



## Service overview

Our 24/7 Pro live support team is dedicated to the HP All-In Plan and knows your plan best, so they can help resolve issues quickly and answer your questions to keep you printing.

Our expert agents will help you understand your printer features, assist you with setup and configuration questions, provide guidance on ways to improve internet connectivity, and help with changing or cancelling your service.

## Service benefits

- 24/7 availability of live support agents
- Dedicated phone number and live chat options
- Expert help for any question about your plan
- Continuous support is included in your HP All-In Plan subscription

## Service feature

## Delivery specifications

24/7 expert assistance

Provides registered customers with access to our HP 24/7 Pro live support team, via telephone and chat, for expert help in resolving problems encountered with your printer and services. Support calls and chat are answered by the next available resource. Assistance includes providing information on product features, answering installation and configuration questions, and advising on connectivity and component functionality issues.

Service is available 24/7, 365 days a year including holidays.

Printer connectivity

Printer connectivity assistance provides answers and guidance to customers who have questions or who are experiencing difficulties in setting up a network connection.

Automatic ink delivery

Support for questions about ink delivery or changing your All-In Plan flexible ink delivery options.

General questions

Support will provide assistance if you have questions or issues regarding your service or service account. HP will provide live technical assistance via phone or chat for installation, product configuration, setup, and problem resolution.

Changing or canceling service

Support assistance is available for questions or issues related to changing or canceling service.

## Supported products

Product Type	Product
Printers	All print hardware and supplies included with the HP All-In Plan are covered
Networking	Routers, wireless access points

## General provisions/ other exclusions

This service provides live telephone and chat support. Further actions by the customer might be required to resolve a problem. Examples of assistance - Power cycle, remote assistance, follow agents' instructions to remove trays, reset cartridges, etc.

- Activities or services not clearly specified in this document are excluded from this service
- The ability of HP to deliver this service is dependent upon the customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the customer provides to HP

## Service limitations

HP 24/7 Pro live support is limited to answering questions outlined in this document.

HP 24/7 Pro live support cannot be shared among non-designated customers.

The following activities are excluded from this service:

- Support of non-HP products
- Support for purchaser modifications to supported products
- Support of products not included in the list of supported products
- Software product licensing, media, or documentation
- Repair services, onsite or offsite
- Parts replacement
- Any onsite services



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