



Accidental Damage Protection



With HP Accidental Damage Protection, you are protected in the event you spill liquid on your keyboard, experience a power surge, drop your notebook, or incur other unexpected PC damage. When events like these take place, HP has you covered.

Service highlights

Peace of Mind

Don't be caught off guard if the unexpected happens - protect your HP PC with HP Accidental Damage Protection.

You'll enjoy greater peace of mind and enhanced security while keeping your PC covered by the manufacturer who knows it best.

Service benefits

Avoid unexpected repair and replacement costs

When you're covered by an HP service plan with HP Accidental Damage Protection, you get:

- Protection from unpredictable drops, spills and accidental damage
- Continuous coverage for hardware parts and labor
- 24x7 real-time chat and toll-free phone support from certified HP representatives
- Round-trip shipping at no additional cost
- Convenient door-to-door product Pick Up and Return or Next Business Day Onsite service delivery

This plan works in conjunction with your standard limited HP product warranty. The duration of the HP Accidental Damage Protection plan is measured from the date of your hardware purchase.



HP Accidental Damage Protection helps prevent out-of-pocket repair or replacement costs caused by accidents that may occur during normal operation of computing products

Enjoy total peace of mind when the unexpected happens

More than “just an insurance policy”, ADP is enhanced hardware protection that provides convenient offsite Pick Up and Return, or, depending upon location and service plan, Next Business Day Onsite* service.

Key Features

| Feature | Delivery specifications |
|--------------------------|---|
| Key Features | <ul style="list-style-type: none">• Coverage includes parts and labor• Available for up to 5 years• Standard Business Hours Coverage• Remote Problem Diagnosis and Support• Unlimited Claims |
| Service Levels | <ul style="list-style-type: none">• Next Business Day Onsite*• Pick Up and Return• Next Business Day Exchange (handhelds only) |
| Definition | <ul style="list-style-type: none">• Accidental damage is defined as physical damage to a product caused by or resulting from an unexpected incident that renders the unit inoperable |
| Coverage | <ul style="list-style-type: none">• Coverage applies to unintentional spills in or on the unit, drops, falls and electrical surge. This includes damaged or broken liquid crystal displays (LCD's) or broken parts.• Limitations apply to major parts replacement• Cosmetic damage not covered• Does not cover theft, loss, damages caused by a vehicle accident, normal wear, consumables, intentional acts of damage, fire, or other exclusions specified by HP. |
| Customer Benefits | <ul style="list-style-type: none">• Enhanced protection for hardware• Minimizes unplanned out of pocket repair costs• Reduces downtime, enhancing productivity |

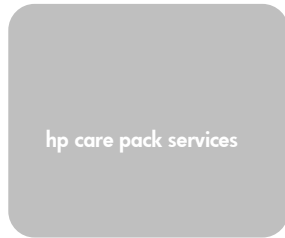
*Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.

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Contact us today to learn more about HP Accidental Damage Protection HP Care Pack Services

Phone: 800-334-5144 | Web: www.hp.com/hps/carepack





HP Care Pack Service Descriptions - United States - November 1, 2009

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|--|--|
| hp care pack websites | <p>HP Partner Portal website www.hp.com/partner/us If registered, enter "UserID" and "Password" and click the "Sign-in" button or, if not yet registered, click on "Register" in the left-hand navigation bar Click on "Services" in the left-hand navigation bar Click on "HP Technology Services for Product Support", then click on "HP Care Pack Services" Click on "Service Descriptions"</p> |
| eligibility for support | <p>To be eligible to receive support, you must register your HP Care Pack within 10 days of purchase. Just follow the registration procedures included with the HP Care Pack. For your electronic HP Care Pack follow the information or in your HP Registration Letter.</p> |
| how to register your hp support | <p>Physical HP Care Pack: For all HP Care Pack service levels: Fill out the registration card completely included in the physical hp care pack purchased Return the postage-paid registration card to HP to complete the registration process Electronic HP Care Pack: Register your electronic HP Care Pack at HP Channel Services Network</p> |
| service coverage | <p>HP may provide onsite service, onsite unit exchange, remote unit exchange or return to HP repair. HP will determine the exact response time and level of support when the service call is placed. Service may be provided by HP, authorized HP representative or HP distributor. For onsite services, customer is responsible for providing access to products and for ensuring that an adult representative is present while service is being performed.</p> |
| getting support if you have a problem | <p>Once you've registered your HP Care Pack with HP, it's easy to obtain hardware support. Here's how:</p> <ol style="list-style-type: none">1. Visit the HP Customer Care website at http://www.hp.com/go/support. Available 24 hours a day, this site provides convenient troubleshooting and moderated discussion forums.2. If the problem cannot be resolved at the web site, call HP Support 1-800-633-3600. Service calls are initially routed to HP's Customer Care Center. Please be ready to provide your product model number and serial number.3. The HP Care Pack representative will ask you for information that will help us accurately diagnose the problem and fix it as quickly as possible. Customer will be required to run system self-test programs or to correct reported faults upon telephone advice.4. Based on this discussion, the HP Care Pack representative will help you fix the problem over the phone or determine whether to ship a customer-replaceable part, arrange for an off-site repair or exchange, or schedule an onsite repair or exchange. Onsite services are provided only if the fault or problem cannot be corrected remotely. For onsite services, customer is responsible for providing access to products and for ensuring that an adult representative is present while service is being performed. |

hardware maintenance - onsite support

call-to-repair

Today, businesses rely on IT for sharing critical information between people, departments, and sites. System downtime due to hardware failure can result in hours of lost productivity and frustration for employees. IT managers consequently are facing increasing demands from senior management and internal customers to keep the systems up and running to ensure their businesses' success. HP Hardware Support Onsite Call-to-Repair provides an IT manager with a team of support resources to immediately begin troubleshooting the hardware product and ensure the availability of the hardware within a maximum of 6 hours from the time of the call receipt.

HP Hardware Support Onsite Call-to-Repair is available for sites located within 50 miles (80 km) of a primary HP Support Office. For sites that are located within 51 to 100 miles of a primary HP Support Office an eight-hour hardware call-to-repair time commitment is provided. (Please See Table 1 for details.)

Travel zones may vary in some geographic locations.

Table 1. HP's Hardware Repair Commitment

| distance from customer-designated site to hp support office listed in support office guide | response time | response time for h/w call-to-repair |
|--|--------------------|--------------------------------------|
| 0-50 miles | Immediate Dispatch | Six Hours |
| 51-100 miles | Immediate Dispatch | Eight Hours |
| over 101 miles | * | Not Applicable |

* Established at time of service call and subject to resource availability

Table 2. HP's Response Time for Travel

| distance from customer-designated site to hp support office listed in support office guide | response time for 4-hour onsite support and 24x7 | response time for next day onsite, second day onsite support |
|--|--|--|
| 0-100 miles | 4 hours | Next working day |
| 101-200 miles | 8 hours | 1 additional working day |
| 201-300 miles | * | 2 additional working days |
| over 300 miles | * | * |

* Established at time of service call and subject to resource availability

4-hour, 24x7

Provides HP's best possible response time 24 hours per day, Monday through Sunday. An HP Authorized Representative will arrive at your site to begin hardware maintenance service within four hours of calls received, including HP holidays, for sites located within 100 miles of the HP Support Offices.

4-hour, 13x5

An HP Authorized Representative will arrive at your site between 8:00 am and 9:00 pm local time, Monday through Friday, excluding HP holidays, to begin hardware maintenance service within four hours of your call being logged. In order to ensure an onsite response the same day, your service request must be received between 8:00 am and 5:00 pm local time, excluding HP holidays. Example: A service request received after 5:00 pm may be serviced the same business day or the next business day.

4-hour, 9x5

An HP Authorized Representative will arrive at your site between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays, to begin hardware maintenance service within four hours of your call being logged. In order to ensure an onsite response the same day, your service request must be received between 8:00 am and 1:00 pm local time, excluding HP holidays. Example: A service request received after 1:00 pm may be serviced the same business day or the next business day.

next business day response

An HP authorized representative will arrive at your site between 8:00 am and 5:00 pm local time to begin hardware maintenance service during the next working day after your service request is logged. Your service request must be received between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays. Service requests received after 5:00 pm will be logged the next business day and serviced on the following business day.

formerly: next day onsite response

Next business day response is available as described within a 100-mile radius of HP support offices. Service radius may vary in some countries. Most areas within the continental United States can be serviced the next business day. (Does not include Canada.) Add 1 to 3 days for service in Alaska and remote locations. For Hawaii next business day response is only available for the island of Oahu.

post warranty next business day response

This service provides Next Day Onsite Response, 4-Hour Onsite, Extended Hours Response, or 4-Hour Onsite Response, 24x7 service for customers with either an expired standard HP warranty, or an expired HP Care Pack service. An authorized HP representative will be sent to the customer's site to resolve the problems in accordance with our specified service level. Notwithstanding Section 4 of the Terms and Conditions, only products, which are in good operating condition at the time HP Care Pack is purchased, are eligible for Post-Warranty Next Day Onsite support even if they are not at current specified revision levels.

The following Post Warranty support options are available for specified products:

- | | | |
|--------------------------------|-------------------------------|------------------------------|
| pw, next business day | pw, next day exchange | pw, global next business day |
| pw, next business day, mon-sun | pw, 4-hr onsite, extended hrs | pw, global next day exchange |
| pw, 4-hr onsite response, 24x7 | | |

Defective media retention

For eligible products, this service option feature provides that the Customer retain defective hard disk drive components, covered under this service, which the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk Drive").

This service allows customers to keep their malfunctioning hard drives, while receiving a replacement hard drive under warranty. This gives customers control over sensitive and confidential data contained on their notebook, desktop and workstation hard drives, and allows the customer to determine the best method of disposal for failed hard drives. With defective media retention service option, it is the Customer's responsibility to:

- Retain physical control of Disk Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk Drives
 - Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure
 - Have an authorized representative present to retain defective Disk Drives, accept replacement Disk Drives, provide HP with the serial number of each Disk Drive retained hereunder, and upon HP request, execute a document provided by HP acknowledging the retention of the Disk Drives
 - Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again
 - Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations
- Service limitations

upgrade onsite PC Service

With HP Upgrade Onsite PC Service, an HP service specialist performs an upgrade of an existing PC system at your site.

The service covers the physical upgrade of an existing PC, notebook PC, thin client, workstation, or Tablet PC by adding memory or interface cards or by integrating new hard disk drives, other types of drives, or peripherals.

The service will be performed Monday through Friday, during regular local business hours. It is priced per system.

Service benefits

- Service performed by a trained HP service specialist
- Delivery of the service at a mutually scheduled time convenient to the your organization
- Allows your IT resources to stay focused on their core tasks and priorities

data transfer onsite PC service

With HP Data Transfer Onsite PC Service, an HP service specialist performs data transfer between two PC systems at your site. This service covers the capture of the data that is to be transferred from the source system and then reloaded onto the target system.

This service will be performed Monday through Friday, during local HP business hours. It is priced per system.

Service benefits

- Service is performed by a trained HP service specialist
- Allows your IT resources to stay focused on their core tasks and priorities
- If CD/DVD method of transfer is used, you will receive the CD/DVD as a backup copy of your data

hardware maintenance - off-site support

color profiling offsite service

This HP service provides high-quality International Color Consortium (ICC) profiles for your HP DesignJet series printer, in conjunction with your PostScript® RIP or other eligible third party software products. These profiles, i.e. mechanisms to capture the way a printer reproduces color, help to improve the color accuracy of your printer.

Service Benefits

- Support hotline
- Improved color accuracy
- Reduce large-format media and ink waste

Service Features and Highlights

- Customized ICC profiles
- Remote problem diagnosis and support
- Support for wide variety of HP DesignJet printers
- Support for 3rd party Raster Image Processors (RIPs)
- Support for variety of large-format media
- Work to completion

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| <p>pick up and return</p> <p>formerly: express repair</p> | <p>HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turn-around-time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turn-around-time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turn-around-time does not include the time required to return ship the repaired product to the Customer</p> <p>The Customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays. Calls must be received before 4:00pm local time for same-day pickup; cut-off times may vary based on the Customer location. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for select products.</p> |
| <p>pick up and return with accidental damage protection</p> <p>formerly: express repair</p> | <p>Accidental Damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCD (for notebooks), or broken parts</p> <p>HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turn-around-time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turn-around-time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turn-around-time does not include the time required to return ship the repaired product to the Customer.</p> |
| <p>return to depot</p> <p>formerly: return to hp</p> | <p>HP will provide a return service that features repair or replacement and return of your failed product, including all parts, labor, and freight. Return to HP requires that the Customer ship or deliver the failed product to an HP-designated Repair Center. The Customer will be responsible for packaging and shipping/delivering the failed product to a HP-designated Repair Center.</p> <p>HP will return the repaired or replaced product to the Customer site within the geographic location where the service is provided. Turn-around-time for this service will be three (3)-business days for eligible locations, except for intermittent failures that may require additional repair time. Turn-around-time is measured in elapsed days from the time the product is received at a HP-designated Repair Center until the repaired product is returned to the Customer location of choice within the geographic location where the service was provided. Turn-around-time does not include the time required to return ship the repaired product to the Customer.</p> <p>The Customer may call the HP Customer Support Center between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays. Extended telephone support may be available for select products</p> |
| <p>return to depot with accidental damage protection</p> <p>formerly: return to hp</p> | <p>Accidental Damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCD (for notebooks), or broken parts</p> <p>HP will provide a return service that features repair or replacement and return of your failed product, including all parts, labor, and freight. Return to HP requires that the Customer ship or deliver the failed product to an HP-designated Repair Center. The Customer will be responsible for packaging and shipping/delivering the failed product to a HP-designated Repair Center.</p> <p>HP will return the repaired or replaced product to the Customer site within the geographic location where the service is provided. Turn-around-time for this service will be three (3)-business days for eligible locations, except for intermittent failures that may require additional repair time. Turn-around-time is measured in elapsed days from the time the product is received at a HP-designated Repair Center until the repaired product is returned to the Customer location of choice within the geographic location where the service was provided. Turn-around-time does not include the time required to return ship the repaired product to the Customer.</p> |
| <p>exchange services</p> | |
| <p>next day exchange</p> | <p>HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Hawaii and Alaska.</p> |

**next day exchange with
accidental damage protection**

Accidental Damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCD (for notebooks), or broken parts.

HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Hawaii and Alaska.

1-time replacement

HP will ship a permanent replacement product, freight prepaid, with 3-5 day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP 1-Time Replacement for 3-5 day delivery. This service provides a permanent replacement unit the within 3-5 days in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped via premium airfreight carrier to your location free of freight charges.

Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced within 3-5 days. Add 1 to 2 days for service in Hawaii and Alaska.

hardware phone support

**DASH-Direct Access Support for
Hardware**

HP Hardware Technical Support service provides a remote hardware telephone support service on selected HP and Compaq branded Intel-based servers, desktops, portables, and commercial printers 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.

global support

hp telephone assistance

Upon experiencing a hardware problem, HP customers with Global Support must first telephone for assistance at the following phone number:

International toll-free 800 number 24x7 English-only telephone support option:

800-343-9733 – This toll-free telephone number is available in every participating country.

