



FIELD ACTIVATED SERVICE OFFERINGS

- Lite: Unlimited Domestic Data, Multi-Carrier Connectivity and Lite HP Go Management Console
- Premier: Unlimited Domestic Data + 1 GB International data ¹⁰, Multi-Carrier Connectivity and Full HP Go Management Console
- Premier Plus: Unlimited Domestic and International Data¹⁰, Multi-Carrier Connectivity and Full HP Go Management Console
- Anytime: 1 GB Domestic Data per Month, Multi-Carrier Connectivity, and Full HP Go Management Console

EXPERIENCE HIGHLIGHTS

- Field Activation ¹⁴
- Multi-Carrier Connectivity
- HP Go Management Console
- 5G ¹ Connectivity + Security

HP Go Premium Connectivity

Solution Overview

HP Go^{1,11} is multi-carrier 5G¹ deployment created for highly mobile professionals to provide a connected, seamlessly productive experience that helps mitigate security vulnerabilities, end user frustration, and hidden organizational costs.

Features and Specifications

- Reduce IT complexity in deployment with “Field Activation”¹³ and remote management. Field activation is designed to onboard new and existing Chromebooks.
- Staying connected and secure: Many people rarely work from one location, and some users are frequently on the go. When they change locations, their HP Go connected PC automatically switches from Wi-Fi[®] to 5G¹ as needed, with no action required by the user. Because it provides multi-carrier support, HP Go will provide the strongest available connection on whichever carrier is available. international data with select plans.
- Control, locate and act on any connected device: To keep people and devices connected, working and secure, IT can monitor all device profiles from their HP Go Management Console. They can locate⁹ devices, Access Control Lists and rules, and receive real-time analytics on data consumption.

This datasheet applies to “Field Activated” (Downloadable) HP Go Profiles. Preinstalled HP Go offerings are described in a separate datasheet.

Delivery Specifications

HP Go allows for quick seamless onboarding, multi-carrier support and remote manageability. HP Go experience enrollment and access to the HP Go Management Console granted after purchasing a qualifying service plan.

Plan Summaries

HP Go is available in four tailored plans to effectively address the needs of your organization and workforce. Each plan is specifically designed to support your workforce's requirements for mobility, travel, and hybrid work environments.

Lite	Premier	Premier Plus	Anytime
• Easy Field Activation¹⁴ • Unlimited domestic data • Essential tools for everyday connectivity. Includes domestic data and the Lite HP Go Management Console.	• Easy Field Activation¹⁴ • Unlimited domestic data + 1 GB international monthly data¹⁰. • Enhance control and connection management for mobile broadband connectivity through the Full HP Go Management Console. IT Administrators can block/limit certain internet traffic using Access Control Lists or locate devices using Location Services⁹.	• Easy Field Activation¹⁴ • Unlimited domestic and international data¹⁰. • Control domestic and international¹⁰ mobile broadband connectivity. • Equipped with advanced controls through the HP Go Management Console.	• Easy Field Activation¹⁴ • 1 GB Domestic Data per Month, data resets every month⁷. • Multi-Carrier Connectivity • Equipped with advanced controls through the HP Go Management Console.

Simplified Support

As an HP Go customer, your hardware, software and connectivity experiences are supported in one organization, one number to call to for support on HP experiences. Our HP teams will assist you with all your HP Go needs ensuring your downtime is minimal and that productivity is not impacted.

Regular Updates

HP Go is designed to get smarter over time with regular updates to the HP Go Management Console. Our mission is to empower organizations to have the best tools to be productive, stay connected and reduce cost deployment and manageability costs.

