HP Premium Support for Collaboration Solutions

HP Poly+ Analyze

Service overview

It's premium support that delivers peace of mind only HP can deliver. Poly+ Analyze gives you access to support 24x7 to keep your HP Collaboration solution up and running plus, get HP Poly Lens Pro for Rooms features for your entire HP Collaboration estate.

Service feature highlights

- 24/7 global priority technical phone support[1]
- Advance hardware replacement with next business day parts shipment[2]
- HP Poly Lens Pro for Rooms software for your estate
- Software upgrades and updates

Specifications

Table 1. Service features

Feature	Delivery specifications
24/7 Priority Support[1]	Customers can contact HP to receive priority 24/7 support for the Customer's supported solution. Support is available via chat, phone, web and video; it is highly recommended the Customers create a MyHP account to submit support requests. HP support can be reached at the following link: Support | HP® Support.
Advance Parts Replacement – Next Business Day[2] (NBD)	Availability and Operations: HP will provide advance replacement for any failed hardware component covered under this service offer. If HP's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, a replacement part will be shipped by HP for next business day delivery where applicable (Monday through Friday, excluding holidays) for advance replacement using an expedited carrier service. HP will endeavor to process replacement part orders same day in order to meet local carrier pick-up schedules where applicable. The deadline for same-day processing is generally 3pm local time, Monday through Friday (excluding holidays), to HP's regional parts depot. For products covered by this Service, HP pays for all freight charges for advance parts replacement transactions. Customs and logistics delays may affect the actual delivery time of replacement parts to the Customer facility. The next business day delivery is only applicable in countries where an HP entity is the Importer of record. Replacement Parts: Replacement parts supplied by HP will be either new parts or parts equivalent in performance to new parts and are warranted for ninety (90) days from shipment. Parts removed from products as part of the repair is the property of HP and must be received back to the local HP service facility (to the location listed on the pre-addressed return package provided by HP, if applicable) within ten (10) business days of receipt of the replacement part, or Customer will be invoiced at HP's then-current list price for the HP Poly Product or component, as published in HP's price list.

Table 1. Service features

<table>
<tr><th>Feature</th><th>Delivery specifications</th></tr>
<tr><td>Escalation Management</td><td>HP has formal escalation procedures to resolve complex Customer problems. The HP support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout HP. HP will execute internal notifications to alert HP service management when the Customer support cases age past established thresholds.</td></tr>
<tr><td>Incident Management</td><td>HP will acknowledge a call by logging a case, communicating the case ID to you and confirming the incident severity and time requirements for commencement of remedial action. Note: For events received via HP electronic remote support solutions, HP will contact you, ask you to define the incident severity and arrange access to the system before the hardware Call to Repair time or hardware onsite response time period can start. The hardware support onsite response time and Call to Repair time commitments may differ depending on incident severity. You determine the incident severity level.
<table>
<tr><td>Severity 1: Critical Down</td><td>Production environment down; production system or production application down/at severe risk; data corruption/ loss or risk; business severely affected; safety issues</td></tr>
<tr><td>Severity 2: Critically Degraded</td><td>Production environment severely impaired; production system or production application interrupted/compromised; risk of recurrence; significant impact on the business</td></tr>
<tr><td>Severity 3: Normal</td><td>Non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business</td></tr>
<tr><td>Severity 4: Low</td><td>No business or user impact</td></tr>
</table></td></tr>
<tr><td>Software Upgrades and Updates</td><td>HP will make available system software upgrades and updates at no additional charge.
HP will post all Generally Available (GA) Software at: HP Customer Support or via HP Poly Lens[3]. HP Poly Lens and HP Poly Studio Apps can be used to deploy the latest device software updates.</td></tr>
<tr><td>HP Support website</td><td>HP will provide 24/7 access to the HP Support website for at: HP Customer Support. This Online Support Center will include the following functionality for Customer accounts:
• Register Products and look up Product licensing.
• Create service requests and review Support Ticket status.
• Check the status of parts replacement including delivery tracking information.
• Perform Knowledge Base searches.
• Download the latest Product documentation.
• Download the latest HP Collaboration solution software that is available for the current release and the latest version minus one</td></tr>
<tr><td>HP Poly Lens[3] Pro for Rooms Features</td><td>Customer will have access to HP Poly Lens Pro for Rooms features as part of this service offer. For details about HP Poly Lens Pro for Rooms features please visit: https://www.hp.com/us-en/poly/software-and-services/software/poly-lens/lens-pro.html</td></tr>
</table>