**Note: International Access Code (IAC) may be required. This access code may be found on the AT&T website at:

http://www.att.com/international_business/dialing_guide/country-diallist.cgi

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| <p>global next business day response</p> <p>formerly: global next day onsite</p> | <p>HP's global next day response service provides the mobile computer user with a hardware support solution for their new HP Portable Product that is easy, convenient, and honored in all of HP's Tier 1 Global countries Listed in table 1. This service coverage is available for selected HP and Compaq branded products and includes as locally available a next business day on-site response with local participating country problem diagnosis in support of hardware problem resolution during the local country's standard office hours and days.</p> |
| | <p>hp support specifications</p> <p>HP provides all supported parts and materials necessary to maintain your hardware equipment in operating condition including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance; replaced parts become the property of HP. If a problem is an easily replaced piece of hardware, such as a hard disk or memory, HP may be able to express ship a replacement part to you. This saves you time and gets your hardware back in operation as quickly as possible.</p> <p>Specialized language/country specific parts such as non-international English keyboards, non-local language keyboards, or some localized power supply parts may take 3 weeks to ship and clear customs, depending on country of origin and country of receipt.</p> |
| | <p>global next day onsite response participating countries</p> <p>Travel zones and charges may vary in some geographic locations.</p> <p>Most areas within the continental United States can be serviced the next business day. Add 1 to 3 days for service in Hawaii (only available for island of Oahu), Alaska and remote locations.</p> <p>HP will honor requests for this service as described below in the following Tier 1 Global Countries: Argentina, Australia, Austria, Belgium, Bolivia, Brazil, Canada, Chile, China (Peoples Republic), Colombia, Czech Republic, Denmark, Ecuador, Egypt, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Philippines, Poland, Portugal, Puerto Rico, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Arab Emirates, United Kingdom, United States, Venezuela, Vietnam. The above country listing is subject to change without notice.</p> <p style="text-align: center;">Actual response times may vary in different geographic locations.</p> |
| <p>global return to depot</p> <p>formerly: global return to hp</p> | <p>Through Global Support, HP customers receive "Return to Depot", as described under Off-Site Support. Global Return to depot provides the convenience of HP's expert depot repair assistance. In the U.S., Canada, and Western Europe, a courier will both retrieve and return your unit to you. All you are responsible for is the packaging! HP pays all shipping costs. In all other areas of the world HP pays for return shipping. Repair turn-around times vary by country from 2-3 business days in the U.S. up to 5-8 business days in other countries. If a problem is an easily replaced piece of hardware, such as a hard disk or memory, HP may be able to express ship a replacement part to you. This saves you time and gets your hardware back in operation as quickly as possible.</p> |
| installation and network configuration support | |
| distance from customer-designated site to hp support office listed in support office guide | |
| 0-100 miles | |
| 101-200 miles | response time for installation and network configuration support |
| 201-300 miles | Next working day |
| over 300 miles | 1 additional working day |
| * Established at time of service call and subject to resource availability | 2 additional working days |
| <p>onsite customer engineer service</p> | <p>Onsite Customer Engineer Service provides the services of an HP Customer Engineer to perform onsite activities as mutually agreed between HP and the customer. An HP Authorized Representative will arrive at your site and perform agreed upon services during normal business hours, 8am to 5pm Monday through Friday, except for HP holidays, for sites located within 100 miles of a primary HP Support Office.</p> <p style="text-align: right;">*</p> |
| server installation | |

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| netserver hardware installation | This service provides onsite installation and configuration of the HP Netserver, memory, RAID or SCSI controller, internal tape drive, network cards, cables, extra processors, fans and power supplies. Includes rack mounting of Netserver in a previously assembled rack if applicable. |
| netserver hardware and network operating system (nos) installation | This service provides onsite Hardware and NOS installation and configuration of the HP Netserver into the customer network. Also includes installation of HP Netserver memory, RAID or SCSI controller, internal tape drive, network cards, cables, extra processors, fans and power supplies. Includes rack mounting of Netserver in a previously assembled rack if applicable. |
| rack installation | This service provides onsite installation of one HP Rack. Includes positioning of Power Distribution Units (PDU), Uninterruptible Power Supply (UPS), switch boxes, monitor shelf, keyboard shelf, stationary shelves, retractable drawers, lockable front door, side panels, and leveling screws. Order one HP Care Pack for each rack to be installed. |
| Microsoft cluster configuration | This service provides onsite installation of Microsoft Cluster Server software on up to two servers. HP installation required for post-installation warranty support. Also includes installation of required external storage and cluster hardware. Does not include Netserver Hardware installation. Must order Hardware installation service for each Netserver. |
| rackmounting of peripherals | This service provides rackmounting of one external peripheral into a previously assembled rack. It includes rack rail attachment, physical installation of the component into the rack, and any associated cabling. |
| installation for rack solution, one-time occurrence | Provides onsite installation and configuration of one racked solution consisting of HP Netserver and HP supported peripherals. Includes H/W installation and configuration for one HP rack and up to twenty HP Netserver. Must be installed into the same rack during the same customer engagement. Includes installation of HP Netserver memory, RAID or SCSI controller, internal tape drive, network cards, cables, extra processors, fans and power supplies. |
| installation for rack solution, h/w & nos one-time occurrence | Provides onsite installation and configuration of one racked solution consisting of HP Netserver and HP supported peripherals. Includes H/W and NOS installation with configuration of the HP Netserver into the customer network for one HP rack and up to twenty HP Netserver. Must be installed into the same rack during the same customer engagement. Includes installation of HP Netserver memory, RAID or SCSI controller, internal tape drive, network cards, cables, extra processors, fans and power supplies. |
| installation for itanium server | This service provides onsite H/W and NOS installation and configuration of the HP Itanium server into the customer network. Also includes installation of HP memory, RAID or SCSI controller, internal tape drive, network cards, cables, extra processors, fans and power supplies. Includes rack mounting of the server in a previously assembled rack if applicable. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm, Monday through Friday, except HP holidays. |
| installation for server appliance, 1st unit | This service provides onsite H/W installation and S/W configuration of the Server Appliance. Order this service for the first Server Appliance to be installed during a customer engagement. An HP Representative will arrive at your site to install and configure your Server Appliance so that it meets HP defined completion criteria. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays. |
| installation for server appliance, 2+ units | This service provides onsite H/W installation and S/W configuration of the Server Appliance. Order this service for additional Server Appliances to be installed during the same customer engagement. An HP Representative will arrive at your site to install and configure your Server Appliance so that it meets HP defined completion criteria. All installations must occur at the same facility and at the same time. |
| StorageWorks Installation | |

Vdisk/LUN Implementation Service

Proper configuration of storage hardware is crucial to help maximize the effectiveness of your storage. When redeploying an HP StorageWorks disk array, the HP Vdisk/LUN Design and Implementation Service provides the necessary activities required to design and implement a new LUN or Virtual Disk (Vdisk) configuration.

With the assistance of your designated IT storage administrator, an HP certified service specialist will engage in a discovery process designed to assist HP in understanding your organization's business and storage application needs. This collaboration provides the groundwork to plan, design, and employ a customized storage array configuration. Once you have approved the configuration, the HP certified service specialist will then apply it and perform a suite of installation verification tests, as described the specifications section.

Service benefits:

- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time
- Design and implementation of the approved LUN or virtual disk configuration
- Availability of an HP service specialist to answer basic questions related to this service during the orientation session
- A customized LUN or virtual disk design and implementation plan to support your unique configuration requirements

Installation and Startup for StorageWorks Disk Array

Proper installation of your storage hardware is crucial to help you realize the maximum return on your storage investment. Complementing your new HP StorageWorks array, the HP Installation and Startup service provides the necessary activities required to deploy your disk array into operation.

With the assistance of your designated IT storage administrator, an HP certified service specialist will engage in a discovery process designed to help HP understand your business and storage application needs. This collaboration provides the groundwork to plan, design, and employ a customized storage array configuration. The HP certified service specialist will then apply the customer-approved configuration and perform a suite of installation verification tests as described below in the specifications section.

