

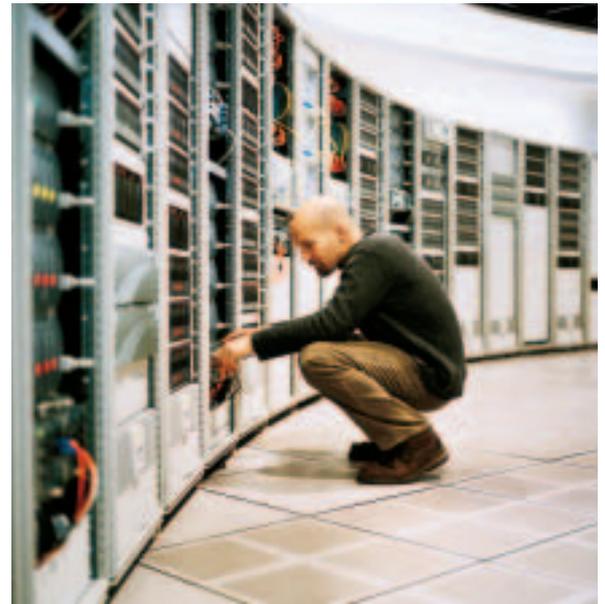
# HP Support Plus Service

HP Customer Support Contractual Services



Comprehensive hardware and software services enable you to increase the availability of your IT infrastructure.

HP Support Plus Service is composed of comprehensive hardware and software services that enable you to increase the availability of your IT infrastructure. HP engineers work with your IT team to resolve hardware and software problems with HP and selected third-party products.



HP Support Plus Service also provides new revisions of HP and eligible HP-supported third-party software products, software patches and reference manuals, including the licence to use and copy new revisions of software products on all supported systems covered by the original software licence.

The service provides electronic access to comprehensive support information, allowing any member of your IT staff to locate essential product and support information.

## Service benefits

This service provides the following benefits to your business:

- Increased IT infrastructure uptime
- Increased return on your IT investment
- Support for HP products as well as eligible multi-vendor hardware and software products
- HP software and eligible third-party software updates at a predictable cost
- Lower cost than purchasing individual software updates due to substantial subscription savings
- Broad geographic coverage

## Service-feature highlights

- Remote problem diagnosis and support for hardware products
- Onsite hardware support
- Materials
- Flexible coverage window
- Onsite response time for hardware support
- Work to completion for hardware support
- Software support
- Escalation management
- Licence to use and copy software product updates
- Software product and documentation updates
- Electronic support information and services
- Electronic remote support
- Additional named callers (optional)
- Preventative maintenance (optional)
- Defective material retention (optional)

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Remote problem diagnosis and support for hardware products</b>	<p>Once the customer has placed a service request via a designated HP support telephone number, HP will work with the customer during coverage hours to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered hardware 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 via telephone or electronic communication (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 beginning of the next coverage day. HP retains the right to determine the final resolution of all reported problems. Onsite response times for service requests submitted electronically or outside of the purchased coverage window may vary.</p>
<b>Onsite hardware support</b>	<p>For technical issues that cannot be resolved remotely, an HP service-delivery specialist will provide technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant and Intel® Pentium®/Xeon™ 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 equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering hardware improvements to 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 hardware product to operational condition or to ensure supportability of the covered hardware product.</p>
<b>Materials</b>	<p>HP will provide all needed 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 equivalent to new in performance. Replaced parts become the property of HP.</p>
<b>Coverage window</b>	<p>The coverage window specifies the time during which services are delivered onsite or remotely. Calls received outside this window will be logged on the next day in which the customer has a coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none"><li>• <b>Standard business hours, standard business days (available for software support only):</b> service is available within standard business hours, on standard business days, excluding HP holidays.</li><li>• <b>Extended business hours, standard business days:</b> service is available within extended business hours, on standard business days, excluding HP holidays.</li><li>• <b>24 x 7:</b> service is available 24 hours a day, 7 days a week including all HP holidays.</li></ul> <p>All coverage hours are subject to local availability. Check with the local office for detailed coverage hours.</p>

Specifications

Table 1. Service features, continued

Feature	Delivery specifications
<b>Onsite response time for hardware support</b>	<p>Onsite 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-authorized representative arrives at the customer's site, if this time falls within the specified coverage window.</p> <ul style="list-style-type: none"> <li>• <b>4-hour response:</b> an HP-authorized representative will arrive at the customer's site to begin hardware maintenance service within 4 hours after the service request is logged, if this time falls within the contracted coverage window.</li> </ul>
<b>Work to completion</b>	<p>Once an HP service-delivery specialist arrives at the customer's site, the specialist will continue to deliver the service (either onsite or remotely, at the discretion of HP) until the hardware 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 will resume when they become available.</p>
<b>Software support</b>	<p>Once a software problem is logged, an HP Response Centre engineer will respond to the call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems that are difficult to reproduce. The customer receives assistance in troubleshooting problems and resolving configuration parameters.</p>
<b>Escalation management</b>	<p>HP has established formal escalation procedures to solve very complex hardware and software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP and within selected third parties for multi-vendor hardware and software products.</p>
<b>Licence to use and copy software product updates</b>	<p>The customer receives the licence to use and copy the software product updates for all supported systems covered by the original software licence. The customer can use and copy updates to HP or third-party software on each system covered by this service as described in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.</p>
<b>Software product and documentation updates</b>	<p>As HP releases updates to the customer's HP software, the latest revisions of the software and reference manuals are made available to the customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or instructions on how to obtain any software updates directly from the third party. For certain software products, the customer may be able to select from a choice of media types. An access code or licence key, or instructions for obtaining an access code or licence key, will also be provided to the customer when it is required to install or run the latest software revision.</p>
<b>Access to electronic support information and services</b>	<p>As a part of this service, HP will provide access to hardware-related and software-related electronic and web-based tools and services.</p> <p>As a Support Plus contract holder, the customer has access to services freely available to all registered software support users, plus additional capabilities such as: conducting web-based searches of technical support documents to facilitate problem-solving; downloading HP software patches; submitting and checking the status of support service requests; and accessing passwords required to use HP proprietary diagnostic tools. If software patches and updated information for HP-supported third-party products are made available to HP by the original software manufacturer, the customer may also have access to these as part of this service.</p> <p>For some HP products, the Software Update Manager (SUM) – an online service for software updates – is available to the customer as an option. The SUM allows the customer to download software and documentation updates, order physical media, view order status and history, and receive software update notifications via e-mail.</p>
<b>Electronic remote support</b>	<p>For customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote hardware-event management provides diagnostic software for eligible products. For details on the minimum requirements, customers may contact their local HP sales office. This software monitors hardware status and generates notification events when certain predetermined 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>

