU	Term	Service Type	SRP
Field Consulting	CF-S09TFMCNS	Single Event	On-Site Field Consulting Visit - Per Day	\$ 1,200.00
	CF-S09TFMTVL	Single Event	On-Site Field Consulting Travel	\$ 1,500.00

Toughbook Hardware Warranty Service Programs				
	SKU	Term	Service Type	SRP
Extended Warranty	CF-SVCLTEXT2Y	2 Years	Extended Warranty - Laptop	\$ 350.00
	CF-SVCLTEXT1Y	1 Years	Extended Warranty - Laptop	\$ 200.00
	CF-SVCLTEXTAPOS2Y	2 Year	Extended Warranty - Laptop APOS Years 4&5	\$ 410.00
	CF-SVCLTEXTAPOS1Y	1 Year	Extended Warranty - Laptop APOS Year 4	\$ 260.00
	CF-SVCLTEXTAPOSY5	1 Year	Extended Warranty - Laptop APOS Year 5	\$ 325.00
	CF-SVCDSXT2Y	2 Years	Extended Warranty - (Dock Stations/Port Rep)	\$ 100.00
Battery Ext-Warr	CF-SVCBSXT1Y	1 Years	Extended Warranty - (Dock Stations/Port Rep)	\$ 60.00
	CF-SVCBATTXT4Y	4 Years	Extended Warranty - Battery	\$ 530.00
	CF-SVCBATTXT3Y	3 Years	Extended Warranty - Battery	\$ 385.00
Protection Plus	CF-SVCBATTXT2Y	2 Years	Extended Warranty - Battery	\$ 245.00
	CF-SVCLTNF5Y	5 Years	Protection Plus - Laptop	\$ 800.00
	CF-SVCLTNF4Y	4 Years	Protection Plus - Laptop	\$ 500.00
	CF-SVCLTNF3Y	3 Years	Protection Plus - Laptop	\$ 250.00
	CF-SVCDSNF3Y	5 Years	Toughbook Protection Plus (Dock/Port Rep)	\$ 225.00
	CF-SVCDSNF2Y	4 Years	Toughbook Protection Plus (Dock/Port Rep)	\$ 160.00
Hot Swap	CF-SVCDSNF1Y	3 Years	Toughbook Protection Plus (Dock/Port Rep)	\$ 75.00
	CF-SVCHSM5Y	5 Years	Hot Swap Management	\$ 180.00
	CF-SVCHSM4Y	4 Years	Hot Swap Management	\$ 140.00
On-Site Service	CF-SVCHSM3Y	3 Years	Hot Swap Management	\$ 110.00
	CF-SVCLTOSUS5Y	5 Years	On-Site Service - USA / Europe / Asia	\$ 625.00
	CF-SVCLTOSUS4Y	4 Years	On-Site Service - USA / Europe / Asia	\$ 425.00
	CF-SVCLTOSUS3Y	3 Years	On-Site Service - USA / Europe / Asia	\$ 175.00
	CF-SVCLTWME5Y	5 Years	On-Site Service (Other Regions)	\$ 750.00
	CF-SVCLTWME4Y	4 Years	On-Site Service (Other Regions)	\$ 500.00
HDD Warr	CF-SVCLTWME3Y	3 Years	On-Site Service (Other Regions)	\$ 250.00
	CF-SVCHDD5Y	5 Years	Hard drive warranty - no return of def. drive *	\$ 100.00
	CF-SVCHDD4Y	4 Years	Hard drive warranty - no return of def. drive *	\$ 75.00
CF-SVCHDD3Y	3 Years	Hard drive warranty - no return of def. drive	\$ 50.00	

*must purchase whole unit extended warranty

Toughbook - Logo Badges				
	SKU	Term	Service Type	SRP
Logo Badges	CF-SVCLOGO50	Deployment	Branding Badge * 50 unit (minimum) - 99 Units	\$ 47.00
	CF-SVCLOGO100	Deployment	Branding Badge * 100 - 249 units	\$ 35.00
	CF-SVCLOGO250	Deployment	Branding Badge * 250 - 499 units	\$ 32.00
	CF-SVCLOGO500	Deployment	Branding Badge * 500 - 999 units	\$ 28.00
	CF-SVCLOGO1K	Deployment	Branding Badge * 1000 - 2499 units	\$ 22.00
	CF-SVCLOGO2K5	Deployment	Branding Badge * 2500 units minimum	\$ 17.00

Toughbook - Computrace Service Programs				
	SKU	Term	Service Type	SRP
Absolute Software / Computrace	CF-SVCASCDP5Y	5 Years	Computrace Data Protection (Channel)	\$ 120.00
	CF-SVCASCDP4Y	4 Years	Computrace Data Protection (Channel)	\$ 100.00
	CF-SVCASCDP3Y	3 Years	Computrace Data Protection (Channel)	\$ 80.00
	CF-SVCASCT5Y	5 Years	ComputracePlus (Channel)	\$ 141.00
	CF-SVCASCT4Y	4 Years	ComputracePlus (Channel)	\$ 120.00
	CF-SVCASCT3Y	3 Years	ComputracePlus (Channel)	\$ 99.00
	CF-SVCASCTC5Y	5 Years	Computrace Complete (Channel)	\$ 189.00
	CF-SVCASCTC4Y	4 Years	Computrace Complete (Channel)	\$ 159.00
	CF-SVCASCTC3Y	3 Years	Computrace Complete (Channel)	\$ 129.00
	TPP + CT Plus Bundle	CF-SVCLTNACT5Y	5 Years	TB Protection Plus / ComputracePlus
CF-SVCLTNACT4Y		4 Years	TB Protection Plus / ComputracePlus	\$ 620.00
CF-SVCLTNACT3Y		3 Years	TB Protection Plus / ComputracePlus	\$ 349.00

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2/25/09

SKUs and pricing are subject to change without notice.
 Please contact your PSM for the latest information.

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Panasonic ideas for life

