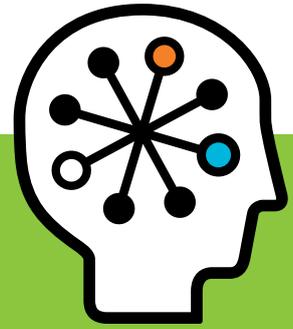




HP Hardware Support On-site Service

HP Technology Services – Contractual Services

HP Services



Service overview

HP Hardware Support On-site Service provides high quality remote assistance and on-site support for your eligible covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different service packages with pre-defined service levels or to address your specific support needs by configuring optional service features and choosing from additional response time and coverage window alternatives.

Service benefits

This service provides the following benefits to your business:

- Help improve system uptime
- Convenient on-site support
- Reliable response and predictable repair times
- More effective IT resource planning

Service feature highlights

- Remote problem diagnosis and support
- On-site hardware support
- Materials included
- Choice of coverage windows

- Choice of on-site response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote monitoring and support, standard configuration (for eligible products only)
- Preventive maintenance (optional, for eligible products only)
- Defective media retention (optional, for eligible products only)
- Choice of Call-to-repair time commitments in lieu of on-site response times (optional, for eligible products only)
- Enhanced parts inventory management (included with select optional call-to-repair time commitment)
- Electronic remote monitoring and support, advanced configuration (optional, for eligible products only)

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed a service request through a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any on-site assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Response Centre through telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local office at the next coverage window. HP retains the right to determine the final resolution of all reported problems. On-site response times or call-to-repair times, as applicable, for service requests submitted electronically or outside of the coverage window may vary.</p>
On-site hardware support	<p>For technical hardware issues that cannot, in HP judgment, be resolved remotely, an HP authorised representative will provide on-site technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium® and Xeon™ processor-based servers, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to help the Customer ensure 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 supportability by HP.</p>
Materials	<p>HP will provide HP-supported 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 are new or functionally equivalent to new in performance. Replaced parts become the property of HP.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered on-site or remotely.</p> <p>Service requests received outside this coverage window will be logged the next day for which the Customer has a service 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>
On-site response time for hardware support	<p>On-site response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorised representative arrives at the Customer's site within the coverage window. 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 authorised representative arrives at the Customer's site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. 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 on-site support provided for desktop, mobile, and consumer products.</p> <p>With scheduled on-site response, work will resume on the next day for which the Customer has a service coverage window (may vary by geographic location).</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management co-ordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based proprietary service 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 software and firmware patches, 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 technical support documents, to facilitate faster problem-solving• Certain HP proprietary service diagnostic tools with password access• Support Case Manager, a tool for submitting questions directly to the HP Solution Centre. Support Case Manager helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer 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.• "HP Live" functionality for communicating directly with an on-line HP support engineer during standard HP business hours, on standard business days excluding HP holidays. Through sharing browser content, the HP support engineer will help navigate to the appropriate on-line content that may help resolve the problem. This real-time online help can be accessed through the "HP Live" button on selected Web pages.• 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
Electronic remote monitoring and support, standard configuration	<p>For Customers who meet minimum requirements, electronic remote monitoring and support, standard configuration with real-time remote hardware event management provides diagnostic software for eligible products. This software monitors hardware status and generates notification events when certain pre-determined conditions are detected. Notification events are received and forwarded to HP for review and possible support action. With the Customer's authorisation and at the sole discretion of HP, remote network access by an HP support engineer may be used for troubleshooting and faster problem resolution.</p> <p>For details on the minimum requirements, the Customer may contact the local HP sales office.</p>

Specifications (Optional)