Table 1. Service features

Feature	Delivery specifications
Ecosystem Cloud Partner Support[4] (ECPS)	ECPS improves response times in HP-enabled ecosystem cloud solutions by acting as a primary point of contact to the Customer. The HP global support team has the skills, training, experience, and processes needed to resolve technical issues in these complex environments. When the HP support team receives an incident request for HP product used in an approved Strategic Cloud Partner (Cloud Partner) environment, a Support Ticket will be created in HP's ticketing system for tracking purposes. Support Tickets are escalated and managed with appropriate internal HP teams, including engineering if deemed necessary, to determine cause and plan to reach resolution. If HP determines that the problem is caused by or related to the Cloud Partner environment, at the Customer's request, HP will attempt to open an incident request with the Cloud Partner, document findings, and provide the Cloud Partner's incident tracking number to Customer. Customer is responsible to have an existing support agreement with their Cloud Partner. HP will be responsible for working directly with the Cloud Partner (when permitted by the Cloud Partner) on resolution or future status updates to the Customer. If not possible to open an incident request, HP will provide Customer with findings and refer Customer to Cloud Partner for resolution. If requested, the HP support team will participate in joint calls with the Cloud Partner to isolate and resolve problems on behalf of their mutual Customer using defined escalation processes in place with Cloud Partners. When permitted by the Cloud Partner and Customer, HP will: • Communicate directly with Cloud Partner. • Open or close Incident Requests with Cloud Partner. • Provide Cloud Partner status updates to Customer. • Verify Customer's entitlement and term with Cloud Partner. When a solution can be restored by implementing a temporary workaround, such a fix will be facilitated and communicated back to the Customer. All software bugs and feature requests will be handled by HP or Cloud Partner engineering via standard bug fix and software release processes. HP and its Cloud Partners provide flexible video and voice collaboration through verified and approved multi-vendor integrated solutions. Contact your HP representative for the current list of HP approved Strategic Cloud Partners. Customer must maintain current service or subscriber agreement with Cloud Partners, operate and maintain applicable software as specified by the Cloud Partner, and if requested, give HP signed written approval to act on their behalf regarding ECPS services.

Customer Responsibilities

The Customer will:

1. Provide a contact email address with their purchase order. The contact will be responsible for activating the HP Poly Lens tenant, where applicable. Please note if an HP Authorized Reseller email is supplied then the reseller will take responsibility for providing the HP Poly Lens Pro for Rooms license key that they receive to their appropriate Customer. Any actions taken by the reseller on behalf of the Customer is between the reseller and customer.
2. Create HP Poly Lens tenant and register all HP collaboration products with HP Poly Lens Pro for Rooms that are covered by the Poly+ Analyze Service. Customer is expected to utilize HP Poly Lens or Poly Clariti Manager to manage inventory reporting, unless otherwise agreed with HP.
3. Provide inventory report from HP Poly Lens[3] for quoting. Poly Clariti Manager will be used for RealPresence Group Series.
4. Within a reasonable time, register all new products to Poly Lens. Poly Clariti Manager will be used for RealPresence Group Series.
5. When placing an order for an existing Poly+ Analyze account, please ensure you provide your PIN ID on all Purchase orders to ensure all your new products are added to an existing agreement. Please note, if you do not refer to your existing PIN ID, you may receive a new PIN ID for each order.
6. Install any Software Updates or Upgrades made available to the Customer for products covered by this Service.
7. As requested and applicable for support services, provide HP with information related to their products supported by the Service including, without limitation, network diagrams, system configurations, Customer Detail Records ("CDR"s), and operation procedures.
8. Notify HP of any changes made to the HP products if such changes were made using hardware or software purchased from a vendor other than HP.
9. Be responsible for replacing, at its own expense, any and all consumable items used in connection with the covered products, including without limitation, bulbs and batteries.
10. For hardware replacement requests, Customer will provide the product serial number.

