



## -Fact Sheet

# HP SmartFriend

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### Overview:

HP is expanding its HP SmartFriend service to provide 1:1 expert support for any brand of PC or tablet. Beginning Sept. 18, HP SmartFriend will provide service for products that run Windows, Android, Chrome OS, OSX, and iOS. OS support varies by HP SmartFriend service plan.

### Top Benefits:

- HP SmartFriend helps consumers solve a wide range of technical problems for their PC's and tablets. Certified agents can remove viruses, improve PC performance, solve software errors, and connect devices to a wireless network with enhanced security.
- HP SmartFriend offers the flexibility of subscription service plans so that customers can choose premium service for their PC or tablet via monthly payments or pre-paid plans.
- HP SmartFriend has now added support for tablet customers under the SmartFriend Complete and SmartFriend Family Plan, expanding service to other devices than PCs. The HP SmartFriend Family Plan supports up to four devices, making it ideal for service for an entire household.
- HP SmartFriend offers the convenience of remote services that do not require the customer to drive to the store and drop off their PC or tablet. HP SmartFriend services are provided real time.
- HP SmartFriend provides service on the phone using remote access to the PC as necessary, with special tools that allow agents to take control of the PC as necessary to fix the problem real time.

### Features:

- HP SmartFriend supports many third-party software applications that function on any personal computer. Please see [www.hp.com/go/SmartFriend](http://www.hp.com/go/SmartFriend) for a complete list of supported products and subscription options.
- Subscription options allow customers to choose the terms of service that work best for them. They range from the popular SmartFriend Complete Plan which includes one PC or tablet device to the HP SmartFriend Family Plan which supports up to four devices. Customers can choose the plan that works best for them.

- 24/7 coverage. HP SmartFriend services call center agents are available 24 hours a day, 7 days a week for technical assistance.
- SmartFriend agents are Microsoft Application Trainers, Microsoft Product Specialists, A+/MCP/MCSE Certified Professionals, Network Administrators and HTML Developers.
- Service can be purchased by an individual on a monthly subscription basis

### **Pricing**

- HP SmartFriend is available in several different subscription plans, with prices starting at \$9.99 per month.<sup>1</sup>

<sup>1</sup>Prices may vary. A 12-month commitment is required with early termination fee. An activation fee may also apply.

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