

# HP Priority Account Service

## HP Care Pack Services

### Technical data



HP Priority Account Service provides you with priority access to a group of designated HP technical support Level 2 specialists who offer priority problem escalation, if required. An HP Level 2 specialist will provide remote hardware telephone support service on selected HP and Compaq branded Intel®-based workstations, desktops, and notebooks for large enterprise accounts, self-maintainers, and HP channel partners who require a high level of technical support.

Telephone support includes both product advisory and technical operations support, covering questions about product usage and the function of specific components. It also covers where to find additional documentation regarding a specific product or question, information on the interpretation of hardware product documentation, and clarifying and interpreting product error codes.

HP Priority Account Service also provides answers to hardware product installation, upgrade, configuration, and startup questions about HP hardware products covered by the service. This includes support for HP hardware management utilities during the warranty period of the eligible HP hardware products. You also will receive suggestions for corrective procedures for known problems, such as configuration or diagnostic problems.

In addition, HP Priority Account Service provides an Account Service Manager (ASM) to manage the support activities. The ASM serves as a single point of contact and accountability across your IT environment.

HP Priority Account Service may also be purchased without Account Service Manager support.

### **Service benefits**

- Faster response time, depending on services purchased with the hardware
- Expedited issue resolution
- Dedicated call center staff for case ownership
- Valuable IT resources can stay focused on their core tasks and priorities

- Methodical Account Service Manager to manage support activities, align deliverables across a variety of platforms to help maintain the Customer's IT environment to a common level, simplify contract administration, and see that the Customer receives fair value for the services purchased

## Service feature highlights

- Hardware technical support
- Product advisory and technical operations support
- Account Service Manager
- Coverage window
- Access to electronic support information and services

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### Specifications

**Table 1. Service features**

Feature	Delivery specifications
<b>Hardware technical support</b>	For assistance in hardware problem diagnosis and resolution on selected HP and Compaq support products. HP provides the Customer's technical assistance center (TAC) or certified technician with priority access to HP Level 2 technical specialists via telephone or electronic communication.
<b>Product advisory and technical operations support</b>	For selected HP or Compaq branded products, HP will provide both product advisory and technical operations support, which includes the following: <ul style="list-style-type: none"> <li>• Providing answers to product usage questions, including support for HP drivers and firmware</li> <li>• Answering questions about the function of a specific component</li> <li>• Directing Customers to additional documentation regarding a specific product or question</li> <li>• Providing information on the interpretation of hardware product documentation</li> <li>• Clarifying and interpreting product error codes</li> <li>• Answering hardware product installation, upgrade, configuration, and startup questions about HP-supported hardware products, including support for HP-provided hardware management utilities</li> <li>• Suggesting corrective procedures for known problems, such as configuration or diagnostic problems</li> </ul>
<b>Account Service Manager</b>	The Account Service Manager (ASM) serves as a single point of contact for the account. The ASM is responsible for Customer satisfaction, support-related escalation handling, and ensuring that the support level that the Customer has purchased is met.
<b>Coverage window</b>	The service coverage window specifies the time during which the Customer may call HP. Service is available from 8:30 a.m. to 5:00 p.m. local time, Monday through Friday. Depending on the level of service purchased for the specific products, the coverage window can be 24 hours a day, Monday through Sunday including all HP holidays, for servers, desktops, and portables.
<b>Access to electronic support information and services</b>	HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services.  As an HP Priority Account Service contract holder, the Customer has access to services available to registered users, plus the ability to search technical support documents to solve problems, access passwords required to use HP proprietary diagnostic tools, and submit and check the status of hardware technical support service requests.

## Coverage

- The term of this service is for 1 year, 3 years, or 5 years.
- HP Priority Account Service provides coverage for selected HP or Compaq branded commercial Intel-based workstations, desktops, and notebooks.
- Check with your local HP sales office or HP reseller for detailed information on HP hardware product coverage.

## Customer responsibilities

The Customer will:

- Protect the Priority Account Service phone number and access PIN from unauthorized use
- Adhere to licensing terms and conditions regarding the use of HP service tools, as applicable
- Maintain personnel trained through an HP approved program who are capable of using any relevant service and diagnostic tools
- Be responsible for either providing a trained technical contact (Accredited Platform Specialist [APS] certified or higher) or implementing a TAC engineer to act as the intermediary on all service issues between HP and the Customer. The technical contact or TAC engineer will:
  - Provide the initial level of service to the Customer's end users for each service request
  - Be prepared with product documentation when logging a Priority Account Service request and be able to provide details on the current configuration and topology, including hardware platform(s), operating system(s) and application(s)
- Maintain an HP-approved level of hardware remedial maintenance expertise capable of providing competent technical support to the Customer's first-line engineers

## Service limitations

Depending on call volume, a Level 2 specialist may not be available for service outside of normal business hours. When this occurs, the Customer's request will be forwarded to the next available technical specialist to help minimize response delays.

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

- Support for the following HP hardware products:
  - Enterprise storage products, such as SAN (other than basic interoperability issues)
  - External network devices, such as routers or network topology devices
  - HP NonStop servers
  - HP-UX-based and HP MPE/iX-based hardware systems
- Direct support for the operating system
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Actual repair of product malfunctions
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software

- Software product licensing, media, or documentation
- Support for hardware not supported by HP
- Software support services

## Service eligibility

Eligible Customers include HP Customers with Intel-based HP or Compaq branded commercial Intel-based workstations, desktops, and notebooks who are in one of the following categories:

- Channel partners
- Enterprise self-maintainers enrolled in region-specific self-maintainer programs, if applicable
- Enterprises with an onsite hardware warranty or contract with HP or an HP authorized service partner

## General provisions/Other exclusions

- A Level 2 technical support specialist is an experienced and APS certified (or equivalent) hardware support specialist who typically handles questions and problems that have already been initially worked on by the Customer or a Level 1 technical resource.
- HP Priority Account Service requests on HP hardware products not covered under product warranty or an onsite hardware support contract will be subject to additional charges.
- The use of the terms "partner" or "partnership" in this document does not imply a formal, legal, or contractual partnership, but rather a mutually beneficial relationship arising from the teamwork between the parties.

A service request has been resolved when one or more of the following criteria have been met:

- The Customer has received information from HP that resolved the problem.
- The Customer has received information from HP on how to obtain onsite service to resolve the problem.
- The Customer has received notice from HP that the problem is caused by a product for which this service is not available.
- The Customer has received notice from HP that the problem is caused by a known, unresolved hardware problem.
- The Customer has received notice from HP that the problem has been corrected in a subsequent release of the product.
- The Customer has received notice from HP that the problem has been identified as a software problem.
- The problem has been escalated to the vendor and HP has provided the response received from the original manufacturer. HP provides priority escalation of problems to the next level of available HP technical specialist, as appropriate and as available.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

**HP support services: [www.hp.com/hps/support](http://www.hp.com/hps/support)**

**HP Care Pack Services: [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)**

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