

Ready Support and Ready Support Plus Services for Notebooks, Desktops, and Workstations



Care Pack, Part of HP Care



In addition to all of the features included in Ready Support, Ready Support Plus also provides:

- Windows Information Protection
- Password Recovery
- App Deployment (Windows)
- 3rd Party and OS Patch Management
- Travel Onsite Support (Notebooks)
- Defective Media Retention
- Accidental Damage Protection
- Global Customer Support Manager
- Parts Prioritization
- Support History, Analytics, and Reporting

Service overview

Ready Support provides you with comprehensive services, including predictive and proactive monitoring across devices and operating systems. It also provides easy onsite and remote access to HP technical support, delivering reliable service, and a superb experience that helps keep your business running smoothly.

Ready Support Plus offers all the features of Ready Support, as well as a dedicated Customer Support Manager who handles performance monitoring, executive reporting, and proactively provides insights and recommendations on your support needs. Enjoy parts prioritization to reduce downtime, as well as added protection against accidents, defective media, and hardware failure while traveling internationally.

Service benefits

- Comprehensive 24/7 support
- Consistent, world-class service delivered by HP professionals
- Enhanced productivity thanks to proactive agents who can help avoid downtime and optimize devices
- Ability to stay up-to-date while easily enforcing policies and compliances
- A single point of contact to manage and proactively plan your IT support needs
- Freed up IT bandwidth to focus on critical tasks

Service highlights

- Services cover multiple devices, brands¹, and operating systems
- Easily accessed technical support, onsite or remote
- Proactive and predictive technical support to help users get the most out of their devices
- Helps to ensure devices and data are secure
- Easy to use analytics and insights dashboard
- Includes Onsite Hardware Support, accident protection, data management, global service when you travel, Helpdesk Support, Managed Services, and Dedicated Global Customer Support Manager

Feature	Specification
Managed Services	<p data-bbox="906 226 1541 411">By anticipating problems before they occur, HP Managed Services helps you get the most out of your devices – including both HP and non-HP PCs. Conveniently view the usage of all your devices on one consolidated dashboard and use reporting tools to track key performance indicators. HP's highly skilled agents not only provide proactive and predictive support, but can also help with installation, set-up, synchronization, migration, and more.</p> <ul data-bbox="906 415 1541 1812" style="list-style-type: none"><li data-bbox="906 415 1541 491">• Hardware Inventory: Receive a list of monitored PCs and users, as well as detailed device information such as available space, memory, OS version, and installed software applications.<li data-bbox="906 495 1541 571">• Software Inventory: Automatically discover and track which applications are installed and when they were last updated across all your managed devices.<li data-bbox="906 575 1541 625">• Automated Reports: Stay informed with automated reports on assets, security, and device health available through the dashboard.<li data-bbox="906 630 1541 659">• Read-only Dashboard: Monitor your fleet from a single dashboard.<li data-bbox="906 663 1541 714">• Security Scan: Receive alerts if a 3rd party firewall and antivirus software have been disabled by the end-user.<li data-bbox="906 718 1541 802">• Proactive Alert: Receive advanced analytic alerts for device health issues such as blue screen crashes, missing drivers, missing patches, and security compliance.<li data-bbox="906 806 1541 856">• HP Entitlement Status: Know the warranty expiration dates for HP devices and proactively plan your hardware refresh cycles.<li data-bbox="906 861 1541 936">• Client Self-Support Tool: Allow end-users to troubleshoot and resolve common issues instead of escalating them to the support team.<li data-bbox="906 940 1541 1024">• Predictive Analytics: Benefit from a unified console with fleet analytics and reporting, predictive device failures, and recommended next best action, and receive mobile alerts and notifications.<li data-bbox="906 1029 1541 1079">• Locate Device: Pinpoint the location of a missing device on an online map.<li data-bbox="906 1083 1541 1134">• Lock Device: Perform a screen lock (PIN block) or Windows logoff on a managed device if it is reported lost or stolen.<li data-bbox="906 1138 1541 1188">• Wipe Device: Remove data from a managed device if it is reported lost or stolen.<li data-bbox="906 1192 1541 1356">• Security Install/Policy Enhancement: Apply custom security levels to notebooks, desktops, and workstations, and monitor and enable the Microsoft Windows firewall service on Windows PCs. Detect whether antivirus software has been enabled on a Windows device, and if not, automatically enable and monitor Microsoft Windows Defender or Microsoft Security Essentials.<li data-bbox="906 1360 1541 1411">• Group Policies: Quickly apply policies to groups of users and/or devices.<li data-bbox="906 1415 1541 1465">• Windows Information Protection: Protect against accidental data leakage via seamless data separation.<li data-bbox="906 1470 1541 1520">• Password Recovery: Reset a forgotten password on Windows devices.<li data-bbox="906 1524 1541 1633">• App Deployment (Windows): Create, distribute, and manage curated bundles of desktop applications in the MSI or .exe file types to manage Windows devices. Receive notification if a required app is not installed on a device.<li data-bbox="906 1638 1541 1812">• 3rd Party and OS Patch Management: Create or edit patch management profiles and apply patches for a wide range of popular software applications. Plus, monitor the status of all managed patches to identify missing patches and successful or failed installations.

