



# HP Elite Premium Support

# Concierge-level support for elite professionals



**Delivering a truly Elite support experience for HP Elite Business Desktop, Notebook, Tablets and Monitors.**

Great technical support isn't just about solving problems. It's about getting you back to business fast and eliminating stress.

Beyond rapid response and quick resolution, we've designed Elite Premium Support to deliver a level of customer satisfaction that can only be described as exceptional.



# HP Elite Premium Support

Delivering a truly Elite support experience for HP Elite Business Customers

HP Elite customers can:

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**Simply call us at 1.866.625.1175.**

There are no phone trees, and no time-consuming menus to wade through.

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**Connect to an Elite accredited specialist**

Our exclusively U.S.-based team is available 24/7/365

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**Work with your agent of choice**

Just ask for them by name when you call in!

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**Schedule appointments to suit you**

We'll make our schedule match yours

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**Receive priority repair status**

at any HP repair center

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# Our Elite-Accredited Team

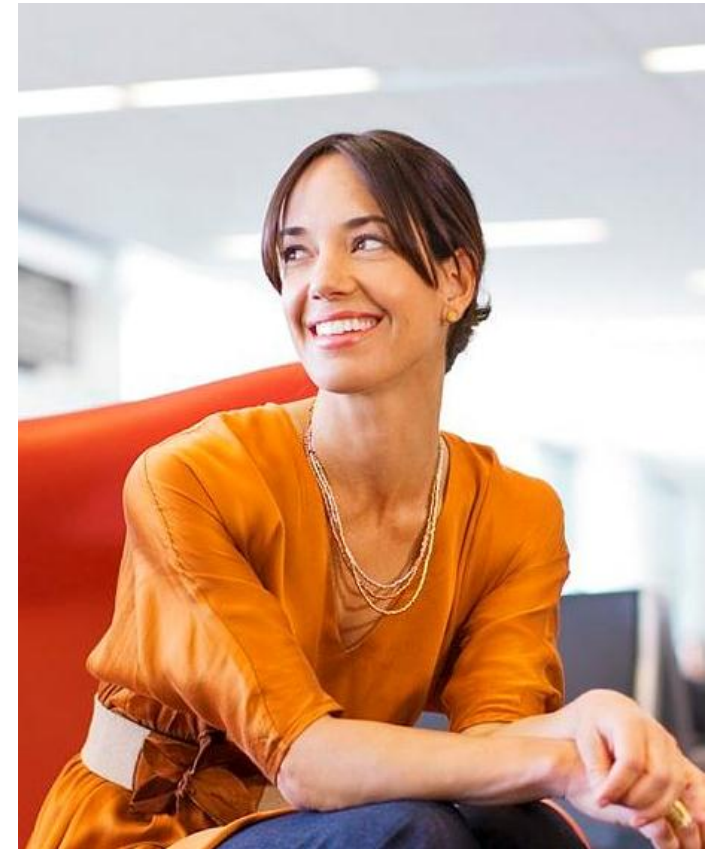
**Our U.S.-based Elite Premium Support specialists are the best of our best.**

**Highly trained** - they receive hands-on, instructor-led training focusing on Elite products

**Dedicated** solely to supporting HP Elite products and available 24/7/365

**Adaptable** to your needs – they can start their troubleshooting where you've left off, so you don't waste valuable time re-tracing your efforts

**Empowered** with extra flexibility, so they can make solving your issues and answering your questions their #1 priority



# What customers are saying about Elite Premium Support

**“Technician was outstanding ...the best tech I ever had...”**

T.K, Software Engineer

**“Friendly, professional service and the problem was solved first time...”**

Paul, Principal

**I'm a Technician myself, and as soon as described what the issue with the laptop was, [the Agent] knew exactly how to fix the problem ...providing additional information which will be helpful for the rest of the units.**

Adi, IT Help Desk Technician

**The Agent was quite knowledgeable, sympathetic ...he was quite reassuring that someone would be available if I needed more help.**

John, Adjunct Professor



# Elite Premium Support Implementation

## Who receives Elite Support?

Customers who:

Have purchased HP Elite-branded **Business Desktops**, **Notebooks**, **Monitors** or **Tablets**



Reside in the **US** or in English-speaking regions of **Canada**



## How do they contact us?

By phone or online:

**Dedicated phone line** to connect to HP Elite Premium Support:

**1.866.625.1175**

Customers can learn more by visiting the **Elite website**

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



# HP Care Pack Services for Elite

Pair HP's exceptional HP Elite Premium Support with **HP Care Pack Services<sup>1</sup>**. They inherit Elite Premium Support, so you can be covered for **up to 5 years!**

## Elite Warranty

**Includes** Elite Premium Support

Up to  
**3**  
years

## Elite HP Care Pack

**Inherit** Elite Premium Support

Up to  
**5**  
years

## Elite HP Care Pack

**Expand** your coverage to include options like:

- Accidental Damage Protection Service
- Computrace Theft and Loss Protection Service
- Next Business Day Onsite Service
- Defective Media Retention on products with removable media
- Traveler's Coverage Service on select products



# Thank you for choosing HP Elite!





# Legal Disclaimers

1. 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](http://www.hp.com/go/cpc).

