

Get ready to enter
a whole new
world of support.

Introducing SolarisSM Service Plans.



solaris™



Sun[®]
microsystems



Highlights

- Low, subscription-based pricing beats the competition, is predictable, and helps lower your Total Cost of Ownership (TCO).
- Scalable levels of service to match your requirements for each system, with support pricing based on the number of processor sockets.
- Delivers a growing price advantage for current and future generations of multi-core processor systems.
- Customers can receive Solaris support from Sun on their choice of platforms, including x86, x64 and SPARC®.
- At Sun, your support is our priority. Rather than depending on support from a community, whose priorities may be quite different from yours, you can depend on Sun to receive the quality and timely support you need.


SolarisSM Service Plans Now With Subscription-based Pricing in Tiered Options to Meet Your Specific Business Needs.

Premium, Standard & Basic Options

Sun's new subscription-based Solaris Service Plans give you a flexible, cost-efficient choice of three software support levels to match your needs: Premium, Standard, and Basic.

Solaris Service Plans are offered at a low, predictable and scalable "per processor socket" price. With Sun's innovative socket-based support pricing, even as you install higher performance processors, your Services Plan prices remain the same. This price model becomes even more advantageous down the road. As Sun becomes the leader in higher performance, multi-core and multi-threaded processors, your Service Plan pricing will remain low.

End users who download and register will have the opportunity to download future full releases of Solaris and will receive automated security patches. Higher levels of support (all other patches, updates, phone/technical support, etc.) are available through the following flexible, inexpensive Solaris Service Plans.

 solaris	Premium Service Plan	Standard Service Plan	Basic Service Plan
Sun Technical Support	24/7 Live call transfer	8am-8pm, M-F 4hr response	Not Included
Interoperability Support	✓	Not included	Not Included
Solaris OS Updates	✓	✓	✓
Sun Update Connection <small>(scheduled for mid-2005 availability)</small>	✓	✓	✓
Online Services	✓	✓	✓
Support Bulletins	✓	✓	✓
Educational Services	* Sun skills assessment * Solaris 10 Web course	* Sun skills assessment * Solaris 10 Web course	* Sun skills assessment
US List Price* / per Socket / per Year / for up to 8 sockets	\$360	\$240	\$120

*The price is based on U.S. list price. All prices quoted are in U.S. dollars. Local prices may vary. Prices are subject to change.

SolarisSM Service Plan Details

Feature	How it Works	Benefit
Sun Technical Support	When you choose a Premium or Standard Service Plan, you have unlimited access to Solaris telephone and online technical support during the stated coverage hours. With Premium, you also enjoy immediate live call transfer.	With Sun's experts only a phone call or a few clicks away, you're armed with the help you need to quickly resolve issues, answer questions and keep your systems running like a champ.
Interoperability Support	Sun takes accountability for tough-to-isolate interoperability issues and then leverages cooperative support agreements with key software, hardware and networking vendors to speed resolution.	A must-have for critical systems, Sun's Interoperability Support helps you eliminate vendor fingerpointing and quickly troubleshoot complex network computing problems.
Solaris OS Updates	Solaris 10 is free software (downloads only), but an active Sun Service Plan is required to receive the majority of ongoing updates and patches. With your Solaris Service Plan, you're covered.	If you are running the Solaris OS in a business environment, access to continuous updates is crucial. These updates help ensure a secure, high-performance.
Sun Update Connection <small>(scheduled for mid-2005 availability)</small>	You receive automatic notification of new Solaris OS software updates and the ability to perform single-system or multi-system remote updating.	You are immediately aware of new updates and have the sophisticated tools you need to help you quickly assess and deploy changes.
Online Services	With your Service Plan, you get access to Solaris Sys Admin resources and services including Sun knowledgebases, online ticket tracking, exclusive technical articles and more.	With easy, 24/7 access to Sun's award-winning online resources, you're able to manage your systems better and really get all of what Solaris has to offer.
Support Bulletins	You receive Sun support alerts via e-mail in addition to other optional Sun notification services and customer communications.	Sun's unique early warning system (only available to Service Plan holders) allows you to stay in-the-know and to effectively mitigate business risk.
Educational Services	Your Service Plan entitles you to certain educational services to help you get up to speed on Solaris 10 OS and keep your skills honed over time.	Our Skills Assessment helps you identify strengths and skill gaps. With a Premium or Standard Service Plan, you also receive a complementary Web-based Solaris 10 course.

Notes: Complete Sun Update Connection functionality is scheduled for mid-2005 availability. Availability of specific service levels, features, coverage hours and response times may vary by location or host system type. Response times are determined by customer-defined priority. The response times shown are for service requests designated by the customer as "Priority 1". Per Socket means physical processor or "populated socket". Pricing is not charged 'per core' on multi-core systems. The Solaris Basic Service Plan is available for 1-8 socket systems only. The Solaris Standard Service Plan is \$480 per socket/per year for systems over 8 sockets. The Solaris Premium Service Plan is \$600 per socket/per year for systems over 8 sockets.

How to Order

You can order your Sun Service Plan online at sun.com/service/solaris10, or by contacting a Sun sales representative or authorized reseller (US customers only.)

Which Sun Service Plan is Right For You?

Configuration

Running Solaris 10 OS on Sun hardware



SunSpectrumSM Service

- Best value in integrated, whole-system support (Solaris OS subscription plus hardware services)
- Tech support tiered for your needs
- Solaris OS updates and hardware service coverage included
- Sun technical support and comprehensive online services
- Sun support bulletins and Web-based training

If you are running Solaris 10 OS on Sun hardware, then a SunSpectrum Service plan is right for you.

Configuration

Running Solaris 10 OS on non-Sun x86 or x64 hardware



SolarisSM Service Plan

- Your system is performing an important function
- Solaris OS support from the source — Sun Microsystems
- Ongoing access to Solaris OS updates, online resources
- Solaris OS technical support
- Sun support bulletins and web-based training

If you are running Solaris™ 10 on non-Sun x86 or x64 hardware, then a SolarisSM Service Plan is right for you.

