service overview

HP Support Plus and Support Plus 24 provide comprehensive hardware & software services that increases the availability of your IT infrastructure. HP engineers work with your IT team to resolve hardware and software problems with HP software and select third party products.

Software Updates are provided for select HP software and select third party products (if available).

The service provides electronic access to comprehensive support information that allows any member of your IT staff to locate essential product and support information.

benefits to you

- Increase IT infrastructure uptime
- Increase the return on your IT investment
- Support for HP products as well as select multi-vendor hardware & software
- Update HP software and select third party software at a predictable cost.
- Cut the cost of purchasing individual software updates through substantial subscription savings
- Broad geographic coverage

service highlights

- Onsite Hardware Support
- Materials and parts included
- Work to completion for Hardware Support
- Software features and operational support
- Escalation Management
- Coverage windows and response times
- Software product and documentation updates (if available)
- License to use and copy software product updates (if available)
- Remote problem diagnosis & support
- Software Electronic Support
### Table 1. Service Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote problem diagnosis and support</td>
<td>After placing a call via a designated HP support telephone number, HP will work with you during coverage hours to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools where available to access your equipment or other means available to facilitate remote problem resolution.</td>
</tr>
<tr>
<td>Onsite hardware support</td>
<td>For technical issues that cannot be resolved remotely an HP authorized representative will provide technical support on your covered hardware products to return them to operating condition. For certain printer, PC, ProLiant and Pentium/Xeon server, networking and storage products HP may, at its sole discretion, in lieu of repairing the product, elect to replace such products. Replacement products are new or equivalent to new in performance; replaced products become the property of HP. In addition, HP may install available engineering improvements on your system to ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your covered equipment.</td>
</tr>
<tr>
<td>Materials</td>
<td>HP provides all parts and materials necessary to maintain your hardware equipment in good 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.</td>
</tr>
<tr>
<td>Work to completion</td>
<td>Once an HP representative arrives at customer's site, the engineer continues to deliver the service (either on-site or remotely at HP's discretion), until your 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 resumes when they become available.</td>
</tr>
<tr>
<td>Software Support</td>
<td>Once a software problem is logged, a Response Center Engineer will respond to your call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters. HP provides usage assistance on the features of applications, operating systems, and utilities.</td>
</tr>
<tr>
<td>Escalation Management</td>
<td>HP has established formal escalation procedures to solve very complex hardware &amp; software problems. Local HP management coordinates problem escalation rapidly enlisting the skills of key problem solving specialists throughout HP. Note: the term &quot;expert&quot; should not be used on any datasheets.</td>
</tr>
<tr>
<td>Coverage Window</td>
<td>The coverage window specifies the time during which services are delivered onsite or remotely. Calls received outside this window will be logged the next day for which you have a coverage window.</td>
</tr>
</tbody>
</table>

The following coverage windows are available for select products:

- **Extended business hours, standard business days:** Service is available between 8:00 am and 9:00 pm local time, Monday through Friday excluding HP holidays. (Support Plus)
- **24x7:** Service is available 24 hours per day, Monday through Sunday, including HP holidays. (Support Plus 24)

All coverage hours are subject to local availability. Check with your local office for detailed coverage hours.

<table>
<thead>
<tr>
<th>Onsite Response time</th>
<th>The response time specifies the time from when your service request is received and logged with HP until the HP representative arrives at your site if this time lies within the specified service window.</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 hours response</td>
<td>4 hours response: An HP authorized representative will arrive at your site to begin hardware maintenance service within 4 hours after your call has been logged, if this time falls within the specified call window.</td>
</tr>
</tbody>
</table>

| Access to Technical Resources                | Customers can access HP's technical resources via telephone, electronic communication, or FAX (where locally available) for assistance in resolving software implementation or operations. |
| Problem Analysis and Resolution              | HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters. Prefer language and topic entitled “Software Response Commitment”—HP will assist with issues, but this gets into more detail and obligation to correct—my understanding is that HP provides patches only if problem justifies patching (certain “annoying” issues might not be immediately addressed, it is reproducible, and if it impacts a certain number of customers. This could imply that HP will resolve any issue no matter what— |
License to use and copy software product updates

The customer receives the license to use and copy the software product updates (if available for select products) for all systems covered by the original software license. You can use and copy updates to HP software on each system covered by this service as described in Exhibit E16 – HP Terms and Conditions of Sale and Service, and Exhibit SS5 – HP Support Services or the HP Care Pack Support Service Agreement.

Software product and documentation updates

As HP releases updates to certain select HP software the latest revisions of the software and reference manuals are made available to your system manager. For select third party software, HP will provide the third party updates if updates are part of this service, and as such updates are made available from third party. HP will provide instructions on how to obtain any third party updates provided under this service; either directly from HP, or these updates may be shipped directly from the third party. For certain products, the customer may be able to select from a choice of media types. Through this service an access code or license key, or instructions for obtaining an access code or license key, is also provided to the customer when required to install or run the latest software revision.