## Specifications

Table 2. Optional service features

Feature	Delivery specifications
<b>Additional named callers</b>	Support for three named customer callers is included with Support Plus. Customers can optionally purchase support for additional callers.
<b>Preventative maintenance</b>	<p>An HP engineer 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 engineer 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 that, in the opinion of HP, are required to maintain the hardware equipment and ensure performance. The engineer may provide a final report on the hardware's condition.</p> <p>Preventative maintenance services will be delivered within standard business hours, on standard business days (excluding HP holidays), regardless of the selected coverage window.</p>
<b>Defective material retention</b>	<p>There may be cases in which the customer does not want to relinquish a defective disk drive due to sensitive data contained on it.</p> <p>This service option, available for eligible products, waives the right of HP to maintain possession of a failed disk-drive component on which the customer's sensitive data is stored.</p>

## Travel zones

All hardware onsite response times apply only to sites located within 160 km of a primary HP support responsible office. Travel to sites located within 320 km of a primary HP support responsible office is provided at no additional charge. If the site is located more than 320 km from the primary HP support responsible office, there will be an additional travel charge.

Travel zones and charges may vary in some geographic locations.

Response times to sites located more than 160 km from a primary HP support responsible office will have the following modified response times for extended travel:

Distance from primary HP support responsible office	4-hour response time service level
0–160 km	4 hours
161–320 km	8 hours
320 km	Established at time of order and subject to resource availability

## Service limitations

### Software updates

Software updates are not available for all software products. Upon request, HP will provide the customer with a list of software products that do not require software updates. When this service feature is not available, it will not be included in the HP Support Plus Service.

For some telecommunications products, software updates will only include minor upgrades; new versions must be purchased separately. Upon request, HP will provide the customer with a list of software products that do not include new versions in the software update price. The price for new versions of these software products is not included in the HP Support Plus Service.

If the customer has multiple systems at the same location, HP may limit the number of physical media sets containing software updates provided as part of this service.

### Software support

Software support must be purchased for each system in the customer's environment that will require support.

### Hardware support onsite

At the discretion of HP, service will be provided using a combination of remote diagnosis and support services delivered onsite and other service-delivery methods. Other service-delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, mouse or entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely customer support.

An onsite-response time commitment 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 (e.g., the XP storage array), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. Response times for non-critical service requests may vary.

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

- Recovery of the operating system, other software and data
- Troubleshooting for interconnectivity or compatibility problems (does not apply to support services provided for network devices)
- Support for network-related problems (does not apply to support services provided for network devices)
- 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

## Service eligibility

To be eligible to purchase the HP Support Plus Service, the customer must be properly licensed to use the revision of the software product that is current at the beginning of the service-agreement period, or an additional charge may be applied to bring the customer into service eligibility.

## Customer responsibilities

The customer must retain – and provide to HP upon request – all original software licences, upgrade licence agreements and licence keys.

The customer will use all software products in accordance with current HP software licensing terms that correspond to the customer's prerequisite underlying software licence or, if applicable, in accordance with the current licensing terms of the third party, including any additional software licensing terms that may accompany such software updates provided under this service.

When the customer receives hard-copy or e-mail notification that a new version of software is available, it is the customer's responsibility to reply to the notification in order to receive the new software update.

The customer is responsible for registering with our electronic facility in order to obtain software product information and download HP software patches.

The customer will be required, upon HP request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs
- Installing customer-installable firmware updates and patches
- Performing other reasonable activities to help HP identify or resolve the problem

# HP Support Plus Service

Increase IT infrastructure uptime and return on investment, and get the hardware, software and electronic support you need.

The customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement units delivered to them.

At the sole discretion of HP, service levels with a 4-hour onsite response time may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered equipment, customers must provide and allow HP remote access in order to receive the 4-hour onsite response time.

## General provisions/other exclusions

Distribution of certain third-party software updates, licence agreements and licence keys may be made directly from the third-party vendor to the customer.

## Ordering information

To order the HP Support Plus Service, contact your local HP representative and reference the following product numbers:

- HA109AC
- HA110AC

## For more information

For more information on HP Support Plus Service, contact any of our worldwide sales offices or resellers or visit our website at

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

**[www.openview.hp.com/services](http://www.openview.hp.com/services)**

© 2003 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Intel, Pentium and Xeon are U.S. trademarks or registered trademarks of Intel Corporation.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement, and a Statement of Work, as applicable.

To learn more, visit [www.hp.com](http://www.hp.com)

5981-8505EEE, September 2003