Service benefits:

- Verification that any service prerequisites are met prior to installation
- Delivery of the service at a mutually scheduled time
- Installation of the HP StorageWorks array per the product specifications
- Availability of an HP certified service specialist to answer questions during the installation process
- Customized installation plan to support your unique configuration requirements

Installation and Startup for hp StorageWorks ESL and MSL Tape Libraries

HP installation and startup service provides for the installation and implementation of HP StorageWorks ESL (Enterprise Storage Library) and MSL (Midrange Storage Library) products in SAN environments, including the installation of a Fibre Channel Interface Controller.

Service benefits:

The installation and startup service ensures that your HP product is installed per HP quality standards by a trained service delivery specialist. This service:

- Verifies that any service prerequisites are met prior to installation
- Delivers the service at a mutually scheduled time
- Produces product installation per the product specifications
- Includes the availability of a service specialist to answer questions onsite or remotely, as determined by HP, during HP normal business hours
- Offers deployment activities that are designed to get the Fibre Channel-based tape library operational
- Helps to realize the improved performance and competitive advantage customers expect from their IT infrastructure investments
- Maximizes the value of the HP StorageWorks ESL and MSL libraries in the customer's IT environment by leveraging HP's knowledge in implementing Fibre Channel-based systems and solutions
- Minimizes implementation-related disruptions in the customer's IT environment
- Increases system reliability and provides more effective data management

**SAN Solution Service
(Level 1, Level 2, and Level 3)**

HP SAN Solution Service produces for the implementation of fibre switches in a SAN (storage area network) environment. The three levels of this service are based on the size and complexity of your SAN environment.

Service benefits:

This service includes implementation of the fibre switches in the SAN environment according to HP quality standards by a trained service delivery specialist, and it provides:

- Implementation in accordance with product manufacturer's specifications and your business's configuration requirements
- Validation of the SAN design, configuration, and utilization of storage systems
- A project manager to manage the implementation of the service (Level 2 and Level 3 only)
- Reduced implementation time and impact to the storage environment
- The ability to achieve more effective data management
- Expedited implementation with all service prerequisites met before service is performed
- Availability of a service delivery specialist to answer questions during the onsite portion of the delivery
- Delivery of the service at a mutually scheduled time
- For Level 3, availability of customer implementation through the SOW (statement of work)
- Documentation of the deployed fibre switches in your SAN environment

**installation and startup service
for (NAS) network attached
storage**

HP Installation and Startup Service for StorageWorks NAS (networked attached storage) begins with verification that you have completed all prerequisite worksheets. HP will perform the physical unpacking, installation, initialization, and basic configuration of the NAS appliance. Load balancing and failover functionality will be enabled where available. Internal NAS storage and external storage, if sold as dedicated NAS storage, is connected, and basic logical unit number (LUN) configuration is completed. If a NAS cluster is desired (and appropriate cluster components are purchased), the installation and configuration of the cluster service is also performed. The NAS functionality will then be validated through the creation and verification of a sample file share. A sample file data copy, or Snapshot, is also created. The installed NAS will undergo installation verification tests. The service concludes with a brief orientation session that includes an explanation of the product features and a demonstration of installed host access to the storage file share and to the Snapshot copy.

BladeSystem Installation

**Installation and Startup for HP
BladeSystem Infrastructure**

This service provides the installation and configuration of a BladeSystem implementation, including installation of the BladeSystem enclosure and server hardware, software deployment, and manageability enablement.

This service is designed to meet the needs of the majority of HP BladeSystem customers, and it requires two days for completion. For more advanced requirements, customized installation is available.

Service benefits

- Efficient and effective BladeSystem infrastructure setup, server provisioning, and management
- Delivery of the service at a mutually scheduled time convenient to your organization
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Verification prior to installation that all service prerequisites are met
- Reduced impact to IT operations
- Reduced implementation time and cost
- More effective IT resource planning
- Allows IT resources to stay focused on their core tasks and priorities
- Improves IT infrastructure uptime

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

Printer Installation

**installation and/or network
configuration for 1 personal or
workgroup printer, per incident**

HP Installation Service provides customers with a choice of either standard physical installation or physical installation with a network configuration for one HP printer. This is a fixed-price service for single printers. An HP Authorized Representative will provide installation Services. This service provides onsite installation for one stand-alone HP printer or one with a network configured HP printer. This service provides hardware installation, including all labor and travel, on a per-incident basis. The price includes a basic overview of how to install consumables, how to print a test page and how to clear paper jams will be delivered at the time of the installation. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays. This is a fixed-price service for single printers. An HP Authorized Representative will provide installation Services.

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| installation for 1 network configuration for hp designjet network Printer | <p>This service provides onsite installation for one stand-alone HP Designjet printer or one network configured HP Designjet printer. This service provides hardware installation, including all labor and travel, on a per-incident basis. The price includes a basic overview of how to install consumables, how to print a test page and how to clear paper jams will be delivered at the time of the installation. Network Installation can be performed on either a Windows or Mac Operating system. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices. This is a fixed-price service for single printers. An HP Authorized Representative will provide installation Services.</p> |
| PC Installation | |
| basic installation for 1 hp desktop PC, notebook, or workstation, per incident | <p>This service provides basic onsite physical installation of 1 HP Desktop PC, Notebook, or IA32 Workstation. Includes travel from a primary HP Support Office between 8:00 am to 5:00 pm, Monday through Friday, excluding HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Basic installation includes unpacking, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging will be removed to a customer-designated area within the immediate installation location. (Service does not cover Pavilion/Presario Notebooks or Pavilion PCs)</p> |
| basic installation for 2+ hp desktop PCs, notebook, or workstations, per incident | <p>This service provides Basic onsite physical installation of 2+ HP Desktop PCs, Notebooks, or IA32 Workstations. Order the quantity of PCs to be installed (must be greater than one). All installations must occur at the same facility and at the same time. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Basic installation includes unpacking, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging will be removed to a customer-designated area within the immediate installation location. (Service does not cover Pavilion Notebooks or Pavilion PCs)</p> |
| de-install and move onsite PC service | <p>With HP De-Install and Move Onsite PC Service, an HP service specialist will perform the physical move of a desktop, workstation, or thin client PC within the same facility. This service covers the physical move of a PC device that is currently installed and/or connected to a network within your IT environment. Additionally, the service includes basic physical de-installation of the system from its current location, its transportation, and its re-installation at the target location. Alternatively, the service can consist of packaging the system and then moving the boxed system to a storage area that you designate in the same facility. In this case, no re-installation is performed.</p> <p>This service can be associated with an installation service for a new system at additional charge.</p> <p>The HP De-Install and Move Onsite PC Service will be performed Monday through Friday during local business hours. It is priced per system.</p> <p>Service benefits</p> <ul style="list-style-type: none"> • Service is performed by a trained HP service specialist • Allows your IT resources to stay focused on their core tasks and priorities • Delivery of the service at a mutually scheduled time convenient to your organization |

install and connect onsite PC service

With HP Install and Connect Onsite PC Service, an HP service specialist performs a complete installation, startup, and connectivity of the PC system to the network at your site.

This service provides proper installation of your new HP equipment with minimal disruption to your Microsoft® Windows® operating environment. This service will include installation, startup, and end-user orientation on the new system.

The service will be performed Monday through Friday, during local HP business hours. It is priced per system.

Service benefits

- System installation and setup by an HP service specialist
- Allows your IT resources to stay focused on their core tasks and priorities
- Delivery of the service at a mutually scheduled time convenient to your organization

secure de-Installation PC service

With HP Secure De-Installation PC Service, an HP service specialist performs secure physical de-installation and packaging of an existing PC to be removed from your IT environment. This service covers the physical de-installation of a PC, notebook PC, thin client, workstation, or Tablet PC, plus monitor and system peripherals, if relevant. All data and software contained on the system are securely removed. Alternatively, the hard disk drive can be removed from the system and given to you. The system is then packaged so that it can be disposed of or moved to a storage location in the same facility.

