Single Per Event Support – Americas

HP Services, Solution Center offers a comprehensive menu of per event services, packaged consulting, and customized consulting. Please see our web site for detailed information at http://h20219.www2.hp.com/services/cache/11077-0-0-225-121.aspx or call us at 800-633-3600.

Single Per Event Support service provides a single source of end-user and system management telephone support for customers requiring assistance or advice in resolving problems as they apply to PC applications, PC & non-PC operating systems, networked operating systems and utilities, and all other HP-supported environments.

Solution Center Short-Term consulting (usually two weeks or less) is custom-tailored to your specific needs and is detailed in a custom Statement Of Work, while HP Valu Packs are packaged consulting projects satisfying the requirements of many customers.

To learn more about Solution Center Short-Term and HP ValuPack consulting, please see our per event web site at http://h20219.www2.hp.com/services/cache/11077-0-0-225-121.aspx.

benefits to you

- Improve productivity of system managers and other technical personnel
- Expedite problem resolution through ‘best in class’ technical support resources
- Easy to use expert product support
- Cost effective availability to technical resources
- Complements your support contract services
- Single offer that provides comprehensive remedial and advisory services to all the environments supported by HP
- Expedites problem resolution through expert-level technical resources
- Offers supplemental support for the customer’s technical support group to provide multivendor solutions to their end-users
- Increase customer productivity by offloading research and problem resolution to a service provider
- Improves the quality of internal technical support staff
- Enables identification of problem areas that drain productivity
- Streamlines problem resolution by relaying on a single point of support for multivendor
**service highlights**

- Per Event Support is available from the HP Services Solution Center on hundreds of products
- Access to Technical Resources
- Problem Analysis and Resolution
- Escalation Management
- Remote Access
- Installation Advisory Support
- Enhanced Service Delivery Window
- Hardware Technical Assistance Support
- Pay-Per-Incident Support for Microsoft Products
- PC User Application Support
- Software Support, Unplanned Time & Materials

**agreement**

This technical data sheet together with Hewlett-Packard Company Terms & Conditions of Sale and Service [E16] and HP Support Services [SS5] document and the Per Event Warranty, constitute the entire agreement ("Agreement") between the parties with respect to the service(s) provided. The Customer’s additional or different terms and conditions will not apply to Per Event Support.

The support associated with the delivery of the service(s) will be provided by or arranged by HP.

For a copy of HP Terms & Conditions of Sale and Service or HP Support Services [SS5] document, please contact your HP sales or service representative or call the Solution Center at 800-354-9000.

HP reserves the right to assign or subcontract to third parties any and all support services detailed in this data sheet.

Service projected to be billed to the Customer for $500 or less (US funds) is required to be paid in full with a HP-accepted credit card. Customer credit card authorization and validation is required prior to service. The Customer’s credit card statement will be the only receipt for the per event service. HP reserves the right to determine which credit cards are accepted at time of service.

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availability

HP Services can not guarantee availability of Solution Center delivered per event services. Solution Center per event services are provided based on the availability of technical service professionals.

Per event support is available throughout the United States, the District of Columbia and Canada with the following conditions:

- Response for Per Event Support service is up to the close of the next business day. Expedited response of four hours may be available to qualified customers and at additional costs and pending availability of technical resources.
- Response for User Application Support is the next available technical resource.

eligibility

All properly licensed Hewlett-Packard Company and third-party software products on the current HP Services Americas Supported Products List for User Application Support are eligible for per event support under User Application Support.

All properly licensed Hewlett-Packard Company and third-party products currently supported under standard (non-custom) HP Support Contracts are eligible for per event support.

All supported software and the system on which the software is installed must adhere to the minimum hardware and software requirements as specified in any applicable product or support technical data sheet, licensing terms and conditions and any minimum specifications or requirements as indicated by the original software and/or hardware manufacturer(s).

All hardware to be supported must be properly licensed by Hewlett-Packard Company or the original manufacturer and supported by HP. All software associated with the operation of the hardware must be maintained to the latest level in accordance with the manufacturer’s standards, recommendations or schedules.

exclusions and other limitations

- A service request, case, incident, or problem is a single problem or incident that cannot be broken down into subordinate problems. Multiple service requests, cases, or incidents will result in multiple charges.
- No right or title to any service tools is transferred to the Customer, nor can the service tools be made available to third-parties.
- Neither the Customer nor any third-party shall decompile, reverse assemble,
analyze or otherwise examine HP service tools.

