



## HP Service Plan Descriptions – United States and Puerto Rico

### HP PC Post Warranty Technical Support & Spyware Removal Assistance

#### Service Overview

HP pc post warranty technical support provides one (1) year of telephone support coverage for a HP or Compaq consumer product pre-installed software, the original pre-installed, product operating system, & **HP drivers**.

HP pc post-warranty technical support provides access to HP Technical Support Agents for technical assistance on a product's operating system and pre-installed software. Technical support includes assistance with features and use, installation, configuration, troubleshooting and diagnosis.

#### Problem Assistance

HP provides assistance to resolve **driver issues**, software or operating system problems, including assistance in setup, solving configuration issues and troubleshooting original, pre-loaded operating system, software technical problems **and assistance with Spyware assistance removal if an internet threat is determined to be the root cause for the customer's contact to technical support.**

#### Installation Support

Advisory support for customers who encounter difficulties while performing a product installation or require installation guidance will be provided.

#### Customer Responsibilities

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

The Customer should maintain a current backup or copy of their operating system and all other applicable software programs and data prior to use of this service.

It is the responsibility of the customer to ensure that their systems are up to date and protected from viruses/Spyware. Customers will be strongly encouraged to:

- Run Windows Updates on a regular basis to ensure that all critical and security updates are loaded.
- Run anti-virus software updates on a regular basis to ensure virus definitions and antivirus software is up-to-date.
- Run Spy-subtract on a regular basis to ensure Spyware is removed.

#### Limitations

Support is limited to HP and Compaq consumer Pavilion and Presario Desktop and Notebook products, HP peripheral products and entertainment products.

HP will make reasonable efforts to assist and return a users product to productivity and will be deem complete when the Customer has:

- Received instructions that assist in resolving the hardware and/or 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 repair problem;



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- 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.

This support does not include hardware repair or exchange. If the customer requests hardware repair additional fees will be payable to HP for any hardware service given.

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.

### **Coverage Window**

HP Total Care telephone support is available 24 hours a day, seven (7) days a week, by calling HP Total Care at 1-800 474-6836.

### **Geographic Coverage**

Service is available within the continental United States including Alaska and Hawaii. Please check with your local HP authorized representative if your location is eligible for this service.

### **For More Information**

For more information, contact our technical support center at 1-800-474-6836.