

# HP Next Business Day Hardware Support for Travelers



## Participating country/geographic location list



HP Next Business Day Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product.

This service is available for selected HP and Compaq branded products and includes local language remote problem diagnosis and, as locally available, a next-business-day onsite response time in the Tier 1 participating countries/geographic locations listed below.

Support is provided during the local countries/geographic locations standard office hours and days.

Please refer to the service data sheet for the detailed service description.

To contact the local HP Solution Centers for technical support, please visit [welcome.hp.com/country/us/en/wwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html)

### Tier 1 participating countries/geographic locations

Next-business-day onsite support is available in specified local travel zones. Accidental Damage Protection (ADP) and Defective Media Retention (DMR) optional services also offered where noted.

#### Africa

Morocco	Nigeria (Lagos)	Republic of South Africa
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**Optional Services:** ADP and DMR offered in all countries listed.

#### Americas

Argentina	Chile	Mexico
Aruba	Colombia	Nicaragua
Bahamas	Costa Rica	Panama
Barbados	Curacao	Paraguay
Belize (No DMR)	Dominican Republic	Peru
Bermuda	Ecuador	Puerto Rico
Bolivia	El Salvador	Surinam
Brazil	Guatemala	Trinidad/Tobago
British Virgin Islands (No DMR)	Guyana	Uruguay
Cayman Islands	Haiti	USA
Canada	Honduras	Venezuela
	Jamaica	

**Optional Services:** ADP only available in Argentina, Barbados, Canada, Costa Rica, Dominican Republic, Guatemala, Honduras, Jamaica, Mexico, Panama, Puerto Rico, Paraguay, Trinidad/Tobago, Uruguay, Chile, El Salvador, Nicaragua, Bahamas, Haiti, Curacao, Bermuda, Cayman and the USA. DMR is offered in all countries listed above except where noted.

#### Middle East

United Arab Emirates (Dubai Only)

**Optional Services:** ADP and DMR offered in all countries listed above except where noted.

#### Europe

Andorra	Iceland	Romania (No ADP)
Austria	Ireland	Russia (Moscow, St. Petersburg)
Belgium	Israel	San Marino
Bulgaria (No ADP)	Italy	Slovakia
Czech Republic	Latvia	Slovenia (No ADP)
Denmark	Liechtenstein	Spain
Estonia	Lithuania	Sweden
Finland (No ADP)	Luxembourg	Switzerland
France	Monaco	The Netherlands
Germany	Norway	Turkey
Gibraltar	Poland	United Kingdom
Greece (No ADP)	Portugal	
Hungary		

**Optional Services:** ADP and DMR offered in all countries listed above except where noted.

#### APJ

Australia	Korea, South	Vietnam (Ho Chi Minh and Hanoi only) (No ADP)
China	Malaysia	
Hong Kong	New Zealand (No ADP)	
India	Philippines (No ADP)	
Indonesia	Singapore	
Japan	Taiwan	
Korea, Republic Of	Thailand	

**Optional Services:** ADP and DMR offered in all countries listed above except where noted.