- Over the air updates¹³
- Low bandwidth updates¹³
- Updates regardless of Wi-Fi® connectivity
- Regular releases
- Opportunity to engage in future beta opportunities



Plan Summary Table

	Lite	Premier	Premier Plus	Anytime
eSIM Compatible	√	√	√	√
Physical SIM Card				
5G / LTE Support	√	√	√	√
Unlimited Domestic Data	√	√	√	
Limited Domestic Data (1 GB)				√
Device Grouping by Custom Tag	√	√	√	√
Multi-Carrier Connectivity	√	√	√	√
HP Go Management Console	√	√	√	√
Location Services		√	√	√
Access Control Lists		√	√	
Limited International Data (1 GB) ⁸		√		
Unlimited International Data ⁸			√	

Solution Requirements

Operating System	ChromeOS
PC Compatibility	Available as an optional service for select PCs with an embedded WWAN module + eSIM ¹ .
Geographic Availability (International data with select plans ^{5,6})	Sold in US only ²
Carrier Compatibility	Multi-carrier support
Network	5G ¹

Plan Features

Prepaid Plans	Prepaid plans available in 3-, 6-, 12-month durations ¹²
Multi-Carrier Support	Ability to switch between Mobile Network Operators (MNOs)
Lite HP Go Management Console	Simplified IT Admin Console ⁵
Full HP Go Management Console	Full Feature IT Admin Console ^{5,6}
Device Grouping by Custom Tag	Enables IT Console to support custom defined device groupings. ³
Location services	Allows for device location tracking to nearest cellular tower location. ^{5,6,7}
Access Control Lists	Enables IT administrators to allow/block domains and set more restrictive throttle limits. ^{5,6,7}
Unlimited Domestic Data	Available for all plans with the exception of Anytime. No data caps for users. Speeds may vary depending on available network performance and throttling limits. ¹⁰
Limited Domestic Data (1 GB)	Allows for domestic data usage up to 1 GB per month. Usage threshold resets each month. ⁷
Limited International Data (1 GB)	Allows for international roaming up to 1 GB per month. ⁵ Usage threshold resets each month.
Unlimited International Data	No data caps for users. ^{6,10,11}

Legal & Service Limitations

Use of HP Go Services is subject to the HP Inc. Enterprise End User License Agreement (EULA), which governs software use, acceptable use, suspension, and termination rights. The EULA is incorporated by reference and applies to all HP Go Services and Management Console access. See HP Inc. Enterprise End User License Agreement for full terms: https://support.hp.com/us-en/document/ish_12775809-12775790-16.

Pre-Paid Terms:

The Lite, Premier, and Premier Plus Tier plans are available for purchase in 3-, 6-, and 12-month prepaid terms. The Anytime Tier is only available for purchase as a 12-month prepaid term ⁷. If a Prepaid Term is not activated within 3 months of receiving Your Device, additional steps will be required to reactivate the Service.

All Prepaid Terms are non-cancellable and non-refundable. Once a Prepaid Term is purchased and activated, it cannot be terminated or canceled, and no refunds will be issued for any payments made except as required by applicable law. You must review the Tier and Prepaid Term details carefully prior to purchase to ensure that Your Order meets Your needs.

Acceptable Use of the Services:

If HP believes a violation of the HP Portfolio Terms has occurred, HP may suspend or terminate Your access to and use of the Services without advance notice to You. Such termination shall be without liability for any damages that You might otherwise be entitled to claim. HP reserves the right to take any action against anyone who, in our sole discretion, violates, or is suspected of violating these Terms including, without limitation, reporting a violator to law enforcement authorities or cooperating with law enforcement who validly request information from HP.

Safeguarding Activation Credentials:

If HP provides You with any activation credentials for Field Activation (such as QR codes, activation codes, or similar means to download an eSIM profile), You are solely responsible for safeguarding those credentials and using them only as instructed. You must prevent any unauthorized access to or use of such activation credentials. Any loss, misuse, or unauthorized disclosure of a Field Activation credential that results in unauthorized activation or use of the Service will be Your responsibility. HP will not be liable for any unauthorized access to the Services or any related costs incurred due to Your failure to reasonably secure Field Activation credentials.

Excessive Use:

Network speeds for Your Services will be throttled based on each of the users' monthly consumption as follows.

Lite Tier:

1. If a user's consumption exceeds 5 GB, such user's network speed will be limited to 5 Mbps.
2. If a user's consumption exceeds 10 GB, such user's network speed will be limited to 2 Mbps.
3. If a user's consumption exceeds 25 GB, such user's network speed will be limited to 1 Mbps.
4. If a user's consumption exceeds 100 GB, such user's network speed will be limited to 100 Kbps.
5. Network speed will be reset to full speed on a monthly basis until a user's consumption exceeds 5 GB.
6. HP is not responsible for any reduced network speeds resulting from de-prioritization of network traffic by local Operators during times of high network congestion.

