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

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

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

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

HP Direct Access Support for Hardware 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.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.
Table 1. Service features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Service feature highlights</th>
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| Hardware technical support | • Access to Level 2 hardware technical support specialists  
| | • Both product advisory and technical operations support  
| | • Access to electronic support information and services  
| | • Additional named callers (optional) |

Delivery specifications

For assistance in hardware problem diagnosis and resolution on selected HP products, HP provides the Customer’s technical assistance center (TAC) or certified technician with priority access to HP Level 2 technical specialists via telephone or electronic communication.

For selected HP or Compaq branded products, HP will provide both hardware product advisory and technical operations support, which includes the following:

• Provide answers to hardware product usage questions, including support for HP drivers and firmware
• Answer questions about the function of a specific hardware component
• Direct Customers to additional documentation regarding a specific hardware product or question
• Provide information on the interpretation of hardware product documentation
• Clarify and interpret hardware product error codes
• Answer hardware product installation, upgrade, configuration, and startup questions about HP-supported hardware products, including support for
• HP-provided hardware management utilities
• Suggest corrective procedures for known hardware problems, such as configuration or diagnostic problems

HP will provide service request resolution consisting of call management and closure. A service request has been resolved when one or more of the following criteria have been met:

• The Customer has received information from HP that resolved the hardware problem
• The Customer has received information from HP on how to obtain onsite service to resolve a hardware problem
• The Customer has received notice from HP that a problem is caused by a product for which this service is not available
• The Customer has received notice from HP that a hardware problem has been corrected in a subsequent release of the product
• The Customer has received notice from HP that a problem has been identified as a software problem
• The hardware problem has been escalated to the vendor and HP has provided the response received from the original manufacturer

HP provides priority escalation of problems to the next level of available HP technical specialist, as appropriate.

Coverage window

The service coverage window specifies the time during which the Customer may call HP. Service is available 24 hours a day, Monday through Sunday including all HP holidays.

Access to electronic support information and services

HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services.

In addition to access to services available to registered users, Customers with a direct access support for hardware contract will also benefit from the ability to search technical support documents to solve problems, access passwords required to use HP proprietary diagnostic tools, and submit and check the status of direct access support for hardware service requests.

Table 2. Optional service features

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<tr>
<th>Feature</th>
<th>Delivery specifications</th>
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<tbody>
<tr>
<td>Additional named callers</td>
<td>Support for three named callers is included with Direct Access Support for Hardware. Customers can optionally purchase support for additional callers.</td>
</tr>
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</table>
Service eligibility

Eligible Customers include HP Customers with Intel-based HP Server, Desktop, and Portable hardware products who are:

• Channel partners, or

• Enterprise self-maintainers enrolled in region-specific self-maintainer programs, if applicable, or

• Enterprises with an onsite hardware warranty or contract with HP or an HP authorized service partner

Customer responsibilities

The Customer will be required to:

• Provide the name and telephone number of up to three employee contacts who are authorized to utilize this service and can direct and approve activity from HP response centers in the event of a critical problem (additional named callers may be added for an additional charge)

• Protect the Direct Access Support for Hardware phone number and access PIN from unauthorized use

• Adhere to licensing terms and conditions regarding the use of HP service tools, as applicable

• Maintain personnel trained through an HP approved program who are capable of using any relevant service and diagnostic tools

• Maintain hardware at the latest level in accordance with manufacturer’s standards, recommendations, or schedules

• Be responsible for either providing a trained technical contact (Accredited Platform Specialist [APS] certified or higher) or implementing a technical assistance center (TAC) to act as the intermediary on all service issues between HP and the Customer. The technical contact or TAC engineer will:
  – Provide the initial level of service to the Customer’s end users for each service request
  – Be prepared with product documentation when logging a Direct Access Support for Hardware service request and be able to provide details on the current configuration and topology, including hardware platform(s), operating system(s), and application(s)
  – Maintain a HP approved level of hardware remedial maintenance expertise capable of providing competent technical support to the Customer’s first-line engineers

• Purchase this service for each HP system for which the Customer requires Direct Access Support for Hardware
General provisions/Other exclusions

• A Level 2 technical support specialist is an experienced and APS certified (or equivalent) hardware support specialist who typically handles questions and problems that have already been initially worked on by the Customer or a Level 1 technical resource.

• HP reserves the right to perform a site audit and request serial numbers for all HP products under this service in order to validate system population count.

• HP Direct Access Support for Hardware service requests on HP hardware products not covered under product warranty or an onsite hardware support contract will be subject to additional charges.

Service coverage

HP Direct Access Support for Hardware provides coverage for selected HP or Compaq branded commercial Intel® processor-based servers, desktops, and portable hardware products.

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

For more information

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

www.hp.com/hps/support