This service will be performed Monday through Friday during regular, local HP business hours. It is priced per system.

Service benefits

- Your system and data are handled professionally and safely
- Allows your IT resources to stay focused on their core tasks and priorities
- Provides for delivery of the service at a mutually scheduled time

Workstation Installation

Itanium workstation installation

HP installation services for Itanium Workstations were created for customers who want the peace of mind that comes from having a professional set up and configure their HP Itanium Workstation products onsite. Your Itanium Workstation will be installed quickly and professionally which allows you to focus on your most important task – running your business.

Delivered at your site, this service provides onsite hardware and configuration of an HP Itanium workstation into your network. The service also includes installation of HP memory, RAID or SCSI controller, internal tape drive, network cards, cables, extra processors, fans and power supplies. Includes rackmounting of the workstation in a previously assembled rack if applicable. After testing and documenting the solution, the HP Storage specialist will present key system and configuration information to your IT staff.

All of these activities assure smooth and effective implementation of your HP Itanium workstation.

Network and Software Support**Electronic Vaulting**

The HP Care Pack Electronic Vaulting Service provides automated online backup and recovery for Intel-based Windows NT, Windows 2000, and Windows 2003 servers. The primary objectives of the service are to protect critical data and minimize total data protection costs. HP provides this service in cooperation with LiveVault Corporation.

The HP Care Pack Electronic Vaulting Service provides you with access to your own online backup service. The service backs up your data to a robust data center that is fully monitored and managed by LiveVault Corporation, an authorized subcontractor of HP. Access to the HP Care Pack Electronic Vaulting Service is provided through a personalized web management interface. Dynamic web pages display the current status of backup and restore jobs, provide access to backup administration, and provide access to restore requests through an integrated view of current and historical data. Restore requests can be delivered either online in encrypted form over the internet, through the shipment of CD-ROMs, or through the shipment of Network Attached Storage (NAS).

hp software support

HP Software Support provides comprehensive software services for HP software and select third party software. With HP Software Support, your IT staff has fast, reliable, access to HP Response Centers. HP Response Center engineers work with your IT team to provide advice on software features & use, problem diagnosis and resolution, software defect identification and access to patches.

Software Updates are provided for select HP software and select third party products.

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

The service provides electronic access to comprehensive support information that allows any member of your IT staff to locate essential product and support information.

software product updates

Ongoing success with computer systems requires up-to-date information about your system and software. As HP releases updates to software, the latest revisions of the software and reference manuals are made available to your system manager, including updates for selected HP-supported third party software products as such updates are made available from the original software manufacturer. HP Software Product Updates service includes the license to use and copy updates to software products for each system covered by the original HP, or original manufacturer, software license.

For many HP software products the customer will be notified when a new software update is available, and the customer will be responsible for replying to such notification in order to receive the update. For third party software products and some HP software products HP will automatically send the software update to the customer. This service provides electronic access to comprehensive support information that allows any member of your IT staff to locate essential product and support information.

For certain products, the customer may have a choice of delivery media type. For example, DVD technology offers an efficient and cost-effective alternative to CD-ROM and other traditional media options. Software manuals may be available on media instead of paper.

**HP Proactive Essentials Service:
SW Incident**

(PE) provides comprehensive software support paired with proactive services designed to improve the effectiveness of your IT assets. Through combining proactive services with reactive technical assistance for Windows® and selected distributions of Linux®, PE may serve to increase system performance, expedite problem resolution, and decrease downtime due to software defects. PE enables you to leverage HP best practices by providing access to the global technical resources of HP. An assigned Remote Support Account Advocate (RSAA) will serve as your primary proactive services contact within the HP support organization and can coordinate additional specialized resources if necessary.

Initially, your assigned RSAA develops an understanding of your IT infrastructure in order to assist you in identifying gaps in supportability. Subsequently, your assigned RSAA will meet with you annually to help maintain continued goal alignment. In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations, help reduce downtime, and resolve problems faster.

Although problem avoidance through proactive measures is the goal, PE includes comprehensive assistance in case a software problem does occur. To resolve your problems quickly, PE provides a 2-hour remote response for software issues. You may choose from a variety of PE Care Packs, which contain 50 or 25 incidents with 24x7 coverage or 25 or 10 incidents with 9x5 coverage. Incident-based software support enables you to purchase a fixed number of calls (incidents) for use during the one-year contract term.

An incident is defined as one problem submission. Hardware reactive support is optionally available as a separate Care Pack and highly recommended to complement PE to address the needs of your IT infrastructure.

**HP Proactive Essentials Service:
Proactive Storage or SAN**

(PE) provides proactive services designed to improve the effectiveness of your IT assets. Through proactive services for selected storage devices or storage area networks (SANs), PE may serve to increase system performance and decrease downtime.

PE enables you to leverage HP best practices by providing access to the global technical resources of HP. An assigned Remote Support Account Advocate (RSAA) will serve as your primary proactive services contact within the HP support organization and can coordinate additional specialized resources, if necessary. Initially, your assigned RSAA develops an understanding of your IT infrastructure in order to assist you in identifying gaps in supportability. Subsequently, your assigned RSAA will meet with you annually to help maintain continued goal alignment. In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations, help reduce downtime, and resolve problems faster.

Although problem avoidance through proactive measures is the goal, for comprehensive support, PE requires software (SW) technical support for selected storage and SAN devices to resolve problems quickly. Hardware reactive support is optionally available as a separate Care Pack and highly recommended to complement PE to address the needs of your IT infrastructure.

In order to address your individual needs, this service is available for selected storage and SAN device. Each of these services is delivered by a team of specialists in that particular technology area and is managed overall by your assigned RSAA. For your storage and/or SAN devices you may choose from a 1-year or 3-year PE Care Pack.