- Support for products not included on the User Application Support (UAS), supported products lists or products not currently supported by HP Services in the United States may be available pending appropriate technical resource availability.
- Performance and system tuning service is not included in per event services, but may be available as short-term consulting, pending available technical resources, as time and materials consulting.
- Problem escalations to HP engineering or to the original manufacturer may be made on the Customer’s behalf at HP’s discretion.
- Support associated with PC LAN integration, LAN design, LAN management or other non-specific technical support may be available through other Hewlett-Packard Company service offers.
- The following are not included in Per Event Support:
  - Access to any HP Services electronic service tools or databases
  - Call reporting
  - Product media and/or documentation
  - Support for problems incurred by software not currently supported by HP Services in the United States
  - Support for problems incurred on a non-supported and/or non-authorized environment
  - Support which in HP’s opinion is required due to improper treatment or use of the equipment and/or software
  - Support required due to unauthorized attempts by other than Hewlett-Packard Company personnel to repair, maintain or modify software and/or hardware product(s)
  - Customer modifications to the HP-supported software and/or hardware
  - Software product media, documentation, license and license updates
  - On-site service of any type. However, per event on-site services may be contracted for separately by a Statement Of Work
  - Remote or onsite training
  - Walking a customer through a process or procedure
  - System performance or tuning
customer responsibilities

- The customer will be prepared with the product(s) documentation, when placing a per event call to HP for support.
- The customer will provide HP with the name, telephone number and email address of the contact/employee who is authorized to direct and approve activity for any per event engagement.
- The customer will provide HP with proper credit card information and authorization or purchase order information if applicable (support valued for over $500).
- For per event service projected to cost more than $500, the customer is required to provide HP Services with a completed, signed and accepted HP Service Authorization Form prior to HP scheduling delivery of per event services.
- The customer will provide HP with the details on the current configuration and topology information including hardware platforms, operating systems and applications.
- The customer will maintain a back-up copy of the operating system, network system, development programs, and all other applicable software programs and data.
- The customer will provide dial-in or other connection facilities as required to support remote communications for the customer’s system/environment of a least 19.2kb.
- Assure HP that all products serviced are properly licensed to the customer and are maintained to the highest available version, as recommended for the manufacturer.
- Install software and/or support utilities as the request of HP.
- Allow HP full and unconditional access to all software products. If security restrictions apply to any or all customer systems to be services, the customer may be required to assume additional responsibilities for maintaining the system and/or software.

hp support responsibilities & specifications

- Remote problem diagnosis
- Remote remedial and advisory support
- Technical services of an HP Service Professional
- Optional response upgrades may be available
<table>
<thead>
<tr>
<th><strong>general deliverables</strong></th>
<th><strong>Feature</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Window and Response Times</td>
<td>Per event support is routinely available during standard business hours with a default response time of “up to the next business day”.</td>
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<tr>
<td></td>
<td>‘Standard business hours’ is defined as Monday through Friday, between 8:00 AM and 5:00 PM and excludes bank, public, and HP published holidays.</td>
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<tr>
<td></td>
<td>An expedited response may be available to qualified customers with an established business relationship with HP or to customers using an approved credit card to purchase per event services.</td>
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<tr>
<td></td>
<td>An expedited response is always subject to technical resource availability.</td>
</tr>
<tr>
<td>Access to Technical Resources</td>
<td>Per event customers can access HP support services by calling toll-free in the United States 800-633-3600.</td>
</tr>
<tr>
<td>Case Tracking</td>
<td>HP will provide the customer with a Case ID unique to the customer’s reported problem. The Case ID is used for tracking all activity associated with the customers reported problem through resolutions.</td>
</tr>
<tr>
<td>Problem Isolation</td>
<td>Problem isolation to the software product is provided.</td>
</tr>
<tr>
<td></td>
<td>HP reserves the right to use ‘diagnose before dispatch’ knowledge and tools in an attempt to diagnose a hardware problem prior to logging an onsite per event hardware service call.</td>
</tr>
<tr>
<td>Problem Analysis &amp; Resolution</td>
<td>HP provides advisory and remedial support on customer-reported problems. HP also provides corrective support to help resolve identifiable and customer-reproducible product problems.</td>
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<tr>
<td></td>
<td>HP will also provide support to help the customer identify problems that are difficult to reproduce.</td>
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</table>
|                         | The customer receives assistance in troubleshooting problems and solving configuration...
parameters (excluding performance tuning).