Software Electronic Support

HP provides unlimited access to the IT Resource Center, an electronic facility that includes a knowledge database with known symptoms and solutions, product descriptions, specifications and technical literature.

HP may also make available certain software patches for HP software that will be posted in this electronic facility for customer access. For select third party software HP will provide any software patches, along with instructions on how to obtain the patch through the original software manufacturer, when and if such patches are made available through the original software manufacturer.

Escalation Management

HP has established formal escalation procedures to solve complex software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem solving experts throughout HP and with select third parties.

Software Features & Operational Support

HP provides information on the latest product features, known problems and available solutions, and operational advice and assistance.

Remote Access

At HP’s option and with customer approval, selected remote access tools may be used such as a telephone support tool to facilitate problem solving. The use of these tools allows HP to work interactively with the customer and to remotely diagnose the customer’s problem.

The customer can choose to use any of the selected tools to assist in the resolution of service requests. Only HP provided/approved tools are to be used as a part of this feature.

Advisory support to customers who encounter difficulties while performing a product installation or for proper installation methods and updating of standalone applications as well as support for products installed in a network environment is provided.

Software Installation Advisory Support

This service feature does not include down-line loading of complete software packages or walking through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.

travel zones

All standard response times apply only if your site is 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 beyond 101 miles, response times are modified per the table below. If your site is more than 200 miles (320 km) from a primary HP Support Responsible Office, there will be an additional travel charge.

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:

<table>
<thead>
<tr>
<th>distance from hp support office</th>
<th>response time 4 hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>101-200 miles (161-320 km)</td>
<td>8 hours</td>
</tr>
<tr>
<td>201-300 miles (321-480 km)</td>
<td>Established at time of order and subject to resource availability</td>
</tr>
<tr>
<td>beyond 300 miles (480 km)</td>
<td>Established at time of order and subject to resource availability</td>
</tr>
</tbody>
</table>
customer responsibilities

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

The customer will use all software products in accordance with HP’s current software licensing terms corresponding to the customer’s pre-requisite underlying software license, or the current licensing terms of the third party, including any additional software licensing terms that may be accompanied with such software updates provided under this service.

When the customer is notified that a new revision of software is available, via a hardcopy notification or an email message, it is the customer’s responsibility to reply to the notification if they wish to receive the new software update.

The customer is responsible for registering to use HP’s electronic facility to obtain software product information and download HP software patches.

The customer will be required, upon HP’s request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and/or to enable HP to determine the level of support eligibility,
- starting self tests and/or other diagnostic tools and programs
- Performing other reasonable activities to help HP identify or resolve the problem

The customer is responsible to install customer replaceable parts and replacement units delivered by courier in a timely manner.

general provisions/other

Distribution of certain third party software updates, license agreements and/or license keys may be made directly from the third party vendor to the customer.

service limitations

software updates

Software Updates are not included for all software products. Only certain HP software and third party products have a Software Update service. Upon request, HP will provide customer with a list of included software products. When this service is not available it will not be included in Software Support.

For customers with multiple systems at the same location HP may limit the number of software updates provided as part of this software update service.

service limitations

hardware onsite support

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

An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis or remote support or other service delivery methods as described above.

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

Services such as, but not limited to, are excluded from this service:

- Recovery of the operating system, other software, and data
Troubleshooting for interconnectivity or compatibility problems
Services required due to failure of 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.

coverage

HP Hardware Support Onsite provides coverage for the HP or Compaq branded hardware products, all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROMs), as well as attached HP or Compaq branded accessories purchased together with the main product such as mouse, keyboard, docking station and monitor. CRT monitors with more than 17” or flat panel monitors with more than 15” will not be covered by a HP Care Pack purchased for the main product. For HP Care Pack services with a “CPU only” coverage, monitors and docking stations will not be covered under this service.

Software Updates are provided for select HP software and select third party products (if available).
Consumable items including but not limited to, batteries and Tablet PC pens, maintenance Kits and other supplies, user maintenance and Non-HP devices are not covered.
For components that are discontinued, an upgrade path may be required. HP will work with the customer to recommend a replacement part. Not all components will be covered in all countries due to local support capabilities.

For ProLiant Servers and Storage Systems

Service includes HP branded hardware options qualified for the server, purchased at the same time or afterwards, internal to the enclosure and monitors with 22” or smaller. For servers or eligible storage systems installed within a rack, service also covers all HP qualified rack options installed within the same rack.

For ProLiant hp Blade Servers HP Care Pack services cover the server enclosure and all server and network blades installed in that enclosure as well as the associated power supplies.

For more information

For more information on HP Care Pack Services, contact any of our worldwide sales offices or visit our worldwide Web site on the internet at www.hp.com/service/carepack.

Technical information contained in this document is subject to change without notice.
HP Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service (E16) or HP Care Pack Support Service Agreement Terms and Conditions.