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| System Healthcheck Direct Service | System Healthcheck Direct Service provides a technical assessment of your computing environment and is designed to identify security, system performance, configuration, and availability problems with your designated system before they might affect your critical operations. HP provides access to a software tool that collects and analyzes static and dynamic information, including operational procedures, configuration information, and system performance characteristics, gathered from your designated system. A service report of the resultant analysis and recommendations based on HP system management practices is provided by the use of automated online delivery. This service is recommended for customers familiar with self-help tools and who have an interest in managing their own systems. |
| priority system recovery | Because your business depends on minimal downtime when an outage occurs, HP provides Priority System Recovery as well as a single point of contact for your HP and Microsoft problems. Priority System Recovery is a robust set of integrated reactive processes for hardware and software support with immediate access to HP's best technical experts to restore your system as quickly as possible. Software support is provided for Microsoft Windows NT and Windows 2000 operating systems as well as additional Microsoft Server products, such as the BackOffice family of applications. Hardware support is available on HP NetServers and select PC servers from Compaq, Dell, and IBM. |
| account management and priority system recovery Only orderable on the following Data Center 2000 products: P5383AV and P5385AV. | <p>Account Management:</p> <p>HP assigns a specially trained high availability and Microsoft-certified team to support your business objectives by delivering all needed services to your environment. This team includes:</p> <ul style="list-style-type: none"> An account support engineer (ASE) A response center account advocate (RCAA) A customer engineer (CE) <p>Your assigned team is available Monday through Friday, excluding HP holidays, during normal HP business hours. When requested by you, your assigned team may be available at other times as mutually agreed upon and scheduled in advance. (Support outside normal business hours is purchased separately. Outside the U.S., hours are subject to local availability. Please check with your local office for details.)</p> <p>Priority System Recovery:</p> <p>Because your business depends on minimal downtime when an outage occurs, HP provides Priority System Recovery as well as a single point of contact for your HP and Microsoft problems. Priority System Recovery is a robust set of integrated reactive processes for hardware and software support with immediate access to HP's best technical experts to restore your system as quickly as possible. Software support is provided for Microsoft Windows NT and Windows 2000 operating systems as well as additional Microsoft Server products, such as the BackOffice family of applications. Hardware support is available on HP NetServers and select PC servers from Compaq, Dell, and IBM.</p> |
| priority recovery, assured availability | <p>The Priority Recovery for Assured Availability module provides unlimited software support 24 hours a day, 365 days a year (24x365). When your system has a critical problem, you are connected directly to HP's highly trained, Microsoft-certified and Assured Availability resolution engineers. The first person you talk to is likely to have the skills and tools needed to solve your problem. You won't be asked to try the obvious, or explain your problem multiple times.</p> <p>You also benefit from HP's relationship and fast-track problem resolution processes with Microsoft and Marathon Technologies. Once your system is stabilized, if the problem is diagnosed to be a Microsoft or Marathon Technologies product defect, HP, Microsoft and Marathon Technology resources are applied to resolve your problem in the shortest time possible. Solutions may include a hot-fix, or a permanent patch created in a predefined number of days for your business environment, allowing your business processes to continue with minimal interruptions.</p> <p>The priority recovery module allows you to leverage the strength of the HP/Microsoft virtual lab collaboration between HP product specialists, as well as HP and Microsoft research and development experts. HP remains accountable for your problem from initial call to stabilization to code change.</p> <p>The integration of HP's robust reactive software support with an unprecedented level of commitment for hardware repair makes this highest level of integrated support the recommended reactive support solution for Assured Availability.</p> |
| standard recovery, assured availability | Standard Recovery for Assured Availability gives your IT staff reliable access to HP's problem resolution experts. Authorized personnel can telephone the HP Response Center for expert advice on Microsoft Windows Server and Assured Availability software. |
| phone-in software assistance for virtual array storage products, 24x7 | This service provides support for your virtual array software applications in the form of 24x7x365 software phone-in assistance; software license to use updates, software media and documentation materials updates, access to the IT Resource Center for the latest information in software changes, patches, problem solutions and workarounds. |

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| phone-in software assistance for storage products, 24x7 | HP Software Phone-In Software Assistance 24x7 for Storage products provide comprehensive software phone-in and information services. Assistance is available 24x7 during nighttime, weekends and holidays for all HP and selected non-HP software products used with HP storage products. These services increase the availability of your storage products and software applications. HP Response Center engineers work with you to resolve problems with the selected application products. |
| phone-in software assistance for storage products, 8x5 | HP Software Phone-In Software Assistance for Storage products provide comprehensive software phone-in and information services. Assistance is provided during normal business hours from 8am to 5pm on business days from Monday to Friday. These services increase the availability of your storage products and software applications. HP Response Center engineers work with you to resolve problems with the selected application products |
| Linux phone-in assistance | <p>HP Linux Support Service provides one year of comprehensive software phone-in and information services that increase the availability of your systems and applications. HP Response Center engineers work with you to resolve problems with Linux and selected Open Source applications. HP will support Linux on selected platforms that are eligible for HP hardware support and are qualified configurations from major Linux distributors such as RedHat, Caldera, TurboLinux, SuSe and Debian. Unlimited, toll-free access to the HP Response Center is available to authorized callers. Response is within two hours for all calls. Two service levels are available:</p> <p>Phone-In Assistance, 24x7, Linux Operating System for Intel-based servers/workstations Assistance is available 24x7 from HP Response Centers, including nighttime, weekends and holidays.</p> <p>Phone-In Assistance, Standard Hours, Linux Operating System for Intel-based servers/workstations Assistance is available Monday through Friday, 8:00 am - 5:00 pm, excluding HP holidays.</p> |
| combination services | |
| support plus and support plus 24 | <p>This package includes: on-site HW support with a 4-hour response time and a delivery window of 13 hours during standard office days as defined in the countries. Software Support with a service window of 13 hours a day standard business day (hrs and days to be defined as appropriate by each country). Software Information, License to Use new versions of software and distribution of software updates</p> <p>Once a software problem is logged, a Response Center Engineer will respond to your call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters. HP provides usage assistance on the features of applications, operating systems, and utilities.</p> |
| Proactive 24 | <p>HP Proactive 24 Service (P24) is an integrated hardware and software support solution designed to help you get more from your IT investment. HP Proactive 24 Service combines industry-leading technical assistance with proactive account services to cover the entire IT infrastructure, and to improve the IT environment's stability, availability, and operational effectiveness.</p> <p>HP Proactive 24 Service enables you to leverage HP best practices by providing access to HP's global technical expertise. An assigned Account Support Consultant will serve as your primary contact for proactive services within the HP support organization and will coordinate additional, specialized resources as necessary. Your Account Support Consultant begins by forming a close working relationship with you to understand your IT infrastructure and goals to assist you in identifying gaps in supportability. Your assigned Account Support Consultant will meet with you twice a year to ensure ongoing goal alignment and fulfillment of your support needs.</p> <p>Although problem avoidance through proactive measures is the goal, the HP Proactive 24 Service includes comprehensive assistance if hardware and software problems do occur. To ensure that your problems are resolved quickly, HP Proactive 24 Service includes 24x7 support, with a two-hour response time for software issues, and a four-hour on-site response commitment for hardware issues. In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations to reduce downtime and resolve problems in a timely manner.</p> |

Critical Service

HP Critical Service (CS) is a comprehensive support solution designed for businesses running mission critical applications which cannot tolerate downtime without significant business impact. HP Critical Service provides the right combination of proactive and reactive services designed to maximize availability and performance across your IT infrastructure. With fewer interruptions and less downtime, you will lower costs and gain competitive advantages in the marketplace.

HP Critical Service maximizes your infrastructure's availability and performance through an ITIL-based (IT Infrastructure Library) framework of proven, integrated processes and best practices. HP assigns a support team of HP certified specialists knowledgeable in complex computing environments. This team begins by conducting an assessment of your infrastructure. The assessment's results are used to design a strategy to align your IT commitments and business goals. Your support team meets with you quarterly to discuss progress and ongoing alignment with your goals. Working closely with your IT staff and management, your HP Account Support Consultant—the leader of your assigned team—will further assist you by identifying and managing the delivery of state-of-the-art Technical Services for improvements in areas such as high availability, capacity management, change planning, and security.

In the event that a critical problem occurs, HP Critical Service implements accelerated recovery and restoration processes. You receive a direct connection to HP's specialists who take action to resolve the problem. In addition, HP commits to resolve your hardware problem within a maximum of 6 hours from the time of call receipt. Your team of HP certified specialists is equipped with leading-edge remote technologies and tools. These tools (with a range of capabilities including remote monitoring of your environment's stability) help to minimize downtime, increase productivity, and yield a higher return on your IT investment.

In order to meet your individual needs, the service is both modular and scalable. Different technology modules (server, storage, storage area networks (SAN) and networks) are purchased as applicable. The features contained in the different technology modules are delivered by teams who specialize in the appropriate technology areas. Integrating HP Critical Service into your mission critical computing environment enables HP to support your IT infrastructure end-to-end. HP joins you in your IT endeavors, allowing you to focus on your business and profitability.

ProLiant Essentials Vulnerability and Patch Management Pack Installation and Startup Service

The HP ProLiant Essentials Vulnerability and Patch Management Pack Installation and Startup Service provides for the installation and startup of ProLiant Essentials Vulnerability and Patch Management (VPM) Pack software, a software plug-in for HP Systems Insight Manager. This new software is an HP licensed software application that works with HP Systems Insight Manager v4.2 and above. The VPM software provides vulnerability assessment within your managed server environment and utilizes the patch management feature to download and upgrade security patches. HP will install the VPM software on a customer-designated server, configure the VPM software to acquire security patches, enable the VPM software to scan up to five (5) systems, apply the security patches to the designated servers, provide a report from the VPM software showing the results of the vulnerability assessment, and provide you with an orientation to the software (not to exceed 1.5 hours).

