

# HP Care Services Definitions



Acronym/Name	Description
<b>1/1/0</b>	Service or warranty covers 1-year parts, 1-year labor. Onsite service is not included
<b>3/3/0</b>	Service or warranty covers 3-year parts, 3-year labor. Onsite service is not included
<b>1/1/1</b>	Service or warranty covers 1-year parts, 1-year labor and 1-year onsite
<b>3/3/3</b>	Service or warranty covers 3-year parts, 3-year labor and 3-year onsite
<b>13x5</b>	Service is available 13 hours per day, five days a week, excluding HP holidays
<b>13x7</b>	Service is available 13 hours per day, seven days a week, including HP holidays
<b>2 hour SW phone-in response</b>	Once a software problem is logged, an HP representative will respond to the call within two hours. See datasheet for more details
<b>24x7</b>	Service is available 24 hours per day, Monday through Sunday, including HP holidays
<b>4 hour response</b>	HP will use commercially reasonable efforts to respond (either via onsite maintenance or hardware exchange) within 4 hours of receiving and acknowledging the service request. See datasheet for more details
<b>9x5</b>	Service is available 9 hours per day, five days a week excluding HP holiday
<b>Absolute DDS</b>	Absolute® DDS, formerly Absolute Computrace®, is an adaptive endpoint security Care Pack solution. It provides you with a persistent connection to all of your computer endpoints and the data they contain. This means you're always in control, even if a device is off the network or in the hands of an unauthorized user. Your connection to each device provides you with the insight you need to assess risk and apply scenario-appropriate security measures
<b>Accidental Damage Protection (ADP)</b>	Accidental Damage Protection allows the customer to avoid out-of-pocket repair or replacement costs caused by accidents such as drops, spills or electrical surges. Refer to local datasheet for detailed coverage
<b>Account Support Manager (ASM)</b>	The Account Support Manager is an account assigned resource who collaborates with the Customer to understand their specific needs and tailor their support experience accordingly. See datasheet for more details
<b>Advanced Exchange</b>	HP will ship a replacement product to the Customer's site for delivery generally within 4–7 business days after the service request has been logged. Delivery time may vary based on geographic location
<b>Battery Replacement</b>	One (1) replacement battery will be provided if the originally purchased battery drops below 50% charge capacity during normal use or if a battery cell failure has occurred before the 50% limit is reached
<b>Computer Tracing</b>	Helps customers track and recover stolen or lost devices. It also makes it possible to delete data remotely in order to protect confidential information
<b>Call to Repair (CTR)</b>	For critical incidents, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a fixed time after the initial service request has been received and acknowledged. See datasheet for more details
<b>Data Recovery</b>	Helps recover data lost due to mechanical failure, malware, human error, or operating system error
<b>Defective Media Retention (DMR)</b>	Defective Media Retention provides a replacement drive while allowing customers to keep their malfunctioning drive on which their sensitive data is stored
<b>Exchange</b>	Provides a replacement product or part to be delivered free of freight charges to your location
<b>Helpdesk Software and Technical Support</b>	Provides phone and online technical assistance, covering computer software, hardware, connectivity, and networking issues across a range of computers, tablets, and smartphones
<b>In warranty</b>	Services cover products that are within the warranty period
<b>Installation (PC and Printer)</b>	Provides installation support for HP PCs and Printers which are carried out by HP authorized representatives as per product documentation
<b>Maintenance Replacement Kit</b>	Provides professional replacement of maintenance kit parts plus a professional cleaning, around the area of the kit, scheduled at the customer's convenience
<b>Mon-Fri (13 hrs)</b>	Coverage window is Monday through Friday, 13 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
<b>Mon-Fri (9 hrs)</b>	Coverage window is Monday through Friday, 9 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window

<b>Mon-Sun (12 hrs)</b>	Coverage window is Monday through Sunday, 12 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
<b>Mon-Sun (13 hrs)</b>	Coverage window is Monday through Sunday, 13 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
<b>Mon-Sun (24 hrs)</b>	Coverage window is Monday through Sunday, 24 hours each day, subject to local availability
<b>Mon-Sun (9 hrs)</b>	Coverage window is Monday through Sunday, 9 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
<b>Next Business Day (NBD)</b>	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the next business day after the call has been received and acknowledged by HP
<b>Next Business Day Exchange</b>	For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the Customer's site for delivery on the next business day. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day and serviced within the following business day
<b>Next Coverage Day (NCD)</b>	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 call has been received and acknowledged by HP
<b>Onsite</b>	Onsite Service makes an HP authorized representative available at the customers' premises to begin hardware maintenance service
<b>Pickup and Return</b>	Provides access to an HP authorized courier to pick-up the faulty unit, repair, and return the operational unit, if the issue cannot be resolved remotely
<b>Post Warranty</b>	Allows extending an 'expiring' product warranty or an 'expiring' registered HP Care Pack service by 1 year or two years
<b>Premium Care</b>	Provides a single point of contact for your personal computing products and software support needs
<b>Preventive Maintenance</b>	HP support solution designed for printers requiring proactive solutions within defined service features at a lower cost, no parts included
<b>Priority Support</b>	Offers a suite of premium, enterprise-class PC and Printer support services to optimize helpdesk and IT resource performance, so organizations can get back to business faster
<b>Proactive/Reactive support</b>	Includes both proactive support packages as well as reactive, or break/fix, support packages
<b>Receipt Unit Exchange</b>	Upon receipt by HP of the defective product and validation that the product is defective, HP will ship a replacement product to the Customer's site for delivery generally within 4-7 business days after the service request has been logged. Delivery time may vary based on geographic location
<b>Return to Depot (Return to HP)</b>	If the defect cannot be resolved through HP remote support, the customer has to bring or send the defective unit to a HP repair center
<b>Standard Response</b>	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance services within a locally defined onsite response time after the service request has been received and acknowledged by HP
<b>Technical Account Manager (TAM)</b>	The Technical Account Manager is a non-dedicated remote resource who provides the customer with firmware and software update analysis and recommendations, manages the delivery of proactive services end to end and engages additional specialist resources as required. See datasheet for more details
<b>Third-day Response</b>	An HP authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the third coverage day after the call has been received and acknowledged by HP
<b>Travel Next Business Day</b>	Provides next-business day onsite service in any of the covered (80) countries for customers who travel internationally
<b>Warranty independent</b>	Services not dependent on the product warranty, such as printer Maintenance Kit Replacement service or Software Update and Support service

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Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](http://hp.com/go/cpc). HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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