Premier & Premier Plus Tiers:

1. If a user's consumption exceeds 10 GB, such user's network speed will be limited to 5 Mbps.
2. If a user's consumption exceeds 20 GB, such user's network speed will be limited to 2 Mbps.
3. If a user's consumption exceeds 30 GB, such user's network speed will be limited to 1 Mbps.
4. If a user's consumption exceeds 100 GB, such user's network speed will be limited to 100 Kbps.
5. Network speed will be reset to full speed on a monthly basis until a user's consumption exceeds 5 GB.
6. HP is not responsible for any reduced network speeds resulting from de-prioritization of network traffic by local Operators during times of high network congestion.

Compatible Hardware Requirements:

You are responsible for providing suitable hardware or communications equipment, and for the provision of all infrastructure necessary to ensure its access to the HP Go network as more specifically addressed herein and in Your Order. Access to the Service requires a Device with an embedded WWAN 5G module with eSIM compatibility for carrier profile management and network selection. Devices must be provisioned with an HP Go eSIM profile through HP's Field Activation process (a downloadable HP Go eSIM profile provided by HP for that Device). Devices activated via Field Activation must also include a functional camera to enable QR code scanning. HP Go is only compatible with ChromeOS operating systems and is not compatible with others including Linux and macOS. For optimal performance and support, HP recommends use of HP commercial PCs. However, Devices meeting the above technical requirements may be eligible for Field Activation at HP's discretion.

Retention of Profiles:

If You re-image Your Device or add a custom image, You must ensure that You do not delete the preloaded HP Go eSIM profile. You must maintain the original HP-provided eSIM for continued access to the Services, including automatic network switching and connection management through the Management Console.

If the WWAN module fails and requires replacement, HP may replace the WWAN module and preinstalled eSIM with a compatible standard WWAN module. A standard WWAN module will require a downloadable HP Go eSIM to enable the Service.

In case of accidental deletion or WWAN module replacement, please contact HP support to obtain a new downloadable profile.. Additionally, You must contact Your HP sales representative to obtain a new prepaid term.

Warranties:

HP shall make available Services that meet reasonable commercial standards. HP does not warrant that the Services will be fault-free, available continuously or without interruption, or that all the Operators will be reachable at all times. By using the Service You agree that neither we nor any third party involved in providing Services are responsible for any liability, damages, delay, interruption or other failure to perform resulting from: (a) providing or failing to provide Services, including, but not limited to, deficiencies or problems with a Device or network coverage (for example, dropped, blocked, interrupted Services, etc.); (b) traffic or other accidents, or any health-related claims relating to our Services; (c) an interruption or failure in accessing or attempting to access emergency services from a Device, including through 9-1-1, Enhanced 9-1-1 or otherwise; (d) interrupted, failed, or inaccurate location information services; (e) information or communication that is blocked by a spam filter; or (f) damage to Your Device or any computer or equipment connected to Your Device, or damage to or loss of any information stored on Your Device, computer, or equipment, from Your use of the Services or from viruses, worms, or downloads of malicious content, materials, data, text, images, video, or audio.

Data connection, upload and download speeds will vary due to network availability, location, environment, geography, network conditions, and other factors.

The Service does not include a hardware warranty plan. Any hardware replacement or other warranty claim is exclusively governed by the terms of Your HP-provided hardware warranty.

THE SERVICES ARE NOT DESIGNED TO SUPPORT E-911.

