Hardware Technical Support Service

Contractual Services, part of HP Care

Service benefits

This service provides:

• Fast response

• Greater ability for your IT resources to stay focused on their core tasks and priorities

• Expedited problem resolution

Service features

• Hardware technical support

• Product advisory and technical operations support

• Coverage window

• Access to electronic support information and services

• Additional named callers (optional)

Hardware Technical Support Service provides a remote hardware telephone support service for selected HP and Compaq branded hardware products for large enterprise accounts, self-maintainers, and HP channel partners who require a high level of technical support.

HP provides you with priority access to a designated HP technical support group of HP Level 2 technical specialists, who offer priority problem escalation, if required.

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

Hardware Technical Support 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. In addition, you receive suggestions for corrective procedures for known problems, such as configuration or diagnostic problems.

Specifications

Table 1. Service features

Feature	Delivery specifications
Hardware technical support	For assistance in hardware problem diagnosis and resolution on selected HP 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.
Product advisory and technical operations support	For selected HP or Compaq branded products, HP will provide both product advisory and technical operations support, which includes the following: • Providing answers to product usage questions, including support for HP drivers and firmware • Answering questions about the function of a specific component • Directing the Customer to additional documentation regarding a specific product or question • Providing information on the interpretation of hardware product documentation • Clarifying and interpreting product error codes • Answering hardware product installation, upgrade, configuration, and startup questions about HP-supported hardware products, including support for HP-provided hardware management utilities • Suggesting corrective procedures for known problems, such as configuration or diagnostic issues

Table 1. Service features (continued)

Feature	Delivery specifications
Product advisory and technical operations support (continued)	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 a problem. • The Customer has received notice from HP that a problem is caused by a product for which this service is not available. • The Customer has received notice from HP that a 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 a 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.
Coverage window	The service coverage window specifies the time during which the Customer may call HP. Service is available 24 hours a day, Monday through Sunday, including all HP holidays, for desktops and mobile devices. Support for printers is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. This coverage window is subject to country availability. Check with the local HP office for detailed information on availability.
Access to electronic support information and services	HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services. In addition to access to services available to registered users, Customers with a Hardware Technical Support contract will also benefit from 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.

Table 2. Optional service features

Feature	Delivery specifications
Additional named callers	Support for three named callers is included with Hardware Technical Support. Customers can optionally purchase support for additional callers with this service feature.

Coverage

• Hardware Technical Support provides coverage for selected HP or Compaq branded commercial hardware products, which may include desktops, mobile devices, and selected peripherals.
• The Customer should check with their local HP sales office or HP reseller for detailed information on HP hardware product coverage.

Customer responsibilities

The Customer will:

- Provide the name and telephone number of up to three employee contacts who are authorized to utilize this service and can direct and approve activity from HP response centers in the event of a critical problem (additional named callers may be added for an additional charge)
- Protect the Hardware Technical Support phone number and access PIN from unauthorized use
- Adhere to licensing terms and conditions regarding the use of HP service tools, as applicable
- Maintain an adequately trained workforce capable of using any relevant service and diagnostic tools, as recommended by HP
- Maintain hardware at the latest level in accordance with manufacturer's standards, recommendations, or schedules
- Be responsible for either providing an adequately trained technical contact (Accredited Platform Specialist [APS] certified or higher level) or implementing a TAC 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 Hardware Technical Support 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 a level of hardware remedial maintenance expertise capable of providing competent technical support to the Customer's first-line engineers
- Purchase this service for each HP system in the Customer's environment that will require support, unless the Customer is purchasing support on an incident basis (see the "Ordering information" section for more details on incidents)

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 will be forwarded to the next available technical specialist to reduce response delays.

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

- Support for the following Hewlett-Packard Enterprise hardware products:
  - Servers
  - Storage products, such as SAN (other than basic interoperability issues)
  - External network devices, such as routers or network topology devices
  - HP Integrity NonStop servers
- Direct support for the operating system
- Services that, in the opinion of HP, are required due to improper treatment or use of the equipment
- Actual repair of product malfunctions
- Services required due to unauthorized attempts by non-HP personnel to repair, maintain, or modify the equipment
- Services required due to causes external to the HP-maintained equipment
- Licenses, media, and documentation updates
- Support for hardware not supported by HP
- Software support services

Ordering information

Hardware Technical Support can be purchased on a per-system or an incident basis:

- Per-system support provides unlimited calls during the contract term for up to three named users on hardware systems (available for desktops, mobile devices, and selected peripherals from HP) for which the service is purchased. Customers can make an unlimited number of support calls during the contract term on the hardware system for which the service is purchased.
- Incidents (available for desktops, mobile devices, and printers from HP) provide a number of telephone support requests that the Customer can use during the one-year contract term.

An incident is resolution of a specific service request, as defined above, regardless of the number of telephone calls involved. Unused incidents expire at the end of the contract term.

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