HP Support Plus and Support Plus 24 - U.S.

HP Care Pack Services

Technical data

HP Support Plus Service is composed of comprehensive hardware and software services that enable you to increase the availability of your IT infrastructure. HP engineers work with your IT team to help you to resolve hardware and software problems with HP and selected third-party products.

As HP releases updates to software and reference manuals, these updates are made available to your system manager or designee. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer. This service also includes a license to use and copy the software updates for each system covered by the original HP or original manufacturer software license.

In addition, this service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

Service benefits

- Improved IT infrastructure uptime
- Support for HP products as well as eligible multivendor hardware and software products
- Reduced cost of purchasing individual update licenses through subscription savings
- Notification for your system managers when new software updates are made available
- Improved system performance and reduced downtime due to software defects

Service feature highlights

- Onsite hardware support
- Parts and materials
- Work to completion

- Software support
- Escalation management
- Coverage window
- Onsite response time for hardware support
- License to use and copy software product updates
- Software product and documentation updates
- Remote problem diagnosis and support
- Access to electronic support information and services
- Electronic remote monitoring and support, standard configuration

Specifications
Table 1. Service features

Feature	Delivery specifications
Onsite hardware support	For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition.
	HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operational condition or to maintain supportability by HP.
Materials	HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.
	Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.
Software support	Once a software problem is logged, an HP Response Center engineer will respond to the call within two hours. Calls received and answered outside this service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting problems and resolving configuration parameters.
Escalation management	HP has established formal escalation procedures to facilitate complex problem resolution. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.
Coverage window	The coverage window specifies the time during which services are delivered onsite or remotely. Service requests received outside this window will be logged the next day for which the Customer has a service coverage window.
	The following coverage windows are available for eligible products: - Extended business hours, standard business days (13x5): Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays. - 24x7: Service is available 24 hours per day, Monday through Sunday including all HP holidays. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

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Onsite response time for hardware support	Onsite response time specifies the period of time that begins when the initial service request is received and logged with the HP Response Center and ends when the HP authorized representative arrives at the Customer's site within the coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which the Customer has a coverage window.
	The following onsite response times are available for eligible hardware products:
	• Next-day response: An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.
	• 4-hour response: An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request is logged.
License to use and copy software product updates	The Customer receives the license to use and copy the software updates to HP or third-party software on each system (with original software licenses) covered by this service. The license terms shall be as described in the relevant software license agreements for the HP or third-party software, or if none, then in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. For certain software products, the Customer may be able to select from a choice of media types. An access code or license key, or instructions for obtaining an access code or license key, will also be provided to the Customer when it is required to install or run the latest software revision.
Remote problem diagnosis and support	Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution.
	Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Response Center via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local office at the next coverage window. HP retains the right to determine the final resolution of all reported problems. Onsite response times or call-to-repair times, as applicable, for service requests submitted electronically or outside of the coverage window may vary.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:
	• Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users
	• Software Update Manager (SUM), an online software updates capability, is available at the Customer's option for some HP software products. SUM allows the Customer to download software and documentation updates, order physical media, view order status and history, and receive software update notifications via e-mail. SUM helps the Customer proactively manage and plan for software updates.
	• Expanded Web-based searches of technical support documents, to facilitate faster problem-solving
	• Use of certain HP proprietary service diagnostic tools with password access
	• A support case manager, to submit questions directly to the HP Solution Center. The support case manager helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The support case manager also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.
	• "HP Live," to check directly with an online HP support engineer during standard coverage hours, 8:00 a.m. to 5:00 p.m. local time excluding HP holidays. This real-time online help can be accessed via the "HP Live" button on selected Web pages. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem.

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Electronic remote monitoring and support, standard configuration	For Customers who meet minimum requirements, electronic remote support, standard configuration with real-time remote hardware event management provides diagnostic software for eligible products. For details on the minimum requirements, the Customer may contact the local HP sales office. This software monitors hardware status and generates notification events when certain predetermined conditions are detected. Notification events are received and forwarded to HP for review and possible support action. With the Customer's authorization and at the sole discretion of HP, remote network access by an HP support engineer may be used for troubleshooting and faster problem resolution.

Travel zones

All response times for onsite hardware support apply only to sites located within 100 miles (160 km) of a primary HP support responsible office. Travel to sites located within 200 miles (320 km) of a primary HP support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HP support responsible office, there will be an additional charge.

Travel zones and charges may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from a primary HP support responsible office will have the following modified response times for extended travel:

Distance from primary HP support responsible office	4-hour response time service level
0-100 miles (0-160 km)	4 hours
101-200 miles (161-320 km)	8 hours
Beyond 200 miles (320 km)	Established at time of order and subject to resource availability

Customer responsibilities

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement products delivered to the Customer.

At the sole discretion of HP, service levels with an onsite response time of 4 hours may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered product, the Customer must provide and allow HP remote access in order to receive an onsite response time of 4 hours.

The Customer will be required, upon HP request, to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer will use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

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The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.

When the Customer receives hardcopy or e-mail notification that a new revision of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.

Service limitations

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software products that currently do not include software updates. When this service feature is not available, it will not be included in HP Software Support Service.

For some products, software updates include only minor improved features; new versions or revisions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software products that do not include new versions or revisions in the software update price. The price for new versions or revisions of these software products is not included in the HP Software Updates Service.

For Customers with multiple systems at the same location, HP may limit the number of physical media sets containing software and documentation updates provided as part of this software update service.

Software support must be purchased for each computer system in the Customer's environment that will require support.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely support.

For fully redundant storage technologies (e.g., the XP storage array), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. Response times for non-critical service requests may vary.

Activities such as, but not limited to, the following are excluded from this service:

• Recovery and support of the operating system, other software, and data
• Troubleshooting for interconnectivity or compatibility problems
• Support for network-related problems
• Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
• Services required due to failure of the Customer to take avoidance action previously advised by HP

Service eligibility

To be eligible to purchase HP Support Plus Service, the Customer must be properly licensed to use the revision of the software that is current at the beginning of the Support Agreement period; otherwise, and additional charge may be applied to bring the Customer into service eligibility.

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For more information

For more information on HP Services, contact either an HP sales office in the United States, or an HP authorized reseller or visit our Web site at:

www.hp.com/hps/carepack