Service benefits

- Installation and startup delivered by a trained service specialist according to HP quality standards
 - Verification prior to installation that all service prerequisites are met
 - Delivery of the service at a mutually scheduled time convenient to your organization
 - Greater ability for your IT resources to stay focused on their core tasks and priorities
 - Fewer installation-related impacts to your IT operation
 - Service performed by a trained HP technical specialist
 - Availability of an HP service specialist to answer basic questions related to this service during the orientation session
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Installation & Startup Service for ProLiant Essentials: HP Systems Insight Manger

Monitoring and managing your HP servers is an important step to help maximize system uptime. HP Systems Insight Manager, the core of the HP ProLiant Essentials Foundation Pack, provides you with the tools to perform these activities. HP Systems Insight Manager is designed to assist your operations staff in centralizing fault management, inventory reporting, configuration management, and system software maintenance for your HP ProLiant servers.

The HP Installation and Startup Service for ProLiant Essentials: HP Systems Insight Manager will provide for installation and configuration of the latest version of HP Systems Insight Manager on a single supported HP server, which will act as the management server within your managed server environment. In addition, HP will install the latest versions of the Management Agents and associated required software to enable your managed server environment of up to five supported HP servers located at a single site. In addition, this service includes up to one hour of orientation for your operations staff on the features and capabilities of the product. If you have more than five HP servers requiring the installation of the Management Agents and related software, you can purchase the HP Installation and Startup Service for ProLiant Essentials: HP Systems Insight Manager, Management Agents.

Service benefits

This service provides installation by a skilled service delivery specialist according to HP quality standards, including:

- Verification prior to installation that all service prerequisites are met
- Product installation that follows the product manufacturer's specification
- Availability of an HP service specialist to answer basic questions during the onsite delivery of this service
- Delivery of the service at a mutually scheduled time

Installation & Startup Service for ProLiant Essentials: HP Systems Insight Manger, Management Agents

This service complements the HP Installation and Startup Service for ProLiant Essentials: Systems Insight Manager by providing installation of the current versions of the Management Agents and related software into your managed server environment to enable the addition of five supported HP servers located at a single site. HP will also provide orientation as detailed in the Delivery Specifications for your operations staff on the usage, management, and maintenance of your HP managed server environment.

Service benefits

This service provides installation by a trained service delivery specialist according to HP quality standards, including:

- Verification prior to installation that all service prerequisites are met
- Product installation that follows the product manufacturer's specification
- Availability of an HP service specialist to answer questions during the onsite delivery of the service
- Delivery of the service at a mutually scheduled time
- Custom installation as detailed in the Delivery specifications below to support your unique configuration requirements
- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

HP ProLiant Essentials Virtual Machine Manager and Server Migration Pack Installation and Startup Service

The HP ProLiant Essentials Virtual Machine Manager and Server Migration Pack Installation and Startup Service can provide a set of deliverables to help you simplify the management of your virtual server environment.

Your HP service specialist will install HP ProLiant Essentials Virtual Machine Management (VMM) Pack and Server Migration Pack (SMP). The service specialist will then deploy management agents on up to five virtual machines and educate you on how to deploy management agents to target virtual machines. The service also includes the following:

- Migrating one physical machine with up to 500 MB of static data files (no live databases or e-mail servers) to a virtual machine (P2V migration), and educating you on how to perform a successful P2V migration
- Migrating one virtual machine with up to 500 MB of static data files (no live databases or e-mail servers) to a virtual machine on a different platform (V2V migration), and educating you on how to perform a successful V2V migration

Implementation of Rapid Deployment Pack-Basic

The HP Implementation of Rapid Deployment Pack-Basic service provides a project manager to manage the installation and startup of a currently supported version of HP ProLiant Essentials Rapid Deployment Pack (RDP) on a server you supply and designate as the deployment server.

An HP service specialist will deploy images to a maximum of five servers using either a preconfigured script, an image captured from an existing HP ProLiant server, or a script you supply. In addition, HP will capture and store the newly deployed server's configuration on a storage device and provide orientation on RDP usage and on the maintenance and management of the newly created server images.

A strong commitment to training your work force is essential in today's competitive environment. With today's rapid technological changes, comprehensive training is essential in developing a knowledgeable, competent IT staff. Comprehensive training can significantly reduce operational errors and downtime while increasing the return on your IT investment, and improving staff productivity and retention.

Total Education One

The **HP Care Pack Total Education One** is a flexible, economical, and simple way to purchase training. The **HP Care Pack Total Education One** is a currency-based account of funds that can be used to purchase our scheduled classroom and on-site courses or online courses on HP's IT Resource Center web site.

A flexible way to train your workforce

A strong commitment to training your work force is essential in today's competitive environment. With today's rapid technological changes, comprehensive training is essential in developing a knowledgeable, competent IT staff. Comprehensive training can help reduce operational errors and downtime.

Benefits

- Planning flexibility. You do not need to know student names, dates or even locations in advance. You have the flexibility to attend training, as you need it.
- Free planning assistance. Receive ongoing course recommendations by working with your HP Authorized Reseller or by calling the HP Customer Registration Center.
- Simplified budgeting. Lock in budget dollars by prepurchasing training while funding is available.
- Reduced purchasing effort. Eliminate the time and money spent approving training purchases throughout the year. After setting up your HP Care Pack, you can register your classroom courses over the web at www.hp.com/education or by calling the HP Customer Registration Center at 1-800-HPCLASS (1-800-472- 5277) in the U.S. or 1-800-563-5089 in Canada

Education for Storage MSA

The **HP Care Pack Education for Storage MSA** is an economical and simple way to purchase training. The HP Care Pack is a currency-based account of funds that can be used to purchase the instructor-led course included in the **HP Care Pack Education for Storage MSA**. **HP Care Pack Education for Storage MSA** includes the course U4877S Managing MSA Storage.

A flexible way to train your workforce

A strong commitment to training your work force is essential in today's competitive environment. With today's rapid technological changes, comprehensive training is essential in developing a knowledgeable, competent IT staff. Comprehensive training can help reduce operational errors and downtime.

Expected Outcome

At the end of this course the student should have a good understanding of the management and troubleshooting of the modular SAN array.

Benefits

- Reduced purchasing effort. Eliminate the time and money spent approving training purchases throughout the year. After setting up your HP Care Pack, you can register your classroom courses over the web at www.hp.com/education or by calling the HP Customer Registration Center at 1-800 HPCLASS (1-800-472-5277) in the U.S. or 1-800-563-5089 in Canada.
- Simplified budgeting. Lock in budget dollars by pre-purchasing training funds while funding is available.
- Planning flexibility. You do not need to know student names, dates or even locations in advance.

Education HP SIM

The **HP Care Pack Education HP SIM** is an economical and simple way to purchase training. The HP Care Pack is a currency-based account of funds that can be used to purchase the instructor-led course included in the **HP Care Pack Education HP SIM**. **HP Care Pack Education HP SIM** includes the course U8474S Installing and Using HP Systems Insight Manager.

A flexible way to train your workforce

A strong commitment to training your work force is essential in today's competitive environment. With today's rapid technological changes, comprehensive training is essential in developing a knowledgeable, competent IT staff. Comprehensive training can help reduce operational errors and downtime.

Expected outcome

Learn how to manage systems in an enterprise environment using inventory management, fault management, change management, and remote management.

Benefits

- Planning flexibility. You do not need to know student names, dates or even locations in advance. You have the flexibility to attend training - as you need it.
- Simplified budgeting. Lock in budget dollars by pre-purchasing training while funding is available.
- Reduced purchasing effort. Eliminate the time and money spent approving training purchases throughout the year.

