

New Hampshire Insurance Company
Gateway Extended Service Plan
Business Services

Throughout this Gateway Extended ServiceSM Plan (“Plan”) the words “we”, “us”, and “our” refers to the New Hampshire Insurance Company. The words “you” and “your” refer to the purchaser of this Plan.

This Plan extends the term of the manufacturer's limited warranty coverage and technical support coverage for the Gateway or eMachines-branded personal computer, server or other Gateway or eMachines-branded hardware identified on your invoice. This Plan may include additional services described below. Please refer to your invoice for the services that you have purchased. This Plan, your invoice and any other evidence of purchase of the Plan constitute the entire agreement relating to this Plan. All Plan coverage commences on the date your product is shipped by Gateway and lasts for the period stated on your Gateway invoice. This Plan covers manufacturer's defects in material and workmanship that are the result of normal usage.

Limited Warranty:

Please refer to the Gateway Limited Warranty Agreement, located on page 3 of this booklet for the coverage, duration and terms of your limited warranty. The limited warranty is provided by Gateway and not by us.

Technical Support:

We will provide technical support to you for your personal computer or server during the term of this Plan. The scope and terms of technical support are described in the Gateway Limited Warranty Agreement.

OPTIONAL SERVICES:

On-Site Warranty Service. On-site services are available only in the United States and are not available for mice, monitors, keyboards, docking stations, and similar external components of the product.

- **Basic On-Site.** We will install replacement parts in your product as necessary to correct defects covered under your limited warranty. If we reasonably determine that you are not able to install a replacement part yourself, we may, at our discretion, dispatch a service representative to your location to install the part.
- **Gateway Server Hardware Diagnostic Services.** Under this service, we will dispatch an authorized technician to your place of business to diagnose issues covered under the limited warranty applicable to your Gateway server. To initiate on-site diagnostics, you must contact us and we will attempt to diagnose and resolve your issue remotely. If we determine that your issue cannot be diagnosed over the phone, then within 4 hours we will dispatch an on-site technician to complete the diagnosis of your issue. We will work diligently to resolve your issue, but it cannot guarantee that your issue will be resolved in any particular time. The on-site visit will be for issue diagnostics only. If the technician determines that a replacement part or product is needed, it will be ordered and installed under Gateway's standard on-site service policies. You may purchase coverage under this service for terms of up to 3 years, running from the date of shipment of the product. Because this service is not available in some locations, we may not be able to provide the service if you move your server product from the location to which it was originally shipped by us.
- **Gateway Server 2 and 4-Hour Response Service.** Under this service, we will dispatch an authorized technician to your place of business to diagnose and repair issues covered under the limited warranty applicable to your Gateway server. On-site repairs under this service apply to components of the product necessary to keep it up and running as determined by us. This is not available in all locations. To initiate on-site diagnostics and repair, you must contact us and we will attempt to diagnose and resolve your issue remotely. If we determine

that on-site repair service is necessary to restore your product to an up-and-running condition, then within 2 or 4 hours (depending on your service plan) we will dispatch an on-site technician to complete the diagnosis of your issue and install replacement parts as necessary to restore your product to an up-and-running condition. We will work diligently to resolve your issue, but we cannot guarantee that your issue will be resolved in any particular time. Your coverage begins from the date of shipment of the product. Because this service is not available in some locations, we may not be able to provide the service if you move your product from the location to which it was originally shipped by Gateway. This service may not be available for up to 30 days after your product is delivered to you, depending on your system configuration and parts stocking levels in your service area. During this start-up period, we will attempt to restore your product to an up-and-running condition as soon as possible.

- **Gateway 4-Hour Advanced Exchange Parts Replacement Service.** Under this service, we will dispatch replacement parts to your place of business within 4-hours of completing phone technical support diagnostics when replacement parts are required to restore your product to an up and running condition. To initiate this service you must contact us and we will attempt to diagnose and resolve your issue remotely. If we determine replacement parts are required to restore your product to an up-and-running condition, then within 4 hours we will dispatch replacement parts to your place of business. You are responsible for packaging and shipping of the defective component to us. Your coverage begins from the date of shipment of the product. This service is not available in all locations. Because this service is not available in some locations, we may not be able to provide the service if you move your product from the location to which it was originally shipped by us. This service may not be available for up to 30 days after your product is delivered to you, depending on your system configuration and parts stocking levels in your service area. During this start-up period, we will attempt to restore your product to an up-and-running condition as soon as possible.
- **One-Time Battery Replacement For Laptops.** We will provide a one-time replacement of the battery for your laptop computer if we determine, in our sole discretion, that the original battery fails to perform to specifications.

