

Changes to Sun Education Essentials Hardware Promotion Program
Effective September 29,2009.

1. Q: What has changed with the Sun Education Essentials Program?
A: Effective September 29th, 2009 (29September2009) Edu Essentials will begin to offer ATO (Assemble to Order) products on the Program.
2. Q: Why is Education Essentials making this change?
A: ATO offers Sun customers greater flexibility to create the workstation, server, or storage system that better suits their computing needs.
3. Q: What do you mean by ATO (Assemble to Order)?
A: ATO's are individual component parts that can be installed in a system chassis to create a custom configuration. i.e. cpu, memory, drives etc.
4. Q: What's the difference between ATO (Assemble To Order) and PTO (Pick to Order)?
A: ATO's are separate component parts that can be configured together to create a customized workstation, server or storage system. PTO (Pick to Order) is a pre-bundled workstation, server or storage system, where a customer is limited to what has been pre-configured by Sun.
5. Q: Can a customer submit a purchase order without a quote?
A: No. Customers must request a quote from Sun or a Sun Authorized Education Partner/Reseller to insure they are purchasing valid configurations. Sun or it's Authorized Education Partner/ Reseller reserve the right to refuse shipment/sale of a non valid configuration. Purchase orders received without a quote or a quote reference could be subject to delays or cancellation.
6. Q: Can I purchase an ATO component as a stand alone option?
A: No. All ATO components must be purchased in a valid system configuration. Customers who need stand alone components can purchase the commercial part numbers and apply their normal contractual discounts to the product.
7. Q: I don't see a component/product that I want to include in my configuration on the Education Essentials promotion list. Can I still purchase it with the configuration?
A: Yes. Components/products not offered on promotion will be priced at US list price less any contractual discounts customers are entitled to. Customers outside of the US will need to contact their local Sun representative or Sun Authorized Education Reseller for pricing and availability of program in their country.

Still have questions? Send an email to: ProgramsOffice@Sun.Com

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