



# HP Care Pack Service Level Descriptions

Service Levels	Hardware Support
<b>Return to HP 9x5</b>	This package includes offsite hardware support at a HP authorised Repair Centre during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays with a standard Turn-Around-Time of 3 full business days on receipt of the equipment from the customer. After remote diagnosis and support the customer will deliver the faulty unit to the Repair Centre. HP will return the repaired or replaced unit to the customer. Turn-Around-Time is measured from when the unit arrives at the Repair Centre until it is ready for return-shipment to the customer.
<b>Pick Up &amp; Return 9x5</b>	This package includes offsite hardware support at a HP authorised Repair Centre during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays. The Turn-Around-Time is 3 full business days on receipt of the equipment from the customer. After remote diagnosis and support HP will pick-up the faulty unit at the customer site. HP will return the repaired or replaced unit to the customer.
<b>Next Business Exchange 9x5</b>	After remote diagnosis and support HP will if necessary ship a replacement unit to the customer by the next contracted business day. The customer will return the faulty unit using the pre-paid shipment label and container provided by HP together with the replacement unit. Please note that calls must be logged by 2:30pm for next day service.
<b>Next Day Onsite 9x5</b>	An HP authorised representative will arrive at the customer site to begin hardware maintenance service the next day after the service request has been logged and for which there is a contracted coverage window. Available during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays. Only available for locations with 80kms of an HP authorised service provider unless agreed otherwise by HP.
<b>4 hr 9x5 Onsite</b>	An HP authorised service representative will arrive at the customer site to begin hardware maintenance within a 4-hour response time and a delivery window of 9 hours during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays. This service is available to customer located within 80km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside of this distance or in regional locations, please contact Services Central for a contract service quotation.
<b>4 hr 13x5 Onsite</b>	An HP authorised service representative will arrive at the customer site to begin hardware maintenance within a 4-hour response time and a delivery window of 13 hours during the business hours of 8.30am to 9.30pm Monday to Friday excluding public holidays. This service is available to customers located within 80km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside this distance or in regional locations, please contact Services Central for a contract service quotation.
<b>4 hr 24x7 Onsite</b>	An HP authorised service representative will arrive at the customer site to begin hardware maintenance within a 4-hour response time. This service is available 24hrs per day Monday to Sunday including public holidays. This service is available to customers located within 80km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside this distance or in regional locations, please contact HP Services Central for a contract service quotation.
<b>8 hr 9x5 Onsite</b>	An HP authorised service representative will arrive at the customer site to begin hardware maintenance within 8-hour response time and a delivery window of 9 hours during the business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays. This service is available to customers located within 80km of the GPO in Melbourne, Sydney, Adelaide, Perth, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside this distance or in regional locations, please contact Services Central for a contract service quotation.
<b>2 hr 9x5 Onsite</b>	An HP authorised representative will arrive at the customer site to begin hardware maintenance within a 2-hour response time and a delivery of 9 hours during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays. This service is available to customers located within 20km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside this distance or in regional locations, please contact Services Central for a contract service quotation.
<b>2 hr 13x5 Onsite</b>	An HP authorised service representative will arrive at the customer site to begin hardware maintenance within a 2-hour response time and a delivery window of 13 hours during the business hours of 8.30am to 9.30pm Monday to Friday excluding public holidays. This service is available to customers located within 20km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside this distance or in regional locations contact Services Central for a contract service quotation
<b>2 hr 24x7 Onsite</b>	An HP Authorised service representative will arrive at the customer site to begin hardware maintenance within a 2-hour response time. This service is available 24hrs per day Monday to Sunday including public holidays. This service is available to customers located within 20km of the GPO in Melbourne, Sydney, Adelaide, Perth, Brisbane, Darwin, Canberra, Hobart and Newcastle, however if this service is required outside this distance or in regional locations, please contact HP Customer Support for a contract service quotation.



# HP Care Pack

## Service Level Description cont....

Service Levels	Hardware Support cont.....
<b>6 hr Call to Repair 13x5</b>	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6hrs of the initial service request with and a delivery window of 13 hours during business hours of 8.30am to 9.30pm Monday to Friday excluding public holidays. *only available in capital cities, within 80km of GPO
<b>6 hr Call to Repair 24x7</b>	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6hrs of the initial service request. Service is available 24hrs a day, Monday through Sunday, including HP holidays. *only available in capital cities, within 80km of GPO

Service Levels	Hardware Support
<b>Post Warranty hardware support</b>	This service was created for customers where their HP warranty or HP care pack has expired. It provides 1 year support for selected HP products at an affordable price.
<b>Travel Next Day Onsite (previously Global Next Day Onsite)</b>	This package includes on-site hardware support with a next business day response time and a delivery window of 9 hours during standard office hours and days as specified in the country of service. Service for this package may be requested in several specified countries around the world.

Service Levels	Software Support
<b>Support Plus 4 hr 13x5</b>	This package includes: on-site hardware support with a 4-hour response time and a delivery window of 13 hours during business hours of 8.30am to 9.30pm Monday to Friday excluding public holidays. Software Support with a service window of 13 hours during business hours of 8.30am to 9.30pm Monday to Friday excluding public holidays. Software Information, License to use new versions of software and distribution of software updates.
<b>Support Plus 4 hr 24x7</b>	This package includes on-site hardware support with a 4-hour response time and a 24x7 delivery window including public holidays. Software Support with a service window of 24 hours x 7 days. Software Information, License to use new versions of software and distribution of software updates
<b>Software Support 24x7</b>	This package includes Software Technical Support with a service window of 24 hours Monday to Friday including public holidays.
<b>Software Support</b>	This package includes Software Technical Support during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays
<b>Proactive Essentials</b>	This service 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 selected distribution of Windows and Linux, PE may serve to increase system performance, expedite problem resolution, and decrease downtime due to software defects.

Service Levels	Installation
<b>Installation</b>	The package will provide for the basic installation of either a product or technology. It will include a call from an HP service specialist to ensure any service prerequisites are met and to schedule the date of the delivery of the service, which consists of: the basic installation of hardware and/or software per the product documentation. Available during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays.
<b>Installation &amp; Start Up</b>	The package will provide for the custom installation and startup of either a product or technology. It will include a call from an HP Service Resources to ensure any pre-requisites are met and to schedule the date of the delivery of the service, which consists of: the custom installation of hardware and/or software, configuration/reconfiguration activities and a knowledge transfer to the Customer. The specific activities to be performed will be denoted in the Customer Service Description and/or Data Sheet documents and will be reflected in the associated Service Delivery Guide. Available during business hours of 8.30am to 5.30pm Monday to Friday excluding public holidays.

**Should the above service levels not meet the customers requirements please contact**

**Services Central**

**1300 362 258**

**or**

**[www.hp.com.au/servicescentral](http://www.hp.com.au/servicescentral)**

**For more information visit [www.hp.com.au/partnerportal](http://www.hp.com.au/partnerportal)**

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