HP will provide the customer with instructions on how to obtain patches relevant to the reported problem.

HP provides information on the latest product features, known problems and available solutions, and operational advice and assistance.

HP will aid the customer in interpreting system error messages and product documentation.

Technical Support

Technical support provides advisory and remedial product support, including: product usage advice on proper software execution or hardware functionality; information on the interpretation of product technical documentation; and corrective support to aid the customer in resolving the reported product problem.

Technical support assures the customer that the product substantially operates as specified in the applicable product specification or documentation.

Escalation Management

HP has established formal escalation procedures to resolve complex customer problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem solving experts and select third-parties, when third-party products are involved and with whom HP has a formal escalation agreement.

HP will escalate unresolved problems to HP engineering or to the original manufacturer on the customer’s behalf and at HP’s discretion, after taking all reasonable steps to resolve the customer’s reported problem.

Installation Advisory Support

HP provides advisory support addressing installation point-specific installation error messages or point-specific questions while performing a product installation.

This service feature does not include:

- Down-line loading of software or firmware
- Media and/or documentation
- Walking through an installation process or procedure
Remote Access

At HP’s option and with the customer’s approval, selected remote access tools may be used such as a telephone support tool to facilitate problem solving. The use of these tools allows HP to work interactively with the customer and to remotely diagnose the customer’s reported problem.

Only HP provided/approved tools are to be used as part of this feature.

Additional Deliverables

In addition to the above general per event deliverables and features, individual per event service has the following unique deliverables and features:

HP will provide the following services, specific to each type of service request. In the event that a specific service request consumes the maximum resources allowed, the customer will be offered the option of continuous service on a time & materials basis or the next highest per event support level as appropriate.

<table>
<thead>
<tr>
<th>HP Per Event Hardware Technical Support</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Window</td>
<td>Standard business hours, plus optional non-standard business hours for qualified customers. An uplift in charge for non-standard business hours service applies.</td>
</tr>
<tr>
<td>Response Time</td>
<td>Usually up to the next business day. Expedited response may be available to qualified customers, pending availability of technical resources and at additional costs.</td>
</tr>
<tr>
<td>Technical Resource</td>
<td>This service provides the talent of an HP Service Professional proficient in the service of the product on which the customer has reported a hardware problem. This service is intended for self-maintainers, large enterprise customers and partners who maintain hardware system environments. Hardware Technical Support provides the customer’s Technical Assistance Center (TAC) or certified technician with access to HP Solution Center technical resources. Provide the customer with locations of firmware patches and instructions on downloading and installing patches.</td>
</tr>
</tbody>
</table>
Remote Diagnosis

At HP option install, de-install and run select hardware diagnostic tools.

Provide technical assistance in resolving the customer’s technical hardware problem.

Dispatch onsite hardware support, with the consent of the customer and track the call through resolution. Coordinate services provided by offsite and onsite engineers.

<table>
<thead>
<tr>
<th>HP Per Event Software Technical Support</th>
<th>Feature</th>
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</thead>
<tbody>
<tr>
<td>Service Delivery Window</td>
<td>Standard business hours, plus optional uplift for non-standard business hours delivery.</td>
</tr>
<tr>
<td></td>
<td>There is an uplift charge for non-standard business hours delivery.</td>
</tr>
<tr>
<td>Response Time</td>
<td>Up to next business day with optional uplift to 4-hour response available to qualified customers. There is an uplift charge for 4-hour response.</td>
</tr>
<tr>
<td>Technical Resource</td>
<td>Technical support provides the services of a HP Service Professional proficient in the platform on which the customer reported problem is running. This support is provided by HP software experts and is intended to provide assistance to system managers, technical support professionals and helpdesk personnel in Tru64 UNIX, HP-UX, OpenVMS, VMS, HP-MPE/iX, Windows, Novell and Linux environments. Support is available for networked and stand-alone systems.</td>
</tr>
<tr>
<td>Products Supported</td>
<td>HP provides Per Event Software Technical Support for most actively shipping HP products determined to be ‘current’ and not ‘prior version’ products. Please refer to the following URL for more specific information on version support:</td>
</tr>
<tr>
<td></td>
<td><a href="http://h18005.www1.hp.com/services/software/ss_mature.html">http://h18005.www1.hp.com/services/software/ss_mature.html</a></td>
</tr>
<tr>
<td></td>
<td>Generally the policy for providing support is to support the current version and one prior version.</td>
</tr>
<tr>
<td></td>
<td>HP will provide support on third-party software products as Current Version, based on the version support policy defined by the third-party. However, HP can only escalate</td>
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</table>
reported problems on non-HP products if HP has a current backup support agreement with the manufacturer.

