

HP Extended Support Plan – Technical Phone Support

HP Services Canada

Data Sheet



HP Services offer an extensive array of key options to protect your Product investment. With HP Services including e-support (eChat and eMail), and unlimited technical telephone support, you can rest assured knowing we are always here for you.

Benefits to you

- Peace of mind knowing you are backed by HP's extensive support team
- Cost savings when compared to out-of-warranty per incident phone support
- Enhanced productivity and reduced down-time
- Priority support service and fast response

Service feature highlights

- Access to HP's extensive eSupport online tools including eChat and eMail support
- Remote problem diagnosis and technical telephone support,
- Available 24/7, toll-free

Specifications

Table 1. HP Service features

| Feature or Service | Delivery specifications |
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| e-Support | HP offers an extensive array of self help web based support solutions for fast and quick resolution to problems. These services include, free driver downloads, email support with 1 hour response, e-chat (on selected products), and technical support information for common problems. |
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| Technical Telephone Support | When experiencing a problem, a HP support professional will be able to assist in remote technical telephone assistance with problem diagnosis, operating system support, configuration, installation, and basic usage assistance. HP may ask you to provide relevant information, start diagnostic tools and perform other supporting activities in order to assist in remote problem resolution. |
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| 24/7, Toll-Free | Service is available 24 hours per day, 7 days per week including holidays by calling HP's toll-free support center at 1 (800) 474-6836 (1-800-HP invent). |
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Service Coverage

HP Service is available within Canada and on HP Products purchased in Canada from HP or an authorized HP reseller. HP's eSupport and remote technical telephone assistance is available 24 hours a day - 7 days a week, including holidays, to assist you. The above HP Services are available to you for the term of your HP Services extended support plan on the specified product the extended support plan was purchased for.

Obtaining Service

Support can be reached by calling **1-(800)-474-6836 (1-800-HP invent)** available 24x7 including holidays.

Customer responsibilities

It is the Customer's responsibility to:

- Provide all information necessary for HP to deliver timely and professional remote support and/or to enable HP to determine the level of support eligibility.
- Start self tests and/or other diagnostic tools and programs.
- Perform other reasonable activities to help HP identify or resolve the problem
- Maintain backup copies of all software and data. (HP recommends regular backups.)
- Restore operating system, software and data on the product where required

Service limitations

At HP's discretion, HP Services will be provided using remote diagnosis and support or other service delivery methods, or a combination thereof. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

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

- Data recovery
- Software support on software products that were not pre-installed at the factory
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP

All standard accessories included with the HP base Product and all HP-supplied internal components from the factory, such as memory and CD-ROMs are covered as part of this service. Items that are NOT covered under this service include, but are not limited to:

- Maintenance kits and other supplies
- Consumables, including, but not limited to, ink cartridges, media, and batteries
- Non-HP devices
- Any product previously repaired by an unauthorized technician or user
- Customer abuse or damage

HP will make reasonable efforts to assist and return a user's Product to original performance and will be deemed complete when the Customer has:

- received instructions that assist in resolving the software problem
- received instructions on how to obtain a patch(es)
- received notice that a software application problem is caused by a known, unresolved software bug
- been notified that the problem has been identified as a hardware problem
- been notified that the problem is corrected in a subsequent release of the Product or software or HP has extended reasonable effort to resolve the application problem.

This support is limited to telephone assistance and does not include the downloading of complete software packages or supervision of an installation from start to finish. Further actions by the Customer may be required to resolve the problem. HP accepts no responsibility nor provides compensation for damage to the operating system software, application software, or data impacted by the failure or actions to resolve.

For More Information

For more information on HP Services, contact our Canadian Support Center at 1 800-HPinvent or visit our support web site on the internet at <http://www.hp.ca/totalcare>