

HP Next Business Day Hardware Support for Travelers

Participating country/geographic location list



HP Next Business Day Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product.

This service is available for selected HP and Compaq branded products and includes local language remote problem diagnosis and, as locally available, a next-business-day onsite response time in the Tier 1 participating countries/geographic locations listed below. Tier 2 participating countries/geographic locations will provide support for the covered product at a lower service level.

Support is provided during the local countries/geographic locations standard office hours and days.

Please refer to the service data sheet for the detailed service description.

To contact the local HP Solution Centers for technical support, please visit http://welcome.hp.com/country/us/en/wwcontact_us.html

Tier 1 participating countries/geographic locations

Next-business-day onsite support is available in specified local travel zones. Accidental Damage Protection (ADP) and Defective Media Retention (DMR) optional services also offered where noted.

Africa

Morocco	Nigeria	South Africa
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Optional Services: ADP and DMR offered in all countries listed.

Americas

Argentina	Colombia	Nicaragua
Bahamas	Costa Rica	Panama
Barbados	Dominican Republic	Paraguay
Belize	Ecuador	Peru
Bermuda	El Salvador	Puerto Rico
Bolivia	Guatemala	Suriname
Brazil	Guyana	Trinidad/Tobago
British Virgin Islands	Honduras	Uruguay
Cayman Islands	Jamaica	USA (*)
Canada (*)	Mexico	U.S. Virgin Islands (No DMR)
Chile	Nether Antilles (No DMR)	Venezuela

Optional Services: ADP only available in Canada, Mexico, Puerto Rico, Argentina and the USA. DMR is offered in all countries listed above except where noted.

Asia Pacific

Australia (*)	Japan (*)	Singapore (*)
China (*)	Korea (*)	Taiwan (*)
Hong Kong (*)	Malaysia (*)	Thailand (*)
India (*)	New Zealand (*) (No ADP)	
Indonesia (*)	Philippines (*)	

Optional Services: ADP and DMR offered in all countries listed above except where noted.

Europe

Austria	Greece	Romania
Albania	Hungary	Russia
Baltic states	Ireland	San Marino (No DMR)
Belgium	Italy	Slovak Republic
Bulgaria	Kazakhstan	Spain
Croatia	Luxembourg	Sweden
Czech Republic	Monaco (No DMR)	Switzerland
Denmark	Netherlands	Turkey
Finland	Norway	Ukraine
France	Poland	United Kingdom
Germany	Portugal	

Optional Services: ADP and DMR offered in all countries listed above except where noted.

Middle East

Bahrain	Jordan	Saudi Arabia (No DMR)
Egypt	Kuwait	United Arab Emirates
Israel	Lebanon	

Optional Services: ADP and DMR offered in all countries listed above except where noted.

Tier 2 participating countries/geographic locations

Next-business-day onsite support is not available. The service levels that are locally available need to be checked at time of order and confirmed at time of delivery.

Americas

Anguilla (2)	Grenada (2) (DMR Avail.)	Saint Lucia (2)
Antigua/Barbuda (2)	Haiti (2) (DMR Avail.)	St. Kitts (2)
Aruba (2)	Martinique (2) (DMR Avail.)	St. Vincent (2)
Dominica (2) (DMR Avail.)	Montserrat (2)	Turks/Caicos (2)

Optional Services: ADP not available; DMR available in countries listed above only where noted.

Asia Pacific

Bangladesh (6)	Laos (6)	Sri Lanka (6)
Brunei (6)	Nepal (6)	Vietnam (6)
Cambodia (6)	Pakistan (6)	

Definitions Legend

2 = 2nd Business Day Response

6 = Return to bench

* = Need to check the availability of next-business-day onsite support for certain geographic locations

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