Table 2. Optional service features

Feature	Delivery specifications
Preventive maintenance	<p>An HP authorised representative visits the Customer's site at regularly scheduled intervals to perform diagnostics, check error logs on covered systems to find potential hardware problems, and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts.</p> <p>The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware product. The representative may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered during standard business hours on standard business days excluding HP holidays.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk drive components that the Customer does not want to relinquish due to sensitive data contained on the disk ("Disk Drive") covered under this service. All Disk Drives on a covered system must participate in the defective media retention option. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk Drives supported by HP under the HP support agreement.</p>
Call-to-repair time commitment	<p>A call-to-repair time commitment may be selected for eligible products in lieu of an on-site response time. For critical problems with covered hardware that cannot be quickly resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period of the initial service request to the HP Response Centre.</p> <p>Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Response Centre and ends with HP determination that the hardware is repaired. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>Call-to-repair time options available for eligible products are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP. It will take 30 days from the time this service is purchased to set up and perform any necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after any audit is completed, HP will provide a 4-hour on-site response time.</p>
Upfront audit (HP optional requirement with call-to-repair time commitment)	<p>HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer and the Customer will agree to allow an audit to be performed within the first 30-days of the contract term. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed on-site, through remote system access, through remote audit tools, or over the phone.</p>
Enhanced parts inventory management (included with select, optional call-to-repair time commitments)	<p>To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP support engineers responding to an eligible support request.</p>
Electronic remote monitoring and support, advanced configuration	<p>For Customers who meet minimum requirements, electronic remote monitoring and support, advanced configuration provides more robust troubleshooting and repair capabilities using pre-defined scripts, system configuration collections, and remote network access through a VPN router provided and installed by HP. An HP support engineer will only use the remote network access with the Customer's authorisation. Electronic remote support, advanced configuration offers a convenient central point of administration and an enterprise view of open incidents and history. The remote network access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution. For details on the minimum requirements, the Customer may contact the local HP sales office.</p>

Specifications

Table 3. Service-level options

Option	Delivery specifications
Coverage window options:	
Standard business hours, standard business days	Service is available throughout standard business hours on all standard business days excluding HP holidays.
13 hours, standard business days	Service is available 13 hours per day throughout extended business hours on all standard business days excluding HP holidays.
16 hours, standard business days	Service is available 16 hours per day throughout extended business hours on all standard business days excluding HP holidays.
24 hours, standard business days	Service is available 24 hours per day on all standard business days 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	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 (requires Saturday and holiday coverage)• HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
On-site response-time options:	
1-hour on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 1 hour after the service request has been logged.
2-hour on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 2 hours after the service request has been logged.
4-hour on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been logged.
Availability response	For critical problems that affect business, as reasonably determined by HP, an HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been logged. For non-critical problems, HP will respond the next standard business day, excluding HP holidays, regardless of the selected coverage window.
Next-day on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.
Second-day on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the second coverage day after the service request has been logged.
Third-day on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the third coverage day after the service request has been logged.
Fifth-day on-site response	An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the fifth coverage day after the service request has been logged.
Scheduled on-site response	An HP authorised representative will arrive at the Customer's site to begin hardware maintenance service on agreed upon scheduled weekly visits during standard business hours on standard business days excluding HP holidays.
Call-to-repair time commitment options (in lieu of on-site response time options):	
4-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours of the initial service request to the HP Response Centre, if this time falls within the coverage window.
6-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial service request to the HP Response Centre, if this time falls within the coverage window.
8-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours of the initial service request to the HP Response Centre, if this time falls within the coverage window.
24-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours of the initial service request to the HP Response Centre, if this time falls within the coverage window.

Option**Delivery specifications****Page allowance**

Some printer products may be available with a maximum page allowance. Page count for any given printer is defined as the number of standard pages (printed or plain) that have passed through such printer's print engine, as recorded on the test page. Different paper sizes and print options may be associated with different standard page equivalent values in order to calculate the page count. Page allowances are specified per coverage year and will be prorated for shorter terms. For multi-year agreements the specified page allowance is multiplied by the number of contract years to calculate the maximum page allowance for the overall contract term.

For printers that require HP installation, the contract term begins on the date of installation of such printers at the Customer site.

