

HP Enhanced Technical Phone Support for Imaging and Printing



We listened to your requests and responded with a differentiated and improved telephone support experience designed specifically for HP Care Pack and Contractual Service customers like you.

A dedicated team that's on your side

You rely on HP for innovation, quality, and reliability in printers. Now, HP adds unequalled service and support to the benefits of purchasing an HP printer.

In direct response to your stated preferences, we have enhanced the technical phone support you receive as part of the HP Care Pack services or Contractual Services you purchase for most midrange and high-end HP LaserJet and DesignJet printers.

The service is simple to access and easy to use. You simply call a dedicated, toll-free phone number for service: 1-800-633-3600. You'll quickly be connected to a member of our knowledgeable and highly experienced technical phone support team based in North America.

Each technical phone agent has been trained to provide knowledgeable and friendly service that leads to quicker issue diagnosis and resolution. And, the HP technicians have a strong commitment to deliver an enhanced total customer experience (TCE).

It's all part of HP's strong commitment to providing you with the best overall printing experience.

Available with a range of support programs to fit your needs

The new HP Enhanced Technical Phone Support feature is now automatically included in a full range of support services for HP printers. That means you can select the level and type of service that are the best for your business and receive an improved experience as part of the package.

HP Enhanced Technical Phone Support is included in HP Care Pack and Contractual versions of the following services:

- **Same Day Onsite Service**—An HP-employed Service Engineer* or Authorized Support Partner arrives at the customer's site within 4 hours. Includes all parts, materials, and labor.
- **Next Day Onsite Service**—Onsite hardware repair is performed by an HP-employed Service Engineer* or Authorized Support Partner the next business day. Includes all parts, materials, and labor.
- **Next Day Onsite Service with Disk Media Retention**—Service includes replacement of a failed disk drive and lets you keep the failed drive to address data security requirements. Also includes all services available under Next Day Onsite Services.
- **Next Day Onsite Exchange Service**—For service calls received before 2 p.m. local time, HP will expedite and ship a replacement part or printer overnight and will dispatch an HP Authorized Representative to arrive onsite the next day to perform the device exchange. Continuous service for up to 3 years.
- **Next Day Exchange Service**—For service calls received before 2 p.m. PST, HP will expedite and ship a replacement part or printer overnight via premium airfreight to arrive by 10:30 a.m. local time with shipping charges paid by HP. Continuous service for up to 3 years.

* Not available in all geographies.

- **Standard Exchange Service**—For service calls received before 2 p.m. PST, HP will ship a replacement part or printer to arrive within 3–5 business days with shipping charges paid by HP. Continuous service for up to 3 years.
- **One-Time Replacement Service**—A one-time replacement of a printer unit that fails during a 2-year service plan. This service includes Enhanced Technical Phone Support until a replacement unit is required or until the 2-year term expires.

Benefits that are easy to understand and appreciate

Services from HP help ensure that your printers will always be available to respond to the printing needs of your organization. This is especially important because of the valuable role that printers play in today's businesses.

HP Enhanced Technical Phone Support is a critical element in each service offering because it helps quickly and accurately identify issues and resolutions with:

- A dedicated, toll-free number (call 1-800-633-3600)
- Commitment to quickly answer all incoming calls
- All calls are answered by a knowledgeable and expert technical phone support team with enhanced training for expert troubleshooting and diagnosis.
- Direct access to parts

This service also creates an enhanced support experience for you with:

- HP agents who follow up on all repairs to help ensure that issues have been resolved to your satisfaction

- Improved agent monitoring, mentoring, and escalation processes
- Strong commitment to the total satisfactory customer experience
- A North America team that eliminates language barriers

HP: your best choice for printing services

HP is the leader in servicing and managing printing and imaging environments, providing the expertise and ultimate experience you expect. Here are just a few of the ways HP leadership is clearly demonstrated:

- HP has received *PC Magazine's* Readers' Choice Award for service and reliability for 16 years in a row. Source: *PC Magazine*, September 2007.
- HP onsite services for printing are delivered by HP-employed Service Engineers or Authorized Support Partners.
- HP Services are delivered using genuine HP parts and supplies.
- 73,000 HP service professionals operate in 170 countries.
- HP has more than 40 years of experience designing, deploying, and supporting high-technology environments.

For more information

To learn more about HP Enhanced Technical Phone Support, visit www.hp.com/services/printerarepack. For more information about other HP Services for Printing and Imaging, as well as other related services from HP, contact your local HP preferred reseller or HP sales representative, or visit our website at www.hp.com/go/printservices or call 800-277-8988. You can also find more information about the right HP Care Pack service for your IT environment at www.hp.com/go/lookuptool.

Technology for better business outcomes

To learn more, visit www.hp.com

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