HP will provide support on ‘retired’ products, provided the product has not reached end of service life.

**Interoperability Support**  
HP provides the customer with advisory support to help the customer resolve problems caused by the interoperation of products covered as part of Per Event Software Technical Support. Problems arising from interoperation with products not supported by HP are not covered by this service.

<table>
<thead>
<tr>
<th><strong>HP Per Event User Application Support</strong></th>
<th><strong>Feature</strong></th>
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<tbody>
<tr>
<td>Service Delivery Window</td>
<td>Twenty-four hours per day / three-hundred sixty-five days per year</td>
</tr>
<tr>
<td></td>
<td>There is an uplift charge for after hours service</td>
</tr>
<tr>
<td>Response Time</td>
<td>Next available resource. Four hours.</td>
</tr>
<tr>
<td>Options</td>
<td>User Application Support is available with two options: [A] support for a single problem, using not more than thirty (30) minutes of advisory service and [B] Time &amp; Materials.</td>
</tr>
<tr>
<td>Technical Resource</td>
<td>This offer provides the talent of an HP Service Professional for up to thirty-minutes, when service is provided as incident-based support. If service is provided as time &amp; materials support, service is provided in thirty-minute increments.</td>
</tr>
<tr>
<td>Application Usage and Advisory Support</td>
<td>Telephone advisory support and telephone assistance including advice for non-privileged functions on the use and proper execution of the application. HP provides assistance with basic usage questions regarding non-privileged operating system functions.</td>
</tr>
<tr>
<td>Installation Advisory Support</td>
<td>HP provides telephone advisory support for end users on the proper installation and update of customer-installable application software.</td>
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</tbody>
</table>
Additional Service Details

**service request resolution**

The per event service request is defined as reaching resolution or otherwise being satisfied when one or more of the following criteria have been met (except for short-term consulting which defines the conditions of acceptance in a Statement Of Work):

- The customer has received information which resolved a software or hardware problem
- The customer has received information on how to obtain a patch(es), when available and which will resolve the reported problem.
- The customer has received information on how to secure on-site service to resolve a hardware problem
- The customer has received notice that a software problem is caused by a known, unresolved problem in the software or hardware
- The customer has received notice that the problem has been corrected in a subsequent release of the product or a replacement product
- The customer has received information that the reported software problem has been diagnosed or documented as a hardware problem
- The customer has been notified that due to limited database, hardware, or software resources or other limiting factors; HP is not able to provide a resolution or work-around
- The service request has consumed the maximum effort allowed for the specific per event service purchased

**billing calculations**

Charging for per event support is completed at the time of service request resolution.

Per Event Support delivered outside standard business hours will have an uplift for ‘after hours delivery.’

All per event charges are calculated to the next whole hour and will include time spent with the customer, research time and time allocated to securing resources on the customer’s behalf.

The following per event services are charged based on the service purchased:

- **User Application Support, Per Incident Option** is limited to thirty-minutes of support.
- **User Application Support, Time & Materials Option** is billed in thirty-minute
Hewlett-Packard Company Terms & Conditions of Sale & Service [E16] and HP Support Services [SS5], together with details of this technical data sheet, defines Hewlett-Packard Company’s service delivery obligation for Per Event Support/Service provided by the HP Services US Customer Solution Center (HP). HP Shall determine the category of labor required, based on the technical complexity of the service requested, as described in this technical data sheet, and assign HP Service Professional(s), Technical Support Engineer(s), Consultant(s) or third-party vendor accordingly.

The per event support/service provided is in the nature of professional assistance and advice. HP warrants that the service will be performed in a good workman-like manner. However, HP does not warrant or guarantee in any form or manner the results and/or achievements of the service provided. The service does not include advice or conclusions about the ultimate state of operation or security of the customer system(s). HP is not responsible for the work or activity of any non-Hewlett-Packard Company personnel.