

# HP Software Support Service

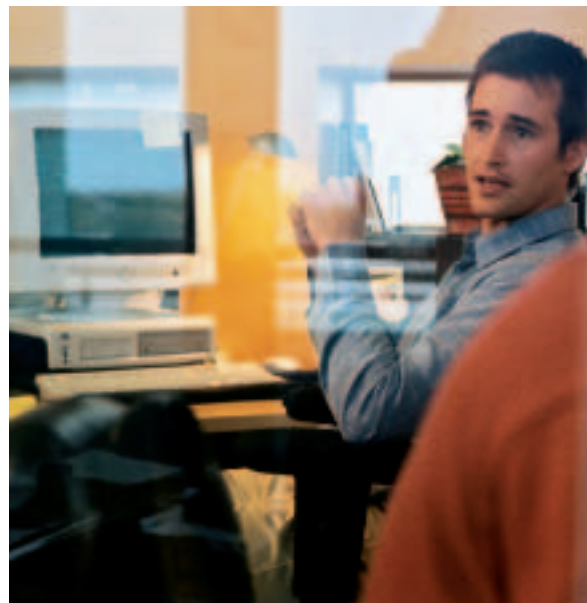
HP Customer Support Contractual Services Package



Comprehensive software services and fast, reliable support for your IT staff.

HP Software Support Service provides you with comprehensive software services covering HP software and selected third-party software.

With HP Software Support, your IT staff can rely on fast and reliable access to experts within HP Response Centres. These professionals work with your IT team to provide advice on software features and use, problem diagnosis and resolution, software defect identification and access to patches.



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

It also provides electronic access to comprehensive support information, allowing any member of your IT staff to locate essential product and support information. For third-party products, this is subject to availability of such information electronically from the vendor.

## Service benefits

This service enables you to:

- Improve productivity of system managers and operators
- Increase system performance and reduce downtime due to software defects
- Update HP software and selected third-party software at a predictable cost
- Cut the cost of purchasing individual software updates through subscription savings

## Service-feature highlights

- Notify system managers when new software releases are made available
- Ensure licence compliance to use the latest released revision of HP and selected third-party software
- Expedite problem resolution through trained technical resources
- Licence to use and copy software product updates
- Software product and documentation updates
- Electronic software support
- Access to technical resources
- Problem analysis and resolution
- Escalation management
- Software features and operational support
- Problem isolation
- Remote access
- Installation advisory support
- Choice of coverage windows
- Additional named callers (optional)

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Licence to use and copy software product updates</b>	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.
<b>Software product and documentation updates</b>	As HP releases updates to 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 HP may provide instructions on how to obtain any software updates directly from the third party. For certain products, the customer may be offered a choice of media. 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.
<b>Electronic software support</b>	<p>As part of this service, HP will provide access to electronic and web-based software-related tools and services.</p> <p>As a Software Support Service contract holder, the customer has access to services freely available to all registered software support users, plus additional capabilities such as searching knowledge databases and downloading HP software patches. 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.</p> <p>For some HP products, the Software Update Manager (SUM) – an online service for software updates – is available 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>Access to technical resources</b>	The customer can access HP technical resources via telephone, electronic communication or fax (where locally available) for assistance in resolving software implementation or operational problems.
<b>Problem analysis and resolution</b>	HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the customer identify problems that are difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters.
<b>Escalation management</b>	HP has established formal escalation procedures to facilitate complex software problem resolution. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP and selected third parties.
<b>Software features and operational support</b>	HP provides information on the latest product features, known problems and available solutions, and operational advice and assistance.
<b>Problem isolation</b>	Problem isolation to the software product is provided. The customer is informed if the problem is perceived to be hardware related. If the customer's hardware is covered under an HP Hardware Maintenance Onsite Service agreement, a service request will be logged to the diagnose-before-dispatch desk on the customer's behalf. With customer approval, a per-call service request will be logged on the customer's behalf for problems related to hardware not covered under a Hardware Maintenance Onsite agreement.

## Specifications

Table 1. Service features, continued

Feature	Delivery specifications
Remote access	<p>At the option of HP – and with customer approval – selected remote-access tools, such as a telephone-support tool, may be used to facilitate problem solving. The use of these tools allows HP to work interactively with the customer and facilitates remote diagnosis of problems with the customer's system.</p> <p>The customer can choose to use any of these remote-access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.</p>
Installation advisory support	<p>Advisory support is provided to the customer who encounters difficulties while installing a product or who needs advice on proper installation methods and updating of standalone applications. Advisory support for products that are installed in a network environment is also provided.</p> <p>This service feature does not include down-line loading of complete software packages or walking through an installation from start to finish. However, these services are available for an additional charge and can be purchased separately from HP.</p>
Coverage window	<p>The coverage window specifies the time during which services are available.</p> <ul style="list-style-type: none"><li>• <b>Standard business hours, standard business days:</b> service is available throughout standard business hours on all standard business days, excluding HP holidays, when Software Support M-F is purchased. Calls received and answered outside the service window will be logged and responded to within the next service window (may vary by geographic location).</li><li>• <b>24x7:</b> service is available 24 hours per day, Monday to Sunday, including all bank, public and HP holidays. This coverage applies when Software Support 24x7 is purchased.</li></ul>

## Specifications

Table 2. Optional service feature

Optional feature	Delivery specifications
Additional named callers	<p>Support for three named customer callers is included with HP Software Support Service. The customer can optionally purchase support for additional callers.</p>

## Service eligibility

To be eligible to purchase software product support, 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.

## 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 corresponding to the customer's prerequisite underlying software licence or, if applicable, in accordance with

the current licensing terms of the third-party software manufacturer, 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.

# HP Software Support Service

Improve productivity, increase performance, reduce downtime and cut purchasing costs.

## Service limitations

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

For customers with 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 must be purchased for each computer system in the customer's environment that will require support.

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 a list of software products that do not include new versions in the software update price. The price for new versions of these products is not included in HP Software Support Service.

## 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.

## For more information

For more information on HP Software Support 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)**

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