



## Postings of Temporary Service Disruption

HP Canada Co. is committed to providing timely notice in the event of a planned or unexpected disruption to customer service that may be utilized by persons with disabilities. These may include issues with access to the customer service number or online contact form for people with disabilities or age-related limitations.

If we run into service disruptions, it impacts all customers. We do post notices that notify all customers that we have a problem and when we expect to be back to full service. As an example, we add voice messages to the Interactive Voice Response (IVR) stating we have system problems and customers may receive a reduced level of support until the system is returned to full service and the agent may need to call the customer back to fully resolve their issue.

If a particular web based tool is down for an extended period of time, a message will be placed on the tool link itself. That is how our temporary service disruptions are typically reported to our valued customers.

Besides the established reporting/posting methods above, temporary customer disruptions that may be utilized by persons with disabilities will be noted below and will include information about the reason for the disruption, its anticipated duration, and a description of alternate services, if available.

### Sample Posting:

*Currently, there are no disruptions to report.*

Or

### **11/29/11 – A temporary service outage exists**

Name of Event or Service:

Location Being Impacted:

Reason for Disruption:

Anticipated Date of Termination of Disruption:

Alternative Facilities or Services Available:

Hours of Service Availability:

Contact Person:

Organization:

Address:

Telephone Number:

Fax Number:

E-mail Address: