

User Advisory Support Service



Care Pack and Contractual Services, part of HP Care

United States and Canada

Service benefits

- Availability of an HP service specialist to answer basic questions during the delivery of this service

Service feature highlights

- Usage assistance, via phone or Internet
- Problem isolation
- Installation assistance
- End-user instructional support
- Flexible coverage window
- Improved technical communications from North American based technicians (HP commercial PCs only)

User Advisory Support Service provides access to HP support specialists who can provide fast answers to your usage and installation questions. Assistance can be via telephone or Internet.

With User Advisory Support Service, remote support availability is continued beyond the warranty period.

Specifications

Table 1. Service features

Feature	Delivery specifications
Usage assistance, via phone or Internet	This service provides Customers with access to HP's technical resources via telephone or Internet request to obtain help with problems encountered. Usage assistance includes giving information on product features and usage, answering installation and configuration questions, and advising on connectivity and component functionality issues.
Problem isolation	Problem isolation for the software product is provided. The Customer is informed if the problem is perceived to be hardware-related. If the Customer's hardware is covered under an Hardware Maintenance Onsite Service Agreement, a service request will be logged on the Customer's behalf. If available and with the Customer's approval, a per-call service request at the current time and material rate will be logged on the Customer's behalf for problems related to hardware not covered under an Hardware Maintenance Onsite Service Agreement. HP will determine whether a usage problem is caused by the supported software. When a problem is identified, HP will apply known remedies. This support may include editing or updating required files, modifying configuration values, or editing Microsoft® Windows® registries. Where appropriate, users may be directed to sources of software updates, or patches.
Installation assistance	HP software support specialists will help the Customer's desktop users by answering specific questions that may arise during the installation process.
End-user instructional support	End-user instructional support provides Customers with tutorial-style how-to instructions for supported products.
Flexible coverage window	The coverage window specifies the time during which services are available. Standard business hours, standard business days: Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays. Calls received and answered outside this coverage window will be logged the next day for which the Customer has a coverage window (may vary by geographic location). 24x7: Service is available 24 hours a day, Monday through Sunday, including HP holidays.

Customer responsibilities

The Customer will:

- Assume full responsibility for the management and protection of the unique telephone access number(s) from unauthorized use
- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data

- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent

Service limitations

User Advisory Support Service installation assistance does not include a step-by-step guide to installation. It is limited to answering specific questions encountered during the installation process.

Installation assistance does not include hardware parts installation.

User Advisory Support Unlimited Service cannot be shared among non-designated end users.

The following activities are excluded from this service:

- Support of non-HP products
- Support for purchaser modifications to supported products
- Support of products not included in the list of supported products
- Software product licensing, media, or documentation
- Repair services, onsite or offsite
- Parts replacement
- Any onsite services

Ordering information

This service may be ordered using service number H7L43AC. This service may also be ordered using a variety of other Care Pack part numbers not included above. Consult a local HP sales representative for more information.

User Advisory Support Unlimited Service provides the Customer with unlimited support calls for each named end user or for each supported device. There is no per-device minimum purchase for HP User Advisory Support Unlimited Service.

For more information

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