Where page allowances apply, the support coverage ends when either the end of the contract term has been reached or the page count has exceeded the maximum page allowance, whichever occurs first. Where the Customer has exceeded the maximum page allowance before the end of the contract term, the Customer will pay to HP the outstanding balance of the contract, and unless another agreement term is purchased at that time, any services will be provided at HP then-current time and materials rate.

If the Customer cancels a contract before the page allowance and the end of the contract term has been reached, a cancellation fee may apply.

Pre-requisites

For on-site response times of less than 4 hours and for call-to-repair time commitments, an upfront audit may be required by HP, as described above. The hardware call-to-repair time commitment will not take effect until five business days after any audit has been completed. Until such time, service will be delivered at a 4-hour on-site response time service level for the covered hardware.

Customer responsibilities

At the sole discretion of HP, the call-to-repair time commitment may require remote system connectivity and/or proprietary service tools and equipment and is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

At the sole discretion of HP, service levels with on-site response times of 4 hours or less may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered product, the Customer must provide and allow HP remote access to receive an on-site response time of 4 hours or less.

Upon HP request, the Customer will be required to support HP 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.

In cases where Customer Self Repair parts are shipped to resolve a problem, the Customer is responsible for returning the defective part within a time period designated by HP. In the event HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

The Customer is responsible for registering to use HP electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk Drives
- Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure
- Have an authorised representative present to retain defective Disk Drives, accept replacement Disk Drives, provide HP with identification information for each Disk Drive retained hereunder, and upon

HP request, execute a document provided by HP acknowledging the retention of the Disk Drives

- Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again
- Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations
- For Disk Drives supplied by HP to the Customer as a loaner, rental or lease product, the Customer will promptly return the replacement Disk Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented or leased Disk Drive to HP.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery, through a courier, of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an whole replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment, if any, shall not apply.

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

For fully redundant storage technologies (for example the XP storage array), the on-site response time applies to critical issues, as reasonably determined by HP, that affect business. Response times for non-critical service requests may vary.

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeline.

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any restoration/recovery of compromised data
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of order and is subject to resource availability.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong root cause analysis instead of execute recommended server or product recovery procedures.

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

- 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
- Support for network-related 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

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk Drives replaced by HP due to malfunction. It does not apply to any exchange of disk drives that have not failed.

Failure rates on hard drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective hard drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

Response Availability

Response times are dependant on the location of your site in relation to a designated HP support office.

To check service availability please contact your local HP services representative.

Ordering information

HP computer products may only be covered with a response time commitment of 4 hours or less and a 24x7 coverage window if the Customer's HP order volume for a specific site exceeds a minimum amount.

To qualify for the scheduled on-site response service level, monthly charges for products covered with this service level at a specific Customer site must exceed a minimum amount. If the Customer does not qualify for this service level, other support alternatives should be discussed with the local HP representative.

Scheduled on-site 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.

Call-to-repair time commitments are selected in lieu of on-site response times. The Customer cannot select both an on-site response time and a call-to-repair time commitment for the same product.

Enhanced parts inventory management and any upfront audit are included with select call-to-repair time commitments and cannot be ordered separately.

HP Hardware Support On-site is available as a fully configurable Service (certain configuration rules as noted above do apply) or can be purchased as a service package with pre-configured service levels and limited optional choices.

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 On-site, contact a local HP sales representative and reference the following product numbers:

- HA151AC for fully configurable HP Hardware Support On-site
- HA101AC for HP Hardware Support On-site with next day on-site response, standard business hours (9x5)
- HA116AC for HP Hardware Support On-site with 4-hour on-site response, standard business hours (9x5)
- HA103AC for HP Hardware Support On-site with 4-hour on-site response, extended business hours (13x5)
- HA104AC for HP Hardware Support On-site with 4-hour on-site response, 24x7
- HA105AC for HP Hardware Support On-site with 6 Hour Call-to-Repair time commitment, 24x7

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

HP support services: www.hp.com/hps/support

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