Installation Services. The following services are available in the United States.

- **Basic Installation Services.** An authorized technician will install and verify the operation of your product. This service does not include network installation.
- **Network Installation Services.** An authorized technician will install and connect the network cards, applicable software and products purchased from Gateway as part of a business network solution. You must ensure that proper network wiring is available and that your existing products meet the minimum requirements necessary for connection to your network. Please call us for information on the minimum requirements for this service. **Please Note:** The technician will not perform troubleshooting on your network wiring. All troubleshooting of wiring requested by you shall be subject to a separate fee. If installation services are required to be rescheduled due to network wiring issues, you may incur additional charges.
- **Data Migration Services.** An authorized technician will transfer data from an old personal computer to a new product purchased from Gateway. The cost of this service is based on the amount of data that is transferred: up to 200 mb, 400 mb, and greater than 400 mb. In addition, you may be charged extra fees if you do not perform all of your responsibilities as set forth below or if it is necessary to reschedule service because you have not performed these responsibilities. Only data files of standard format (e.g. *.xls, *.doc, *.ppt file extensions) will be transferred, no individual file may exceed 95 mb, no application software, operating system software, or databases will be transferred, and the operating system of the old personal computer must be Microsoft 3.1 or a subsequent release. Please call us for information on additional technical requirements for this service. Data migration services are available only in conjunction with system installation services. Data migration service is available in the continental United States. In addition to the other responsibilities set forth in this Plan, you are responsible for completing the following tasks before the technician arrives:

- a. Creating a single folder (or directory) named “**Migrate**” and transferring to this folder all data that you want transferred from your old personal computer to your new product;
 - b. Conducting an anti-virus scan on the data prior to the service appointment;
 - c. Ensuring all aspects of software security, including performing and reloading backups and licensing;
 - d. Converting data to new file formats (e.g. WordPerfect to Word);
 - e. Noting the size of “**Migrate**” folder or directory before and after migration service to ensure that all data was successfully transferred;
 - f. Ensuring that systems are prepared and functional for migration services;
 - g. Creating a backup copy of all data that will be transferred;
 - h. Ensuring that there are an adequate number of electrical outlets for old equipment and new equipment to be utilized at the same time;
 - i. Ensuring that old equipment is in working condition for data migration services (e.g. functional serial/parallel ports, system boots properly, etc.);
 - j. Obtaining “quick fixes” from OEMs that you may need to address any compatibility issues that occur post migration.
- **De-installation Services.** We will disconnect the monitor, keyboard, mouse, and peripherals from your old personal computer, box the system using packing materials you supply (you may use the packing materials from your new product, if sufficient), and transport the old system to a central location within the same building or floor on a dolly or utility cart that you supply. Deinstallation services are available only in conjunction with system installation services.
 - **Disposition Management Services.** We will provide transportation and disposition of used products, described as monitors (up to 21 inches), keyboards, mice, printers, scanners, portable and desktop personal computers (“Eligible Assets”). Title to all Eligible Assets passes to us when they are picked up from your location. Disposition Management Services are available in the continental United States in those areas located in a business zone (not available for residential locations). You are responsible for completing the following tasks before the technician arrives:
 - a. Packaging the Eligible Assets in individual cartons not exceeding 30 inches in length, 27 inches in width and 42 inches in height (deinstallation services are available from Gateway for a separate fee, although you must tape all cartons closed);
 - b. Completing the “*Inventory Worksheet for Disposition Management*” and submitting it to Gateway (assets not appearing on the inventory may be refused for shipment or subject to an additional fee);
 - c. Having all Eligible Assets, packaged and ready for shipping, assembled at one location on the scheduled pick-up day.
 - **ENTERPRISE SOFTWARE SUPPORT LINE (ESS).** For software products listed on the “Supported Enterprise Software List” located at www.Gateway.com we will assist you with (i) use and installation questions; (ii) product, compatibility, and interoperability questions; (iii) interpretation of product documentation; (iv) diagnostics support; and (v) assistance with problem source identification and problem resolution. We provide ESS Support on a per incident basis. Incidents are decremented from your account when we provide you a solution for a single problem. A problem is defined as a singular request for assistance on a specific product or issue. We maintain the right to change the Supported Enterprise Software List at any time for any reason. Requests for assistance on multiple questions or problems are considered multiple incidents. The duration of time available to use purchased incidents is listed on your invoice. ESS Support is not available until 48 hours after the applicable invoice date. For ESS you can call Gateway’s Technical Support Hotline at 1-877-485-1464 from 8:00 A.M. to 5:00 P.M. local customer time Monday thru Friday excluding National holidays.