Feature	Specification
Helpdesk Support	<p>Provides phone assistance covering computer software, hardware, connectivity, and networking issues across a range of devices. Choose from multiple options to make sure your primary devices (notebook, desktop, or workstation) and connected peripherals (printers, scanners, or backup drives) are supported.</p> <ul style="list-style-type: none"> • Get your devices and software working seamlessly across major technology brands¹ running Windows, MacOS, or Android operating systems. • Remote software tools allow HP to fix the problem while you take care of your business. • Get reliable help when you need it from HP certified experts. • Easily manage all of your users, devices, and support cases from one place.
Next Business Day Onsite Service	<p>Provides remote assistance and onsite support for your covered hardware, helping you to improve product uptime. Choose between multiple service-level options in various durations.</p> <ul style="list-style-type: none"> • Fix-on-Request: At your request, HP will install, during coverage hours, critical firmware updates defined by HP as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation. HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product. • Remote problem diagnosis and support: HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident. • Replacement parts and materials: HP will provide the HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. If you wish to retain, degauss, or otherwise physically destroy replaced parts, you will be charged the list price for the replacement part. • Onsite response for hardware support: For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.
Travel Onsite Support*	<p>HP Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP notebooks. This service is available for selected HP- and Compaq-branded products and includes, as locally available, a next-business-day onsite response time (with local-language remote problem diagnosis in participating countries) in support of hardware problem resolution. When you are traveling in any of the eligible locations and outside the country of original product purchase, HP will:</p> <ul style="list-style-type: none"> • Provide you with the HP Global Solution Center telephone number for the pertinent country/geographic location under "Contact HP" on hp.com • Accept calls in the country/geographic location of travel from you or the internal helpdesk of your company • Diagnose to the hardware failure level • Arrange for next-business-day response service at your location in the participating country/geographic location, or delivery of a replacement part, as needed • Provide the parts required for repair according to the hardware specification, provided the localized parts are available in the location of travel



Feature

Specification

Defective Media Retention*

For eligible products, this service feature option allows you to retain defective hard disk or eligible SSD/flash drive components that you do not want to relinquish due to sensitive data contained within the disk (Disk or SSD/flash drive) covered under this service. All disk or eligible SSD/flash drives on a covered system must participate in Defective Media Retention.

Accidental Damage Protection*

For eligible products and service levels, you will receive protection against accidental damage from handling of the covered hardware product.

Priority Management*

Benefit from an HP Global Support Manager who proactively plans and manages your IT support needs to help improve productivity.

