

Welcome to HP Priority Access



John A. Sample

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Title

Competency

Addressee's Name

Addressee's Title

123.456.7890 Tel

123.456.7890 Fax

john_sample@hp.com

hp e-cardfile

Company Name

Street Address

City, State Zip Code

Thank you for purchasing HP's Priority Access. With Priority Access you will experience the following benefits:

- Toll-free phone access (PIN required)
- Top of queue access to technical resources
- Skilled technical resources to meet the skill set of your helpdesk
- Reduced troubleshooting time based on prior customer analysis
- Online Case Management tools

Your availability to Priority Access support is dependent upon the specific Priority Access Care Pack you have purchased (PC, Print, or PC & Print) as noted below. Please contact your HP Sales Representative if you have any questions about this service.

The follow Personal Identification Numbers PIN's enable HP to recognize you as a Priority Access Customer. Please treat these as confidential as they are to be used by your Help Desk IT professionals only. Note- the Support Case Manager PIN, to be used with the online Support Case Management tool is NOT the same as your phone PIN.

Priority Access Description				
Priority Access Start Date				
Region	North Am	Latin Am	Europe	Asia
PIN for phone access			72465	
Support Case Manager PIN	Enter	"HPGS1"		

Attached are documents that will guide you through set-up and use to ensure you receive the maximum benefits of Priority Access.

At HP Services we are committed to your success. We look forward to working with you.

Best Regards,

Priority Services

HP Rep Name

WW Program Manager

Title/Position