



HP Limited Intervention Onsite Support Service

HP Technology Services

Service benefits

- Remote problem diagnosis and support
- Onsite support incident service with a specified number of onsite hardware support visits (the number of onsite visits may vary by product)
- Replacement parts and materials included
- Choice of coverage windows
- Choice of onsite response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)

Service feature highlights

- Remote problem diagnosis and support
- Onsite support incident service
- Replacement parts and materials
- Coverage window
- Onsite response time for hardware support
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution

Service overview

HP Limited Intervention Onsite Support Service provides remote assistance and a specified number of onsite support visits for your eligible covered hardware, helping you to improve product uptime.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in 'General provisions,' HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer.</p> <p>Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote resolution of the incident.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and HP Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, if locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p>
Onsite support incident service	<p>A specified number of onsite visits will be made in the case of technical hardware issues that cannot, in HP's judgment, be quickly resolved remotely. In such cases, an HP customer support engineer will be quickly engaged and sent to the Customer's site to provide onsite technical support on covered hardware products to return them to operating condition. An onsite visit is defined as one or more visits to resolve an individual problem or issue. For certain printers, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. 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 to help the Customer attain 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 operating condition or to maintain support by HP.</p>

Table 1. Service features, continued

Replacement parts and materials	<p>HP will provide HP-supported replacement 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 provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage: Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>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.</p> <p>Coverage window options available for eligible products are specified in the Service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Onsite response time for hardware support	<p>For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.</p> <p>In case of the HP Limited Intervention Onsite Support Service, the response time will be within a range of three (3) to five (5) working days.</p> <p>Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in 'General provisions.' The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HP has determined it does not currently require an onsite intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Work to completion	<p>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 repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.</p> <p>With scheduled onsite response, work will resume on the next day for which the Customer has a service coverage window (service may vary by geographic location).</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem solving.</p>

Table 1. Service features, continued

Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software Support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of entitled technical support documents to facilitate faster problem solving • Certain HP proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HP; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; the tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums; this service may be limited by third-party access restrictions
HP electronic remote support solution	<p>The HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

Table 2. Service descriptions

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Coverage window options:	
Standard business hours, standard business days (9x5)	Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
Coverage extensions for additional days	<p>The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following:</p> <ul style="list-style-type: none"> • Saturdays, excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Onsite response-time options:	
4-hour onsite 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 call has been received and acknowledged by HP.
Next-day onsite 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 call has been received and acknowledged by HP.
Second-day onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the second coverage day after the call has been received and acknowledged by HP.
Scheduled onsite response	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on agreed-upon weekdays, Monday through Friday, excluding HP holidays.

Table 2. Service descriptions, continued

Option	Delivery specifications
Remote coverage window options:	
Standard business hours, standard business days (9x5)	Coverage window options for remote support (for eligible products only): Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.
12 hours, standard business days (12x5)	Coverage window options for remote support (for eligible products only): Service is available 12 hours per day between 8:00 a.m. and 8:00 p.m. local time, Monday through Friday, excluding HP holidays.
18 hours, standard business days (18x5)	Coverage window options for remote support (for eligible products only): Service is available 18 hours per day between 6:00 a.m. and midnight local time, Monday through Friday, excluding HP holidays.
24 hours, standard business days	Coverage window options for remote support (for eligible products only): Service is available 24 hours per day, Monday through Friday, excluding HP holidays.
Coverage extensions for additional days	Coverage window options for remote support (for eligible products only): The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> • Saturdays, excluding HP holidays • Sundays, excluding HP holidays • HP holidays, should these fall on a day that would otherwise be included in the selected coverage window

Prerequisites

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HP remote support solution in cases where it is recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

HP, at its sole discretion, may require an audit of the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time, or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

Upon HP request, the Customer will be required 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 is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

Service limitations

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility 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
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- 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

General provisions/Other exclusions

HP will acknowledge a service call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Incident severity levels are defined below.

Hardware support onsite response times and call-to-repair time commitments may differ depending on incident severity. The Customer determines the incident severity level.

Travel charges may apply; please consult your local office. Incident severity is defined as:

- Severity 1—Critical Down: for example, the production environment is down; the production system or production application is down/at severe risk; data corruption/loss or risk has occurred; business is severely affected; there are safety issues
- Severity 2—Critically Degraded: for example, the production environment is severely impaired; the production system or production application has been interrupted/compromised; there is risk of reoccurrence; there is significant impact on the business
- Severity 3—Normal: for example, a non-production system (e.g., test system) is down or degraded; the production system or production application is degraded with a workaround in place; non-critical functionality has been lost; there is limited impact on the business
- Severity 4—Low: for example, no business or user is impacted

Travel zones

All response times apply only to sites located within 25 miles (40 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges may vary in some geographic locations.

Ordering information

For products containing individually sold and supported units (hard drives within a storage array; server and storage blades, interconnects, SAN switches, and so on, within an HP BladeSystem enclosure, and the like), all individually sold and supported units must be on contract and at the same service level as the base product if that service level is available on the units.

To qualify for the scheduled onsite response service level, monthly charges must exceed a minimum amount for products covered with this service level at a specific Customer site.

Scheduled onsite response is available only with a standard-business-hours, standard-business-days coverage window; coverage window extensions do not apply.

Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products, minimum commitments, and geographic locations. To obtain further information or to order HP Hardware Support Onsite, contact a local HP sales representative.

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