

HP Support Plus Service

Technical data

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 license to use and copy new revisions of software products on all supported systems covered by the original software license

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:

- Increased IT infrastructure uptime
- Increased return on your IT investment
- Support for HP products as well as eligible multivendor 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 and parts included
- Flexible coverage window
- Onsite response time for hardware support
- Software support
- Escalation management
- License to use and copy software products
- Software product and documentation updates
- Access to electronic support information and services
- Electronic remote support (for eligible products only)
- Preventative maintenance (optional, for eligible products only)
- Defective material retention (optional, for eligible products only)

Specifications

Table 1. Service Features

Feature	Delivery specifications
Remote problem diagnosis and support for hardware products	<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 equipment, 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 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 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>
Onsite hardware support	<p>For technical hardware issues that cannot be resolved remotely in the judgment of HP, an HP authorised representative will provide technical support on covered hardware products to return them to operating condition. For certain 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 improvements to enable 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 operational condition or to enable supportability of the covered equipment.</p>
Materials	<p>HP will provide all supported parts and materials necessary to maintain the covered hardware equipment 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>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this window will be logged the next day for which there exists a coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none">• Standard business hours, standard business days (available for software support only): Service is available between 8:30 am and 5:30 pm local time, Monday through Friday excluding HP holidays.• Extended business hours, standard business days: Service is available between 8:30 am and 9:30 pm local time, Monday through Friday excluding HP holidays.• 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. <p>All coverage windows are subject to local availability. Check with the local office for detailed information on availability.</p>
Onsite response time for hardware support	<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 authorised representative arrives at the Customer's site, if this time falls within the specified coverage window.</p> <p>An HP authorised representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window. Response time is measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p>

Specifications**Table 1. Service Features (continued)**

Feature	Delivery specifications
Work to completion	Once the HP authorised representative arrives at the Customer's site, the representative will continue to deliver the service (either onsite 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.
Software support	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
Escalation management	HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP.
License to use and copy software products updates	The Customer receives the license to use and copy the software product updates for all supported systems covered by the original software license. 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.
Electronic remote support	For Customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote hardware event management provides diagnostic software for eligible products. 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.
Access to electronic support information and services	As a part of this service, HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services. As a Hardware Support Onsite Service contract holder, the Customer has access to services freely available to all registered hardware support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem-solving; submitting and checking the status of hardware support service requests; and accessing the passwords required to use HP proprietary diagnostic tools.
Electronic remote support	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, the Customer may contact the 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.

Specifications**Table 2. Optional service features (eligible products only)**

Feature	Delivery specifications
Additional named callers	Support for three named Customer callers is included with Support Plus. Customers can optionally purchase support for additional callers.
Preventative maintenance	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. 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 vendor's recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware equipment. The representative may provide a final report on the hardware's condition. Preventive maintenance services will be delivered between 8:30 am and 5:30 pm, Monday through Friday excluding HP holidays, regardless of the selected coverage window.
Defective material retention	There may be cases in which the Customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk. 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.

Travel zones

The following are availability guidelines for response time upgrades within Australia and New Zealand: (distances from designated HP Support Responsible Office).

Zone	Australia	New Zealand	Travel Charge
Zone 1	0 to 80km	0 to 80km	Included in base service price for 4 hour and Next Business Day response time
Zone 2	81 to 120km	81 to 120km	Travel charges apply
Zone 3	121 to 200km	121 to 200km	Travel charges apply
Zone 4	Over 200km	Over 200km	Travel charges apply. Response time established at time of order and subject to resource availability

Check with your local office for detailed response time, travel charge and service coverage information applicable to your location.

Service limitations

Software updates

Software updates are not available for all software products. Upon the Customer's 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 the Customer's 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 an 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.

HP reserves the right to inspect a customer's equipment before placing it under contract at additional cost.

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

- Recovery 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 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 software product updates, 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; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

General provisions/Other exclusions

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

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

Customer responsibilities

The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.

The Customer will use all software products in accordance with HP's current software licensing terms corresponding to the Customer's prerequisite underlying software license, or 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 is notified via hardcopy or e-mail 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 to use HP's 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

Ordering information

HP computer products may only be covered with an onsite 4-hour response, 24x7 service level if the Customer's HP order volume for a specific site exceeds a minimum amount.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Support Plus Service, contact your local HP representative.

For more information

For more information contact any of our worldwide sales offices or resellers or visit our worldwide Web site on the internet at: <http://www.hp.com/hps/support>

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