- **Assigned Support Contact:** You will be assigned an HP Global Customer Support Manager (GCSM) who is located in your region, aligned with your executive management, and is responsible for meeting global support needs. The GCSM is a highly trained professional with a thorough understanding of your business and strategic IT requirements. The GCSM serves as a single point of contact for the account and is responsible for support-related escalation handling and ensuring that the support level that you purchased is met.
- **Proactive Support Plan:** The GCSM will work with you to understand your business and strategic IT requirements and then design and implement a proactive support plan tailored to meet your needs.
- **Problem Management:** The GCSM will regularly monitor key operational performance indicators and track results against your established targets. Through regular updates, you will receive thorough root-cause analysis, corrective action plans, and resolution timelines.
- **Parts Prioritization:** In the event that a part shortage occurs (a natural disaster or everyday technical issues), fulfillment of orders will be prioritized at the time inventory becomes available. Additionally, support teams may utilize exceptional methods to acquire inventory including, but not limited to, internal inventory sourcing, expedited factory deliveries, and broker purchases.
- **Performance Reporting:** This feature provides executive-level reporting that assesses your unique product quality and service status, as well as regular status communications to track the support health of the installed base.
- **Performance Management:** Participate in quarterly reviews with the HP global support manager to recap performance metrics. Quarterly performance summary reports will provide action plans to address any deviations from targets; quarterly open and closed escalations will include an issue summary and root-cause action plans.

*Available with Ready Support Plus only



Delivery specifications

Managed Services

- Devices included in the service will all have a data agent installed to collect asset and event information related to the device.
- User-sensitive data including credentials, files, content, and ad data will not be captured.
- Collected data will be stored in a secured cloud repository.
- Data is protected using SSL during data transfer from the device client to the web server. The data can only be accessed through the HP Managed Services web server.
- Proactive Support Specialists will provide proactive support to resolve issues before they occur, as well as reactive technical assistance.

Helpdesk support

- Only you can initiate HP-encrypted remote sharing sessions.
- HP uses a 128-bit encrypted connection between your computer and the technician's, preventing others from viewing or accessing the session.
- HP-certified experts will work with you to make sure your security settings and virus definitions are up to date and running properly.

Next Business Day Onsite Service

- HP may elect to replace certain products instead of repairing them. Replacement products will be new or functionally equivalent to new in performance. If a product is replaced, it will become the property of HP.

- An HP authorized representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired.
- Work may be temporarily suspended if parts or additional resources are required, but will resume when they become available.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or the hardware has been replaced.
- Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products for remote incident resolution.
- HP will provide telephone assistance during the service coverage window for installation of customer-installable firmware.
- HP retains the right to determine the final resolution of all reported incidents.
- Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP. The onsite response time ends when the HP authorized representative arrives at your site, or when the reported event is closed and HP has determined it does not currently require an onsite intervention.
- Hardware support onsite response time may differ depending on incident severity. You will determine the incident severity level. Incident severity is defined as:
 - Severity 1 – Critical Down: for example, production environment down; production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
 - Severity 2 – Critically Degraded: for example, production environment

severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business

- Severity 3 – Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; noncritical functionality lost; limited impact on the business
- Severity 4 – Low: for example, no business or user impact

HP responsibilities

- Providing service using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods, at the discretion of HP. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement product.
- Acknowledging a call by logging a case, communicating the case ID to you, and confirming your incident severity and time requirements for commencement of remedial action
- Contacting you, determining the incident severity, and arranging access to the system before the hardware onsite response time period can start for events received via the HP electronic remote support solutions
- Providing via email Helpdesk Term Coverage Support and Consulting Services, confirmation of payment, and relevant instructions on how to access the applicable services
- Providing onsite technical support on covered hardware products to return them to operating condition for hardware incidents that cannot be resolved remotely.



