

HP Hardware Technical Support

HP Customer Support Contractual Services



HP provides you with direct access to a designated HP hardware technical support group of Level 2 specialists.

HP Hardware Technical Support service provides a remote hardware telephone support service on selected HP- and Compaq-branded hardware products for large enterprise accounts, self-maintainers and HP channel partners who require a high level of technical support.

HP provides you with priority access to a designated HP technical support group of Level 2 specialists who offer priority problem escalation, if required.

Telephone support includes both product advisory and technical operations support, which covers questions about product usage and the function of specific components. It also includes directing you to additional documentation regarding a specific product or question, providing



information on the interpretation of hardware product documentation, and clarifying and interpreting product error codes.

HP Hardware Technical Support also provides answers to hardware product installation, upgrade, configuration and startup questions about HP hardware products covered by the service. This includes support for HP hardware management utilities during the warranty period of the eligible HP hardware products. In addition, you receive suggestions for corrective procedures for known problems, such as configuration or diagnostic problems.

Service benefits

This service provides:

- Fast response
- Improved productivity of your technical staff
- Expedited issue resolution

Service-feature highlights

- Direct access to Level 2 hardware technical support specialists
- Both product advisory and technical operations support
- Access to electronic support information and services
- Additional named callers (optional)

Specifications

Table 1. Service features

Feature	Delivery specifications
Hardware technical support	For assistance in hardware problem diagnosis and resolution on selected HP products, HP provides the customer's technical assistance centre (TAC) or certified technician with priority access to HP Level 2 technical specialists via telephone or electronic communication.
Product advisory and technical operations support	<p>For selected HP- or Compaq-branded products, HP will provide both product-advisory and technical-operations support, which includes the following:</p> <ul style="list-style-type: none">• Answers to product-usage questions, including support for HP drivers and firmware• Answers to questions about the function of a specific component• Direct customers to additional documentation regarding a specific product or question• Provide information on the interpretation of hardware product documentation• Clarify and interpret product error codes• Answer installation, upgrade, configuration and startup questions about HP-supported hardware products, including support for HP-provided hardware-management utilities• Suggest corrective procedures for known problems, such as configuration or diagnostic problems <p>HP will provide service-request resolution consisting of call management and closure. A service request has been resolved when one or more of the following criteria have been met:</p> <ul style="list-style-type: none">• The customer has received information from HP that resolved the problem• The customer has received information from HP on how to obtain onsite service to resolve a problem• The customer has received notice from HP that a problem is caused by a product for which this service is not available• The customer has received notice from HP that a problem is caused by a known, unresolved hardware problem• The customer has received notice from HP that the problem has been corrected in a subsequent product release• The customer has received notice from HP that a problem has been identified as a software problem• The problem has been escalated to the vendor and HP has provided the response received from the original manufacturer <p>HP provides priority escalation of problems to the next level of available HP technical specialist, as appropriate.</p>
Coverage window	<p>The service coverage window specifies the time during which the customer may call HP. Service is available 24 hours a day, 7 days a week, including all HP holidays.</p> <p>This coverage window is subject to country availability. Check with the local office for detailed information on availability.</p>
Access to electronic support information and services	<p>HP will provide access to hardware-related electronic and web-based tools and services, such as firmware updates and proactive notification services.</p> <p>Customers with a hardware technical support contract have access to all the services available to registered users, plus the ability to search technical support documents to solve problems; access passwords required to use HP proprietary diagnostic tools; and submit and check the status of hardware technical support service requests.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Additional named callers	Support for three named callers is included with Hardware Technical Support. Customers can optionally purchase support for additional callers.

Depending on call volume, a Level 2 specialist may not be available for service outside of normal business hours. When this occurs, the customer will be forwarded to the next available technical specialist to avoid response delays. Services such as, but not limited to, the following are excluded from this service:

- Support for the following HP hardware products:
 - Enterprise storage products, such as SAN (other than basic interoperability issues)
 - External network devices, such as routers or network topology devices
 - HP NonStop servers
 - HP-UX-based and HP MPE/iX-based hardware systems
- Direct support for the operating system
- Services that, in the opinion of HP, are required due to improper treatment or use of the equipment
- Actual repair of product malfunctions
- Services required due to unauthorised attempts by non-HP personnel to repair, maintain or modify the equipment
- Services required due to causes external to the HP-maintained equipment
- Licences, media and documentation updates
- Support for hardware not supported by HP
- Software support services

Service eligibility

Eligible customers include HP customers with selected HP hardware products who are:

- Channel partners
- Enterprise self-maintainers enrolled in region-specific self-maintainer programmes, if applicable
- Enterprises with an onsite hardware warranty or contract with HP or an HP-authorized service partner

Customer responsibilities

The customer will be required to:

- Provide the name and telephone number of up to three employee contacts who are authorised to utilise this service and can direct and approve activity from HP response centres in the event of a critical problem (additional named callers may be added for an additional charge)
- Protect the Hardware Technical Support phone number and access PIN from unauthorised use
- Adhere to licensing terms and conditions regarding the use of HP service tools, as applicable
- Maintain an adequately trained workforce capable of using any relevant service and diagnostic tools, as suggested
- Maintain hardware at the latest level in accordance with manufacturer's standards, recommendations or schedules
- Be responsible for either providing an adequately trained technical contact (Accredited Platform Specialist [APS] certified or higher) or implementing a technical assistance centre (TAC) to act as the intermediary on all service issues between HP and the customer. The technical contact or TAC engineer will:
 - Provide the initial level of service to the customer's end users for each service request
 - Be prepared with product documentation when logging a Hardware Technical Support service request and be able to provide details on the current configuration and topology, including hardware platform(s), operating system(s) and application(s)
 - Maintain a level of hardware remedial maintenance expertise capable of providing competent technical support to the customer's first-line engineers
- Purchase this service for each HP system for which the customer requires Hardware Technical Support

HP Hardware Technical Support

Improve the productivity of your technical staff and expedite issue resolution.

General provisions/other exclusions

- A Level 2 technical support specialist is an experienced and APS-certified (or equivalent) hardware support specialist who typically handles questions and problems that have already been initially worked on by the customer or a Level 1 technical resource.
- HP reserves the right to perform a site audit and request serial numbers for all HP products under this service in order to validate system population count.
- An additional fee may be charged to the customer to respond to calls on HP products not covered under product warranty or onsite hardware support contract.

Service coverage

HP Hardware Technical Support provides coverage for selected HP- or Compaq-branded commercial hardware products, which may include Intel® processor-based servers, desktops and portables as well as selected Alpha systems and peripherals.

Check with your local HP sales office or HP reseller for detailed information on HP hardware product coverage.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/hps/support

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