It is recommended that the Customer proactively provides HP technical support staff with remote access to all HP collaboration solutions covered by the HP Premium Service (Poly+ Analyze) as required. Such remote access allows HP to expedite resolution of issues.

Optional fee-based Services

The following optional capabilities are available to be purchased separately to enhance the HP Analyze support offering.

Customer Delivery Manager (CDM)

The Customer Delivery Management program is delivered through an CDM assigned to the Customer. The CDM is an experienced service manager who serves as the non-technical management interface to a designated Customer representative for all HP service program activities.

Serving as the Customer advocate within HP, the CDM will monitor, analyze, and report on aspects related to the service and support of the Customer's HP collaboration solution. The CDM objectives are ensuring that all service program deliverables are completed to the Customer's satisfaction, monitoring service deliverables are on time and in accordance with current HP standard operating procedures, policies and practices, continued effective communication with the Customer, and adherence to reporting schedules.

Customers may choose to purchase the optional CDM service for an additional fee. An additional CDM may be added to the support contract.

This global value-added service option is available to Customers that maintain an active HP support agreement on their HP collaboration solution. The Customer Delivery Manager role does not replace HP program managers, project managers, or any other roles that may be assigned to the Customer for the implementation, installation, maintenance, or management of the HP collaboration solutions.

Technical Customer Assurance Manager (TCAM)

The program is delivered through an assigned Technical Customer Assurance Manager (TCAM) who is responsible for proactively assisting Customers to maintain their HP solution and achieve desired response and reliability goals when technical assistance is required (the "Service"). The TCAM has immediate access to HP's knowledge base and is backed up by 24/7 remote expertise including Advance Services technical team, research and development, lab systems, and management escalation support to ensure a high level of support and response times. For full details of this service, please reach out to your HP representative.

Field Replaceable Unit Replace and Destroy (FRURAD)

For Government, Federal and Security conscious customers who cannot return hardware units when faulty, a FRURAD option is available at an additional charge. A separate Service Description for deliverables is available on request.

Onsite Support is available for an additional fee and availability is subject to Customer location and HP Product type.

The Onsite Support option enhances the HP Service by providing the following:

Upon remote diagnosis of a HP product failure by an HP technical support engineer, HP will dispatch an authorized technician to the Customer site during business hours to install the replacement part(s). The onsite dispatch will be scheduled with the Customer based on the expected delivery time of the replacement part(s). The previous statement notwithstanding, HP will maintain the capability to execute onsite dispatches for HP Products covered under HP Poly+ Analyze Onsite Service. HP's technician will coordinate troubleshooting and testing activities with HP technical support and the Customer's designated contact to resolve the problem. HP onsite support does not include the installation of Software Upgrades, installation of any HP Product enhancements, or HP Product configuration support. At its sole discretion, HP may install Software Updates and Upgrades which are required to restore the covered Product to operational condition. HP will work with the customer to get a technician on site as quickly as possible.

U.S. - based call center - Optional add-on service for Federal customers only

Federal customers may purchase an optional add-on service for support calls to be answered by a U.S.-based call center. This service purchased in conjunction with an HP support contract provides remote access to a U.S. soil-based telephone technical support center during local business hours. This service is priced per device per annum.

Security Management

HP's Information Security Management System (ISMS) is based on best practices and is aligned to the ISO27001 framework. To prevent security incidents and detect vulnerabilities, HP uses Security by Design (products are hardened and network ports are only allowed as necessary) and Privacy by Design (access is only allowed via least privileged and need-to-know methodologies and data is encrypted in transport and at rest as needed) principles. When anomalies are identified, they are promptly investigated to determine if a security or privacy incident has occurred. In the event that an incident is identified that affects the delivery of the Services or the confidentiality, integrity, or avail- ability of end customer data, the Customer will be notified in a timely fashion. Privacy information is available at https://www.hp.com/us-en/privacy/privacy-central.html. Self-service information may exist Support | HP® Support.

