

Specifications

Table 1. HP Priority Access Service features

Feature	Delivery specifications
Technical Support Designed for IT	Designed to support IT professionals, rather than end users, this feature leverages the Customer's diagnosis, bypassing standard troubleshooting steps and resulting in up to 30 percent shorter support call times than HP standard remote support.
Global Experience	This feature provides a globally consistent experience in more than 60 countries and over 20 languages. Refer to the 'Geographic coverage' section (table 4) for specific country information.
Direct Access	Customer IT help desk teams get prioritized access to specially trained HP IT support professionals with a toll-free number and a unique PIN.
Online Case Management Tools	This feature provides support tools with Web-based submission and tracking solutions. The HP Support Case Manager (SCM) provides 24x7 access and enables the Customer to submit and manage support cases via the Internet. Additional access information is included in program onboarding information that is sent to the Customer upon purchase.

Table 2. HP Priority Management Service features

Feature	Delivery specifications
Priority Management	This service includes all of the features of the Priority Access Service.
Assigned Support Contact	<p>An HP Global Customer Support Manager (GCSM), who is located in the Customer's region and is responsible for meeting global support needs, will be assigned to the Customer.</p> <p>The HP GCSM is a highly trained professional who has a thorough understanding of the Customer's business and strategic IT requirements. The GCSM is located in the same geographic region as the Customer's headquarters location, is aligned with the Customer's executive management, and makes strategic support decisions.</p> <p>If an issue does arise that requires special attention, the GCSM will act as the Customer's single point of contact within HP. In that role, the GCSM can align HP's service professionals to quickly and effectively address the Customer's unique requirements.</p>
Proactive Support Plan	<p>An HP Support Manager will work with the Customer to understand the Customer's business and strategic IT requirements and then design and implement a proactive support plan tailored to meet the Customer's needs.</p> <p>Once the Customer purchases this service, the Support Manager will meet with the Customer and the HP account team to gain a thorough understanding of the Customer's business and IT requirements, including a review and documentation of the Customer's geographical footprint, entitlements, SLAs, and specific support instructions.</p>
Problem Management	<p>This feature provides an assigned support expert to proactively manage and address the Customer's support needs and performance.</p> <p>The HP GCSM regularly monitors key operational performance indicators and tracks results against the Customer's established targets. Through regular Customer updates, this feature provides thorough root-cause analysis, corrective action plans, and resolution timelines.</p>
Parts Prioritization	<p>Whether the Customer has experienced a natural disaster or everyday technical issues, this feature provides the Customer with proactive prioritized access to parts that improve end-user uptime.</p> <p>In the event that a part shortage occurs, fulfillment of orders for HP Priority Management Customers will be prioritized at the time inventory becomes available. Additionally, support teams may utilize exceptional methods to acquire inventory for these Customers including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.</p>

Feature	Delivery specifications
Performance Management	<p>This feature provides executive-level reporting that assesses the Customer's unique product quality and service status, as well as regular status communications to track the support health of the installed base.</p> <p>This feature provides monthly and quarterly reviews with the HP global support manager to recap performance metrics. Quarterly performance summary reports provide action plans to address any deviations from targets; monthly open and closed escalations include an issue summary and root-cause action plans.</p>

Table 3. Service-level options

Option	Delivery specifications
Duration	HP Priority Services are available in 1-, 3-, 4-, or 5-year coverage durations. The coverage duration is indicated in the description of the selected package.

Service eligibility

- Only HP PC and commercial printer products and HP-supported products that are sold by HP or an HP authorized reseller are eligible; the service is limited to the following PC products: desktops, notebooks, workstations, retail point-of-sale products, thin clients, and tablets. HP monitors will be included with the desktop or workstation unit.
- The Customer must have a valid HP warranty or HP extended hardware service contract for any hardware receiving this service.
- HP requires that Customers cover 100 percent of their in-warranty installed base of HP PC and commercial printer units when purchasing HP Priority Services.
- The Customer must have an IT department or a Customer-authorized IT help desk service provider that conducts hardware diagnosis for the Customer's end-user HP technical issues. Only the Customer's IT help desk professional or those of a Customer-authorized partner will be allowed to contact HP Priority Services for support.
- Customers purchasing the Priority Access Service must have an installed base of at least 250 in-warranty HP PC and/or commercial printer units.
- Customers purchasing the Priority Management Service must have an installed base of at least 1,000 in-warranty HP PC and/or commercial printer units.

Geographic coverage

Table 4. Geographic coverage

Region	Countries
Americas	Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico, Uruguay, United States, Venezuela
Europe, Middle East, and Africa	Austria, Belgium, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Morocco, the Netherlands, Nigeria, Norway, Poland, Portugal, Qatar, Russia, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates, United Kingdom
Asia Pacific and Japan	Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Taiwan, Thailand

Languages supported

The following languages are supported: Bahasa, Cantonese, Danish, Dutch, English, Finnish, French, German, Hindi, Italian, Japanese, Korean, Mandarin, Norwegian, Polish, Portuguese, Spanish, Swedish, and Turkish.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer will:

- Provide an accurate estimate of the entire HP installed base with a valid HP warranty or HP extended hardware service contract
- Prior to a support incident, conduct internal troubleshooting and diagnosis
- During a support incident, have the Customer's designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

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

- Hardware without a valid HP warranty or HP extended service contract (except as noted in the 'Service eligibility' section)
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Services required due to failure of the 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
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document

Parts prioritization is not available in the following countries: Dominican Republic, Ecuador, Guatemala, Honduras, Nicaragua, and Uruguay.

General provisions/Other exclusions

- HP Priority Services activation process will begin within 30 days of purchase.
- HP reserves the right to deny this service if the Customer provides inaccurate or fraudulent information regarding the Customer's in-warranty installed base.
- HP reserves the right to conduct routine audits of the Customer's in-warranty installed base to ensure that there is an accurate sizing of the fleet.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Geographic locations and languages are subject to change.

Ordering information

To obtain further information or to order HP Priority Services, contact a local HP sales representative.

Table 5. Product ordering information

Service part no.	Description	Service part no.	Description
U7C98E	HP 1yr Priority Access PC	U1PB1E	HP 1yr Priority Access Print
U7C99E	HP 3yr Priority Access PC	U1PB2E	HP 3yr Priority Access Print
U1PV6E	HP 4yr Priority Access PC	U4ZX6E	HP 4yr Priority Access Print
U1PV7E	HP 5yr Priority Access PC	U4ZX7E	HP 5yr Priority Access Print
U7D00E	HP 1yr Priority Management PC	U1PB3E	HP 1yr Priority Management Print
U7D01E	HP 3yr Priority Management PC	U1PB4E	HP 3yr Priority Management Print
U1PV8E	HP 4yr Priority Management PC	U4ZX8E	HP 4yr Priority Management Print
U1PV9E	HP 5yr Priority Management PC	U4ZX9E	HP 5yr Priority Management Print

For more information

For additional information on HP Priority Services in your region, visit:
hp.com/go/priorityservices

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