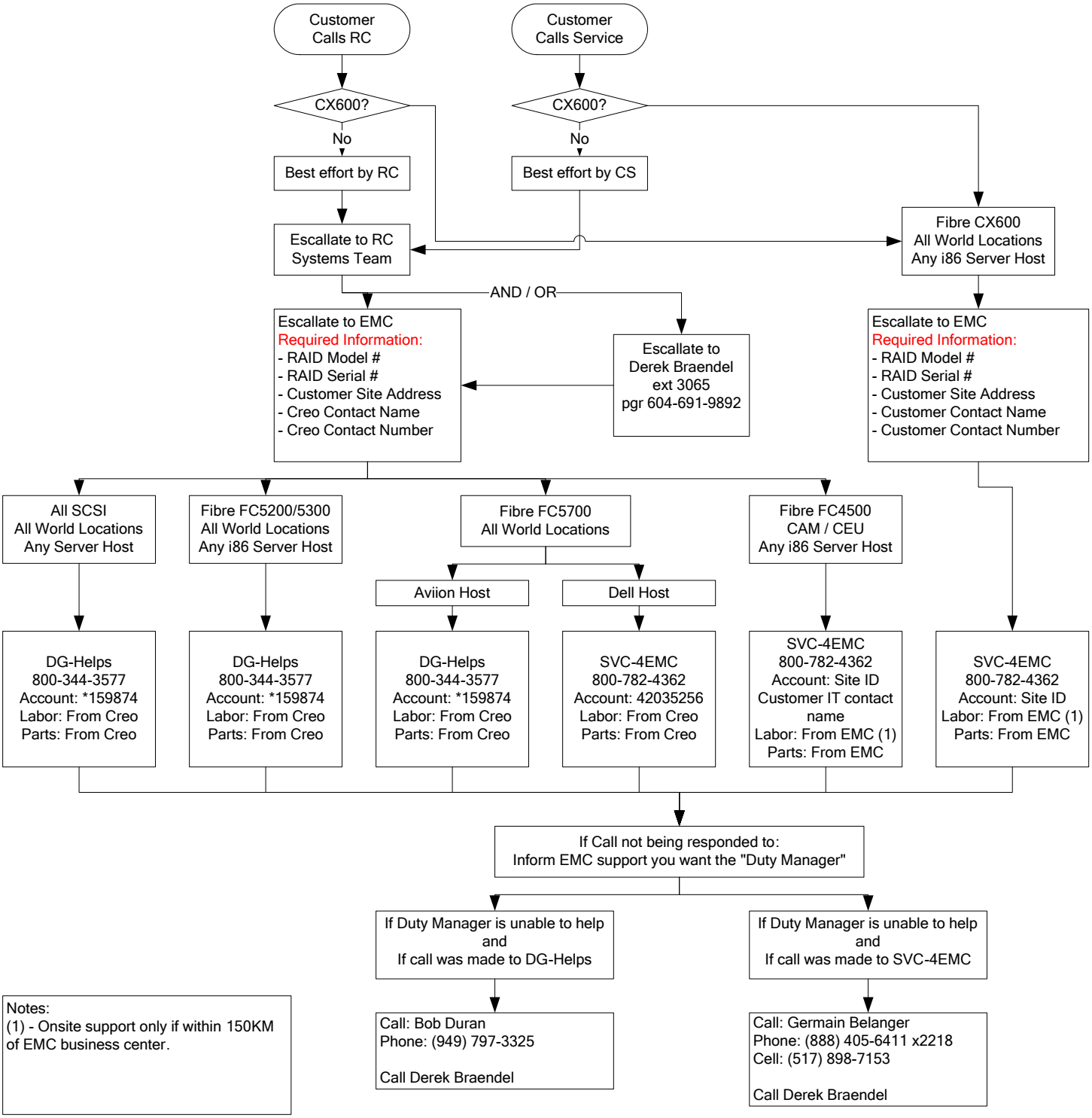
EMC Clariion Call Escalation Process

XX0315BB
May 12, 2004



Site ID list for FC4500:

Name	Address	ZIP	Ste	Country	Phone	Attention	Deliv.Date	Serial#	EMC Site ID
Polestar Imaging Watford	Ascot Road Watford-Herts	WD18-8AB		Great Britain	44/1923/218323	Olga Nobrega	05/30/2002	M10021200001	42053570
Polestar Petty Ltd	Petty Road/ Whitehall road Leeds	LS12-1BD		Great Britain	44/113/2432341	Olga Nobrega	07/05/2002	M10021000001	42076338
Polestar Chromoworks Ltd	Wigman Road Aftley	NG8-3JA	NT	Great Britain	441159008300	Olga Nobrega	11/29/2002	M10010600026	42138813
Narayana Press	Kalvesomadevej, Gylling 75 Odder	8300		Denmark	45 87 81 67 00	Ilse Thys	01/21/2002	M10020200002	42035261
Carta Mundi	Visbekstraat 22 Turnhout	2300		Belgium	32/14/42 02 01	olga Nobrega	01/21/2002	M10020200001	42037980
Cooper Clegg Ltd	Unit 10-17 Shannon Way, Tewkesbury Tewkesbury	GL20 8HB		Great Britain	44/1684/850050	Olga Nobrega	01/21/2002	M10010600020	42035259
Hjemmet Mortensen Trykkeria a.s.	Frysjaveien 42 Oslo	0844	01	Norway	47 22 23 12 80	Ilse Thys	01/28/2002	M10015100059	42037986
Druckerei Heining & Mueller	Lahnstrasse 30 Muelheim/Ruhr	45478		Germany	4920899 92 60	Olga Nobrega	02/22/2002	M10010200111	42058802
A. Mondadori Editore	Via Mondadori, 15 Verona	37131		Italy	39/045/934254		03/13/2002	M10020800001	42046621
Polestar Chanty Limited	41 Industry Estate Wakefield	WF2-0XQ		Great Britain	44/1924/829811	Olga Nobrega	03/21/2002	M10021000002	42058804
Polestar Colchester	Severalls Lane Ind. Estate Colchester	C04-4TG		Great Britain	44/1206/224600	Herr P. Tarnowski	05/16/2002	M10021000001	42046520
Frankfurter Societats Druckerei	Frankenallee 71-81 FRANKFURT/MAIN	60327		Germany	49/69/75 01 45 5	Olga Nobrega	11/22/2001	F20012900087	42165586
Polestar Graphics Ltd.	High Street, Idle Bradford West Yorkshire	BD10-8NL	AM	Great Britain	44/1274/61 81 90	Olga Nobrega	01/21/2002	F60004100508	42035263
Creo Europe S.A.	Dreve Richelle 161 Waterloo	1410		Belgium	32-2-352-2511	.	03/07/2002	F20013000568	42165595
Polestar Imaging Watford	Ascot Road Watford-Herts	WD18-8AB		Great Britain	44/1923/218323	Olga Nobrega	04/18/2002	F20013000607	42053570
Polestar Colchester	Severalls Lane Ind. Estate Colchester	C04-4TG		Great Britain	44/1206/224600	.	05/16/2002	F20013000568	42046520
Hansaprint - Salo	Orninkatu 14 Salo	24100		Finland	358 10 542 6444	Ilse Thys	12/01/2002	A20024500073	42138792
Howard Hunt City Limited	2 MASTHEAD CLOSE DARTFORD	DA2-6QF		Great Britain	44-1322-273252	Olga Nobrega	12/27/2002	A20024500074	42165644
Hansaprint Oy Finland	MARTINKYLANTIE 17 Vantaa	10536		Finland	358/10/54 22	Ilse Thys	08/30/2001	F20012600555	42015041
R.R. Donnelley	120 Donnelley Drive GLASGOW	42141-9799	KY	USA	270-678-2121	Mark Thompson	09/07/2001	F20012100113	42015085
Graphic Packaging Corporation	510 Hall Street BOW	03304	NH	USA	603-230-5272	Steve Van Dyke	11/26/2001	F20002100314	42165652
Travel Tags	5842 Carmen Ave. INVER GROVE HEIGHTS	55076	MN	USA	651-450-1201	Julie Longenecker	02/21/2002	F20013000567	42165655
Quebecor World Inc.	1700 James Savage Road MIDLAND	48642	MI	USA	989-496-3333	Keith Dant	04/29/2002	F20013500067	42055840
C.R. Nielsen AB	Urviksvagen 211 Oslo	0903		Norway		Olga Nobrega	05/16/2002	F20013000568	42075889
Jarrold & Sons Ltd.	Whitefriars Norwich	NR31SH	AM	Great Britain	44/1603/66 02 11	Olga Nobrega	05/31/2002	F20013300399	42075890
Jostens, Inc.	1312 Dickson Highway Clarksville	37040	TN	USA	931-647-5211	Mike McAllister	07/19/2002	F20012500022	42165662
R.R. Donnelley	6800 SOUTH 33rd Street MCALLEN	78503-8815	TX	USA	630-322-6389	Steve Shafer	08/07/2002	F20013000744	42083158
Jostens, Inc.	29625 Road 84 VISALIA	93279	CA	USA	559-651-3300		08/29/2002	A20023200153	42040055
Jostens, Inc.	2505 Empire Drive WINSTON-SALEM	27103	NC	USA	910-765-0070	RON SISK	08/29/2002	A20023200154	42165660
Creo Canada	Burnaby - Willingdon	V5G-3H3	BC	Canada	604.451.2700	Derek Braendel		F20010200329	35038817
R.R. Donnelley	DONNELLY COCHRAN GRAFICA, SAO PAULO	04257-170		Brazil		??	??	F20020200128	42053508
R.R. Donnelley	DONNELLY COCHRAN GRAFICA, SAO PAULO	04257-170		Brazil				F20003800725	42053508
Ilte	Montcaliere	10042		Italy				F20005200243	42015080