Education for Microsoft Upgrade from Windows NT4

The **HP Care Pack Education for Microsoft Upgrade from Windows NT4** is an economical and simple way to purchase training. The HP Care Pack is a currency-based account of funds that can be used to purchase the self paced web-based training included in the **HP Care Pack Education for Microsoft Upgrade from Windows NT4**:

- Microsoft Windows Server 2003: Upgrade Systems Engineer Skills from Windows NT4 (HB118AAE)

A flexible way to train your workforce

A strong commitment to training your work force is essential in today's competitive environment. With today's rapid technological changes, comprehensive training is essential in developing a knowledgeable, competent IT staff. Comprehensive training can help reduce operational errors and downtime.

Expected outcome

Windows NT4 Systems Engineers upgrade their skills to effectively plan, design and run a Windows Server 2003 environment.

Benefits

- Planning flexibility. You do not need to know student names, dates or even locations in advance. You have the flexibility to attend training - as you need it.
- Simplified budgeting. Lock in budget dollars by pre-purchasing training while funding is available. HP Care Pack Education is governed by the HP Care Pack Support Service Agreement.
- Reduced purchasing effort. Eliminate the time and money spent approving training purchases throughout the year. After setting up your HP Care Pack, you can register your classroom courses over the web at www.hp.com/education or by calling the HP Customer Registration Center at 1-800 HPCLASS (1-800-472-5277) in the U.S. or 1-800-563-5089 in Canada.
- Free planning assistance. Receive ongoing course recommendations by working with your HP Authorized Reseller or by calling the HP Customer Registration Center.
- HP Care Pack for education services purchased in the U.S. or Canada can be used for training deliveries solely within these same countries.

Linux starter training

The **HP Care Pack Education Linux Starter** is an economical and simple way to purchase training. The HP Care Pack is a currency-based "account" of funds that can be used to purchase the two instructor-led courses included in the **HP Care Pack Education Linux Starter**.

First time administrators get the Linux background they need, followed by administrator specifics for optimal system administration

Gain the skills you need to manage and optimize your Linux system and network environment, so your organization experiences smooth functioning IT operations.

Linux migration training

The **HP Care Pack Education Linux Migration** is an economical and simple way to purchase training. The HP Care Pack is a currency-based "account" of funds that can be used to purchase the two instructor-led courses included in the **HP Care Pack Education Linux Migration**.

Learn the Linux approach to system administration and tasks to gain an understanding of the Linux user interfaces, file systems and run states. Acquire the techniques for recovering an unbootable system. Gain knowledge of Linux disk space management options effectively manage software packages. Efficiently use networking services and security options.

| | |
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| Linux upgrade training | <p>The HP Care Pack Education Linux Upgrade is an economical and simple way to purchase training. The HP Care Pack is a currency-based “account” of funds that can be used to purchase the two instructor-led courses included in the HP Care Pack Education Linux Upgrade.</p> <ul style="list-style-type: none"> • Update your expertise with training on the latest features of Linux system administration • Gain familiarity with product features, options, and installation procedure for the HP Blade server bh7800. |
| Microsoft starter training | <p>The HP Care Pack Education Microsoft Starter is an economical and simple way to purchase training. The HP Care Pack is a currency-based “account” of funds that can be used to purchase the two instructor-led courses included in the HP Care Pack Education Microsoft Starter.</p> <ul style="list-style-type: none"> • First time administrators get the MS Windows background they need • Learn to manage & optimize the performance of your Windows 2000 or .NET system and increase user productivity • Incorporate Windows 2000 & .NET security features into your administrative model to protect your system from unwanted intruders |
| Microsoft upgrade training | <p>The HP Care Pack Education Microsoft Windows Server 2003 Training is an economical and simple way to purchase training. The HP Care Pack is a currency-based “account” of funds that can be used to purchase the two instructor-led courses included in the HP Care Pack Education Microsoft Windows Server 2003 Training.</p> <ul style="list-style-type: none"> • Updating systems administrator skills from Windows 2000 to 2003, build knowledge for migration projects from Windows Server 2000 to Windows Server 2003. • Learn to manage and optimize your support skills from T4.0 to the .NET server family, design a .NET Directory Services Infrastructure and learn to migrate from NT4 to >NET Server Directory Services. • |
| Microsoft advanced administration | <p>The HP Care Pack Education Microsoft Advanced Administration is an economical and simple way to purchase training. The HP Care Pack is a currency-based “account” of funds that can be used to purchase the two instructor-led courses included in the HP Care Pack Education Microsoft Advanced Administration.</p> <ul style="list-style-type: none"> • Become a full-blown administrator building on basic skills and extending administration knowledge and experience • Learn to install, configure, manage and support a network infrastructure, directory server and clustering using Windows 2000 server products |
| Microsoft security | <p>The HP Care Pack Education Microsoft Security is an economical and simple way to purchase training. The HP Care Pack is a currency-based “account” of funds that can be used to purchase the two instructor-led courses included in the HP Care Pack Education Microsoft Security.</p> <ul style="list-style-type: none"> • Implement a secure and highly available environment. • Learn to design and manage a secure IT environment using Microsoft Windows 2000 technologies such as ISA and design a highly available Web infrastructure by using Microsoft technologies. |
| PC/Personal development training | <p>The PC/Personal Development Training Package is a flexible, economical, and simple way for you to purchase training for developing a knowledgeable and competent staff.</p> <ul style="list-style-type: none"> • 300+ online business application & business skill courses • Unlimited access for one full year • \$100 per PC/Personal Development Package • Orderable in quantities of 10 • More than 900 hours of web-based, self-paced online training • Great for businesses who want to train their entire staff and cut costs |

total education

- The **HP Care Pack Total Education** is a flexible, economical, and simple way to purchase training. The **HP Care Pack Total Education** is a currency-based “account” of funds that can be used to purchase our scheduled classroom and **Planning flexibility** – You do not need to know student names, dates or even locations in advance. You have the flexibility to attend training, as you need it.
- **Simplified budgeting** – Lock in budget dollars by pre-purchasing training funds while funding is available.
- **Reduced purchasing effort** – Eliminate the time and money spent approving training purchases throughout the year. After setting up your HP Care Pack, you can register for classroom courses over the web at <http://www.hp.com/education> or by calling HP Customer Registration at 1-800-HPCLASS (1-800-472-5277) in the U.S. or 1-800-563-5089 in Canada. You can register your online training at our IT Resource Center at <http://education.itrc.hp.com>.
- **Free planning assistance** – Receive ongoing course recommendations by working with your HP Authorized Reseller or by calling the HP Customer Registration Center.
- on-site courses or online courses on HP’s IT Resource Center web site.

ProLiant essentials training

The **HP Care Pack Education ProLiant Essentials** is an economical and simple way to purchase training. The HP Care Pack is a currency-based “account” of funds that can be used to purchase the two instructor-led courses included in the HP Care Pack Education ProLiant Essentials.

- You will get the ProLiant background needed to manage and deploy ProLiant Servers.
- Customers will learn how to install multiple operating systems and applications using Rapid Deployment Pack (Altiris eXpress Deployment Server and the ProLiant Integration Module) and to manage ProLiant servers using hp insight manager 7.

HP Tune-up for PC Service – U.S.

The HP Tune-up for PC Service provides a comprehensive set of PC diagnostic and tune-up steps designed to help protect and improve performance for your desktop or notebook PC. These steps may include:

- **Checkup, which provides a virus/spyware identification and removal process through a virus scan, spyware/adware scan, and hardware diagnostics**
- **Helping to clean PC of temporary files, cookies, and other unnecessary files, and helping to improve system performance through processes designed to uninstall unnecessary software applications, modify MSConfig, Microsoft® Windows® and IE settings, and consolidate fragmented files**
- **Updates, which help to protect against future system performance issues by updating the PC with the then-current Windows, firmware bios, and security software updates**
- **General system advice, consultation, and education, which includes additional system improvement and/or maintenance recommendations**

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