Service Eligibility

1. The majority of HP collaboration solutions are eligible for this service level. There is no minimum quantity of products required to purchase this offer. HP Dimension with Google Beam is eligible only for the onsite support option under this service.
2. The HP Poly Lens tenant must be activated and all of the Customer's devices must be registered in HP Poly Lens. Poly Clariti Manager will be used for RealPresence Group Series.
3. Infrastructure products require quoting under the standard offers or custom quote. Products that are end of life/end of service cannot be covered under this agreement.

Service Limitations and Dependencies

1. For all HP collaboration solutions, compatibility with native applications and meeting services like Teams, Google Meet or Zoom is limited by the application or software providers terms and certification policies.

2. To check your device model certification status, consult the application provider. Available information links at the time of publication are included below.

- Microsoft
- Zoom
- Google

3. Customs and logistics delays may affect the actual delivery time of replacement parts to the Customer facility. The next business day delivery is only applicable in countries where an HP entity is the Importer of record.

4. HP Poly Lens[3] features may not be available for all HP Collaboration solutions, and select premium features are not available at no charge.

5. Onsite support is subject to Customer location and product type.

6. Specific limitations for HP Dimension with Google Beam:

- HP Dimension with Google Beam is not eligible for Advance Parts Replacement – Next Business Day[2] (NBD) due to the nature of the product and their associated logistics. It will require 2-7 business days for RMA, depending on the customer location.
- Third-party products like tabletops, stands or mounts, furniture, and consumable items are not covered by this Service, and they are responsibility of the Customer.

Terms and Conditions

See complete HP terms and conditions.

All capitalized terms used and not otherwise defined herein, excluding proper nouns and other grammatically required capitalization, shall have the meaning set forth in the Glossary located at: https://support.hp.com/us-en/document/ ish_9813257-9809439-16.

HP Support Services for Collaboration solutions provide access to HP Poly Lens, including HP Poly Lens Pro for Rooms enabled with HP Premium for Collaboration solutions and other service support offers, to help ensure proactive and predictive maintenance.

HP recommends use of HP Poly Lens to proactively monitor connection status and device health. Information can be found at: https://www.hp.com/us-en/poly/software-and-services/software/poly-lens.html.

For more information visit
hp.com/collaboration-support-services

Legal Disclaimers

1. 24/7 English language support is available in all countries where Collaboration Services are sold. Customers can contact HP to receive 24/7 English language support for the Customer's supported solution. Customers are required to provide their serial number https://support.hp.com/us-en/contact/poly-serial-number or product information https://support.hp.com/us-en/contact/poly-product-info. Contact options will vary depending on their region.
2. HP provides advance replacement for any failed hardware component under most maintenance service programs. If HP's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, the replacement part will be shipped by HP (Monday through Friday) for advance replacement using an expedited carrier service. HP will use best effort to process replacement part orders same day in order to meet local carrier pick-up schedules. The deadline for same-day processing is generally 3 pm local time to HP's regional parts depot.
3. HP Poly Lens is a cloud-based device management solution that provide actionable insights and analytics around unified communications endpoints like HP voice, video, and headset devices and can be sold as a standalone service. Internet access is required. Additional HP Poly Lens information can be found at https://www.hp.com/us-en/poly/software-and-services/software/poly-lens.html.
4. ECPS improves response times in HP-enabled ecosystem cloud solutions by acting as a primary point of contact to the Customer. If HP determines that the problem is caused by or related to the Cloud Partner environment, at the Customer's request, Poly will attempt to open an incident request with the Cloud Partner, document findings, and provide the Cloud Partner's incident tracking number to Customer. HP will be responsible for working directly with the Cloud Partner on resolution or future status updates to the Customer. If not possible to open an incident request, HP will provide Customer with findings and refer Customer to Cloud Partner for resolution. Customer must maintain current service or subscriber agreement with Cloud Partners, operate and maintain applicable software as specified by the Cloud Partner, and if requested, give HP signed written approval to act on their behalf regarding ECPS services.
5. Service levels and response times for HP Services may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

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