Spare Parts:

Fibre Clariion:

	FC5000		FC5200		FC5300		FC4500		FC5700	
	EMC P#	CS P#	EMC P#	CS P#	EMC P#	CS P#	EMC P#	CS P#	EMC P#	CS P#
SPS	n/a		n/a		005-045817 400w	94-3257	118-030635 800w	94-3125	118-030635	94-3125
Cache (per SP)	n/a		1* 128MB 1* 116-007346 1* 79454	94-3122	1* 128MB 1* 116-007346 1* 79454	94-3122	2* 256MB 2* 116-007380 1* 79461	94-3266	2* 128MB 2* 116-007302 1* 79575	1* 94-3265
Storage Processor (SP)	n/a		005-044933	94-3258	005-044993	94-3258	118-030563	94-3259	118-027130	94-3123
Power Supply DPE	n/a		005-043740	94-3124	005-043740	94-3124	005-043740	94-3124	005-043740	94-3124
Power Supply DAE	005-045508	94-3161	n/a		n/a		005-045508	94-3161	005-045508	94-3161
LCC for DPE	n/a		n/a		n/a		005-042859	94-3260	005-042859	94-3260
LCC for DAE	005-042630		n/a		n/a		005-042630	94-3261	005-042630	94-3261
Fan Back	005-042836	94-3262	005-042836	94-3262	005-042836	94-3262	005-042836	94-3262	005-042836	94-3262
Fan SP Front	n/a		n/a		n/a		005-043568	94-3263	005-043568	94-3263
Power Bar	n/a		005-042839	94-3264	n/a		005-042839	94-3264	005-042839	94-3264
SP (DB9M) - SP (DB9M) cable 1'	n/a		n/a		n/a		n/a		118-025169	16-4207
SP (DB9M) - SP (DB9M) cable 3'	n/a		n/a		118-027372	16-4528	n/a		n/a	
SP (SC) - SP or Host (SC) cable 10'	n/a		n/a		n/a		FC-OPT5M	16-4480	n/a	
SP (LC) - SP or Host (SC) cable 15'	n/a		n/a		n/a		FM-LS5MD		n/a	
SP (DB9M) - Host (HSSDC) cable 15'	n/a		118-028768	16-4010	118-028768	16-4010	n/a		118-028768	16-4010
LCC (DB9F) to LCC (DB9F) cable -1.6' (Rack)	118-025170	16-4529	118-025170	16-4529	118-025170	16-4529	118-025170	16-4529	118-025170	16-4529
SPS (RJ45) - SP (RJ45) monitor cable	n/a		118-030278	16-4530	118-030278	16-4530	n/a		n/a	
SPS (RJ45) - SP (DB9F) monitor cable	n/a		n/a		n/a		118-028717	16-4531	118-028717	16-4531
SPS (RJ45) to Monitor Cable (DB9M) adaptor	n/a		118-030279	16-4532	118-030279	16-4532	n/a		n/a	
Null Modem cable (DB9F - DB9F) 25'	n/a		118-027206	16-4533	118-027206	16-4533	118-027206	16-4533	118-027206	16-4533