Customer responsibilities

If you are not able to handle the specified customer responsibilities, at HP's discretion, HP or the HP authorized service provider will 1) not be obligated to deliver the services as described, or 2) perform such service at your expense at the prevailing time and material rates. For this service, your responsibilities will include:

- The repair or replacement of any supplies or consumables (some exceptions may apply).
- Activating the hardware product to be supported within 10 days of purchasing this service, using the registration instructions within the Care Pack or the email document provided by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) should occur within 10 days of the change.
- Installing the appropriate HP remote support solution, with a secure connection to HP, and providing the resources from the HP remote support solution release notes. When an HP remote support solution is installed, it is also necessary for you to maintain the contact details configured in the remote support solution that HP will use in responding to a device failure.
- Supporting HP's remote problem resolutions efforts by:
 - Providing information needed for HP to deliver remote support and determine the level of support eligibility.
 - Starting self-tests and installing and running other diagnostic tools and programs.
 - Installing customer-installable firmware updates and patches or agreeing to the additional charges that apply if HP installs them.
 - Helping HP identify or resolve problems.
- Returning defective parts or products within a designated time period if a replacement is shipped. If HP does not receive them in time or they are damaged, you will agree to pay the HP list price for the defective part or product.
- Continually using product accessories, if available, such as covers, carrying cases, or pouches for protection against damage to the covered product.
- Ensuring the security of your proprietary and confidential information by maintaining a procedure for reconstruction of lost or altered files, data, or software programs, and properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process.
- Returning data retentive components on loan from HP at the expiration or termination of support with HP. You will be responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HP, and HP will not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.
- Registering the product or users on the Helpdesk Term Coverage Services Portal, in the email communications, or as directed by HP. Otherwise, HP is not obligated to provide Helpdesk Term Coverage Support and Consulting Services.
- Supporting and cooperating with HP to help them deliver services in a timely manner and determine the level of support eligibility.
- Ensuring that an adult representative is present when HP is providing services at your designated location or by telephone.
- Having no ownership interest in the diagnostic software provided by HP, and cooperating with HP to remove it once the service is completed.



Service limitations

- An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods.
- Work to completion may not apply to onsite support provided for desktops, workstations, and notebooks.
- Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.
- Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.
- Minimum system requirements for Managed Services for notebooks/desktops/workstations are:
 - Windows 7 Service Pack 1 (SP1), Win 8.1 or higher
 - 1 GB of RAM, 333 MHz CPU or greater
 - 30 MB of free disk space
 - Network Interface Card (NIC) or modem
 - Internet Explorer 11 and above
- This service must be purchased for each system, processor, processor core, or end-user in your environment that requires support.
- All units and options with individually sold Care Pack offerings must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

- Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

Travel Onsite Support limitations

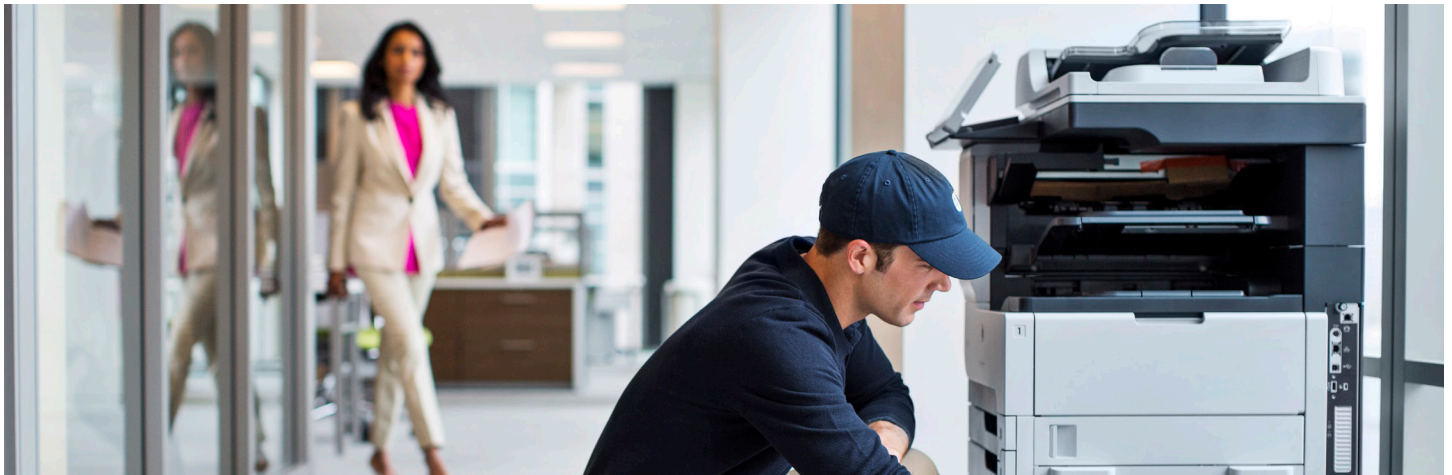
- When you are traveling outside the country of purchase, the described support services will be provided only if the country/geographic location where the service is requested and delivered is listed as a participating country/geographic location in the "Service eligibility" section of this data sheet, or on the table accessible at hp.com/services/travel. Service may be provided at a lower service level at some additional locations not listed.
- Support is provided during the standard business hours and days of the local country/geographic location.
- If the parts needed for the repair, especially language-specific or country-specific parts, are not available, you have the following options:
 - Postpone the request for the service until you have returned to the country where the product was originally purchased
 - Accept the replacement of a defective foreign part with a local part (for example, English/American keyboard)
- Specialized language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localized power supply parts are not generally available when traveling internationally and are not covered under the terms of this agreement, except within the boundaries of the country of origin.
- Services requested outside the original country of purchase are limited to the base unit only. Services for external monitors are provided

only in the original country of purchase if this additional coverage has been purchased. The docking station or port replicator is eligible for coverage within the host country where the Care Pack was purchased, but does not provide coverage when traveling outside the country of purchase.

- Non-HP-branded options are excluded from this service.

Defective Media Retention limitations

- Defective Media Retention applies only to eligible data retentive components replaced by HP due to malfunction. It does not apply to any exchange of data retentive components that have not failed.
- Data retentive components that are specified by HP as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.
- Defective Media Retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.
- Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Defective Media Retention service feature option is being overused (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).



Accidental Damage Protection limitations

Eligibility for purchase of Accidental Damage Protection requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the Accidental Damage Protection service.

Accidental Damage Protection provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, or lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming, or instructions
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual

- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to your adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature and does not impact operation and functioning of the computer
- Computer monitor screen imperfections (including, but not limited to, 'burn-in' and missing pixels caused by normal use and operation of the product)
- Damage to product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused when you ship the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes (including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or reinstallation of any software or data; or use of damaged or defective media)
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack
- Damaged or defective LCD screens when the

failure is caused by abuse or is otherwise excluded herein

- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism
- Alteration or modification of the covered product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product
- Reckless, negligent, or abusive conduct while handling or using the product that includes, but is not limited to, the treatment and use of the covered product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product

If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, you must continually use these product accessories to be eligible for protection.

For HP commercial products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the Care Pack start date. Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

In the event that you have a history of significantly high claims, HP reserves the right to deny acceptance of requests to purchase this service feature.



Priority management limitations

- Activities such as, but not limited to, the following are excluded from this service:
 - Hardware without a valid HP warranty, Care Pack, or hardware service contract
 - Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
 - Services required due to failure to incorporate any system fix, repair, patch, or modification provided to you by HP
 - Services required due to failure to take avoidance action previously advised by HP
 - Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Any services not clearly specified in this document
- Parts prioritization is not available in the following countries: Dominican Republic, Ecuador, Guatemala, Honduras, Nicaragua, and Uruguay.