- **Keep Your Hard Drive.** If your personal computer's hard disk drive is diagnosed as defective, we will send you a replacement drive without requiring you to return your defective drive. This will enable you to maintain control over the contents of your hard disk drive.

Customer Requirements:

- To obtain service under this Plan:
 - **Click:** You can reach Gateway Support by going to <http://www.gateway.com/support> for online, E-mail and online chat support.
 - **Call Direct:** You can call our Technical Support Hotline at 1-877-485-1464 or Automated Troubleshooting Hotline at 1-800-846-2118, 24 hours a day, 7 days a week.
 - The method of technical support may change at any time at our discretion.
- You must assist us in diagnosing issues with your Gateway product and follow our service processes. If we determine that you need a replacement part, we will ship the part and installation instructions to you. If we reasonably determine that you are not able to install a replacement part yourself, we may, at our discretion, dispatch a service representative to your location to install the part. If necessary to resolve your issue, you may be required to ship your product to a service facility. If we ask you to return defective parts or products, you must do so within 7 days after you receive the replacement parts or products. We will charge you for replacement parts or products if you fail to do so.
- You should back up all files stored on your Gateway product before obtaining services from us. **WE ARE NOT RESPONSIBLE FOR ANY LOSS OF YOUR DATA.**
- You are responsible for properly packaging your product, paying all shipping costs, loss or damage to the product during shipping, and any other taxes, fees or charges associated with transporting the product to our service facility. We will pay the costs of returning the product to you from the service facility. **YOU ARE RESPONSIBLE FOR ANY DAMAGE TO YOUR GATEWAY PRODUCT DURING SHIPMENT TO US.**
- You must obtain service from us under this Plan. We will not reimburse you for service performed by others.

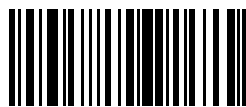
Limitations:

- This Plan does not cover loss or damage caused by fire, theft, disappearance, misplacement, reckless, abusive, willful or intentional conduct, viruses or damage or loss caused during shipment between you and Gateway or its service providers.
- This Plan does not cover any equipment or components that were not included in your Gateway product as sold by Gateway.
- This Plan does not cover Gateway or eMachines products with altered, modified, or removed serial numbers.
- This Plan does not cover damage resulting from the use of your Gateway or eMachines product in a manner for which it was not intended.
- This Plan does not cover normal wear that does not affect functionality.
- This Plan does not cover cosmetic damage and/or other damage that does not affect functionality.
- This Plan does not include any type of tutorial support.
- You may not assign or transfer this Plan. This Plan terminates when you transfer or dispose of your Gateway product.
- This Plan may not be available in all jurisdictions. Please refer to your invoice to determine whether this Plan applies to you.
- If you request service outside the United States, the level of service available to you may vary. In particular, you may be required to pay shipping costs to and from us to obtain service.
- This Plan does not cover defects to the product that you knew about before you purchased this Plan (a pre-existing condition).
- This Plan does not cover consequential or incidental damages.
- This Plan does not provide coverage for normal wear and tear.
- No deductible applies to this Plan.

- Replacement parts will be, at our discretion, new, rebuilt (serviceably used) or non-original manufacturer's parts that perform to the factory specifications of the product.

The New Hampshire Insurance Company can be contacted at: 175 Water Street, 20th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days we have not paid a covered claim, provided you with a refund, or if you are otherwise dissatisfied, you may make a claim directly to the insurance company.

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