Emuelx LP8000 with DB9F Copper for DG or Dell Servers	n/a		7517COP	94-3120	7517COP	94-3120	n/a		7517COP	94-3120
Emuelx LP8000 with SC Optical for DG or Dell Servers	n/a		n/a		n/a		HBAGL-W2K	94-3239	n/a	
Qlogic QL2200 CTRLR,HSSDC (Dell with HSSDC-HSSDC cable	n/a		340-7364	94-3180	340-7364	94-3180	n/a		340-7364	94-3180
DRIVE,HARD DISK,36GB 10K,FC-AL,CLARIION	FC-31-36	15-3408	FC-31-36	15-3408	FC-31-36	15-3408	FC-31-36	15-3408	FC-31-36	15-3408
DRIVE,HARD DISK,73GB 10K,FC-AL,CLARIION	FC-31-73	15-3492	FC-31-73	15-3492	FC-31-73	15-3492	FC-31-73	15-3492	FC-31-73	15-3492
DRIVE,HARD DISK,181GB 10K,FC-AL,CLARIION	FC-30-181	15-3541	FC-30-181	15-3541	FC-30-181	15-3541	FC-30-181	15-3541	FC-30-181	15-3541

SCSI Clariion:

	CL100		CL1000		CL1400		CL2900		CL3200	
	EMC P#	CS P#	EMC P#	CS P#	EMC P#	CS P#	EMC P#	CS P#	EMC P#	CS P#
BBU	n/a		005-041085	94-3109	005-041085	94-3109	005-040095	94-3107	005-040095	94-3107
Cache	005-042818	94-3226	116-007044	94-3226	79163	94-0046	79163	94-0046	79163	94-0046
SP	005-042818	94-3225	005-040842	94-3229	118-028332	94-3091	118-023326	94-0045	118-025504	94-3230
Power Supply	005-042077	94-3227	005-040997	94-3111	005-040997	94-3111	005-040409	94-3110	005-043699	94-3231
Fan	005-042215	94-3228	005-041917	94-3232	005-041917	94-3232	005-042872	94-3233	005-043763	94-3234
Terminator	118-021716	16-3438	111-003454	16-4477	111-003454	16-4477	111-003454	16-4477	111-003454	16-4477
SP-SP cable	n/a		118-026616	16-4228	118-026616	16-4228	118-026616	16-4228	118-026616	16-4228
SP-Host cable			005-041274	16-3786	005-041274	16-3786	005-041274	16-3786	005-041274	16-3786
PCMCIA Memory	116-007158	94-3235	n/a		n/a		n/a		n/a	
Null Modem (DB9-DB25)			PRF:TC92F	16-3571	PRF:TC92F	16-3571	PRF:TC92F	16-3571	PRF:TC92F	16-3571
Null Modem (DB9-DB9)	118-027206	16-4533								
Disks										
4GB	005-044887	15-1320								
9GB	005-045831	15-3185								

Part Escalation for North, Central and South Americas