Coverage

- This service provides coverage for eligible HP- or Compaq-branded hardware products and HP-supported and -supplied internal components such as memory and DVD-ROM drives, as well as attached HP- or Compaq-branded accessories purchased together with the main product, such as a mouse, keyboard, docking station, AC power adapter, and external monitor up to 22 inches.
- Consumable items including, but not limited to, removable media, customer-replaceable batteries, and other supplies, as well as user maintenance and non-HP devices, are not covered.
- HP Notebook long-life batteries follow the one or three year warranty of the platforms.
- The coverage window specifies the time during which the described services are delivered onsite or remotely. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged until the next day for which you have a coverage window. All coverage windows are subject to local availability.
- HP Hardware Onsite Support Service is available in the countries listed below, Monday through Friday, excluding HP holidays:
 - Australia, Malaysia, New Zealand, Philippines, Singapore: 08:30-17:30
 - India: 09:00-18:00

- HP Managed Services and Helpdesk Support Services are available 24x7 in Australia, India, Malaysia, New Zealand, Philippines, and Singapore.
- The following languages are supported by HP support centers: Bahasa, Cantonese, Czech, Danish, Dutch, English, Finnish, French, German, Hindi, Italian, Japanese, Korean, Mandarin, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, and Turkish.
- The following is excluded from this service:
 - Backup, recovery, and support of the data
 - Operational testing of applications, or additional tests requested or required
 - Services required due to failure on your behalf to incorporate any system fix, repair, patch, or modification provided by HP
 - Services required because you did not take avoidance action previously advised by HP
 - Services that, in the opinion of HP, are required due to improper treatment or use of the product
 - Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

Travel zones

- All onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub.
- Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge.
- If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, remote areas in deserts, etc.), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP.
- Travel zones and charges, if applicable, may vary in some geographic locations.
- Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below:

Distance from HP designated support hub	Next Business Day onsite response time
0–100 miles (0–160 km)	Next Business Day onsite response time
101–200 miles (161–320 km)	1 additional coverage day
201–300 miles (321–480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Travel Onsite Support eligibility

Travel coverage, as specified in table below, in countries/geographic locations other than the original country of purchase is restricted to travel periods and is not valid for permanent deployment in another region. This list provides information on the specific geographic availability of Next Business Day Hardware Support for Travelers. The countries/geographic locations are subject to change without notice.

Table 1: Travel Onsite Support participating countries/geographic locations

Africa

Morocco	Nigeria	Republic of South Africa
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Americas

Brazil	El Salvador	Panama
Canada	Guatemala	Puerto Rico
Colombia	Honduras	Trinidad/Tobago
Costa Rica	Jamaica	USA
Dominican Republic	Nicaragua	



Asia Pacific

Australia	Japan	Singapore
China	Korea, South	Taiwan
Hong Kong	Malaysia	Thailand
India	New Zealand	Vietnam (Ho Chi Minh and Hanoi Only)
Indonesia	Philippines	

Asia Pacific

Andorra	Iceland	Russia
Austria	Ireland	San Marino
Belgium	Israel	Slovakia
Bulgaria	Italy	Slovenia
Czech Republic	Latvia	Spain
Denmark	Liechtenstein	Sweden
Estonia	Lithuania	Switzerland
Finland	Luxembourg	The Netherlands
France	Monaco	Turkey
Germany	Norway	Ukraine
Gibraltar	Poland	United Kingdom
Greece	Portugal	
Hungary	Romania	

Middle East

United Arab Emirates

Terms and conditions

For a full list, see [Terms and conditions](#).

For more information

For additional information on HP Ready Support in your region, visit hp.com/go/services

Priority Management eligibility

- Only HP PCs and HP-supported products that are sold by HP or an HP authorized reseller are eligible; the service is limited to notebooks, desktops, and workstations.
- A valid HP warranty, Care Pack, or hardware service contract is needed for any hardware receiving this service.
- You are required to cover 100 percent of your in-warranty installed base of HP PCs when purchasing this service.
- Installed base must be at least 1,000 in-warranty HP PCs and/or printers.

Table 2: Geographic coverage for Priority Management

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

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1 Multi-brand support available only through contractual services.

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/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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