



Faster Route to Resolution!

The HP [Enterprise Software](#) Support Delivery Organization is continually striving to improve customer satisfaction. In line with this we are excited to announce the launch of our new customer call centre for HP [Enterprise Software](#) Support customers.

PRIMARY route to HP Enterprise Software Support

Our customer Support website “Software Support Online” (SSO) is a fast and efficient way to access interactive technical support tools needed to manage your business.

This is your primary route for incident reporting, resolution and general information

SECONDARY route to HP Enterprise Software Support

Based on your valuable feedback, we want to improve customer experience when contacting us by phone for incident reporting, resolution and general information. You will notice that some of your contact numbers to reach the new customer call centre have changed. Please remember to listen carefully as your menu options have also changed. These numbers are also relevant to HP Exstream customers.

Benefits to you

- Faster direct route to your HP [Enterprise Software](#) Support Product Expert
- Local numbers for most countries
- Local language for first contact **

[For detailed list of Country Contact Numbers](#)

Some menu options have changed

* Customers with a designated contact number as part of their HP Software Support contract should continue to use those numbers instead.

** Languages available in English/Mandarin/Korean/Japanese

*** Local language support will be provided only during normal business hours for Japan (08:45 ~ 17:30 hrs.), China and Korea (09:00 ~ 18:00 hrs.) customers. Any out-of-office hour support will be provided in English.

Knowledge at your fingertips:
[Customer Support Handbook](#)



Country Contact Numbers

Country	Contact No.*	Go live date
Singapore	+65 6622 1427	1st June 09
Australia	+61 2 8023 8760	8th June 09
New Zealand	+64 9 912 9007	8th June 09
China: China Netcom***	10800 744 0447	8th June 09
China: China Telecom***	10800 440 0429	8th June 09
India	000800 440 1777	15th June 09
Korea***	+82 2 3483 7286	22nd June 09
All other countries**	+65 6622 1426	6th July 09

Detailed Contact List

[Click here and register to learn more about your HP Software Support entitlement](#)