YOU USE THE SERVICES AT YOUR OWN RISK. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITH ALL FAULTS, ERRORS, AND DEFECTS. EXCEPT AS EXPRESSLY PROVIDED IN THESE TERMS OF SERVICE, HP MAKES NO WARRANTIES, REPRESENTATIONS, CONDITIONS OR OTHER TERMS RELATED TO THE SERVICES OR CONNECTIVITY PROVIDED BY THE OPERATORS, AND DISCLAIMS ALL TERMS NOT EXPRESSLY CONTAINED HEREIN, WHETHER WRITTEN OR ORAL, CONTRACTUAL, EXPRESS OR IMPLIED, OR OTHERWISE INCLUDING WITHOUT LIMITATION ANY WARRANTIES AS TO MERCHANTABILITY, QUALITY (INCLUDING ANY WARRANTIES AS TO LATENCY AND THROUGHPUT), NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE OR USE.

HP is not responsible in any way for any mobile telecommunications systems or networks infrastructure, which it does not own and operate and in particular for the network of the Operators. Therefore, HP is not liable for the acts or omissions of other providers of telecommunication services (including suspension or termination of HP connections and/or contracts with any Operator, or for faults in or failures of their apparatus or network, and in general for any other technical reason attributable to Operator's network or telecommunication service provider.

You acknowledge that HP has no control over the information or content accessed via use of the Services and that HP does not examine the use of such information or the nature or the source of the information. You acknowledge that You shall be solely liable for the content of the information and any other material transmitted by anyone using the Services provided to You. You will also take all reasonable steps necessary to enforce compliance with these Terms of Service.

Use on Non-HP Devices: For the avoidance of doubt, HP makes no representations or warranties regarding the performance, compatibility, or feature availability of the Services on Devices activated via Field Activation that are not HP-branded. Use of the Services on such non-HP Devices is at Your own risk and may result in limited functionality or reduced support.

HP does not provide hardware support, warranty coverage, or device-level troubleshooting for Devices that are not HP-branded, even if such Devices are used with Field Activated HP Go eSIM profiles. HP's support obligations for Field Activated profiles on non-HP Devices are limited solely to verifying the status and functionality of the HP Go eSIM profile and associated Services. Any issues related to hardware, operating system compatibility, WWAN module performance, or QR code scanning capabilities on non-HP Devices are outside the scope of HP's support and warranty obligations under this Agreement.

Terms and Conditions

See the HP Inc. Enterprise End User License Agreement (EULA) for full terms governing use of HP Go Services: hp.com/go/enterpriseeula.

Disclaimers:

1. HP Go 5G is a prepaid service available on select HP Commercial PCs with embedded 5G module and ChromeOS support for carrier profile installation. It is available for the Lite, Premier, Premier Plus, and Anytime. Available for purchase in the US only. Service not available everywhere. Network speed and availability may vary depending on available network performance and throttling limits. Connection, upload and download speeds will vary due to network location, environment, network conditions and other factors. Backwards compatible with 4G LTE and 3 HSPA technologies.
2. HP Go is not available for sale outside of the US.
3. Available for All Plans.
4. Available for Lite Plan.
5. Available for Premier Plan.
6. Available for Premier Plus Plan.
7. Available for Anytime Plan. Data usage resets on the 1st of each month at 0:00 Greenwich Mean Time (GMT).
8. Prepaid plans are available for 3-, 6-, 12-month durations at four service level tiers. Prepaid plans must be activated within three months of receiving the PC or additional steps are required to reactivate.
9. Geolocation services are not offered on all Tiers. The only Tiers offering geolocation services are Premier, Premier Plus and Anytime. HP does not have access to any information regarding location, connection dates, or profile information on connected Devices. By using the Service You agree that You will not use the Services to obtain Personal Data relating to other Mobile Subscribers, including but not limited to the Mobile Subscribers' IP address, or geographic location, without the consent of the Mobile Subscriber that is the subject of the Personal Data, unless permitted to do so under applicable laws of the appropriate jurisdiction.
10. International Roaming is included for eligible plans and usable in 170+ countries. Certain regions are not considered eligible due to international restrictions in place. HP Go requires that the PC return to the US at least once every 90 days to reestablish domestic status due to international roaming regulations. Data usage resets on the 1st of each month at 0:00 Greenwich Mean Time (GMT).
11. All prepaid plans commence on the first day of the following calendar month, regardless of the actual activation date. If a plan is activated mid-month, the service will be considered active from the first day of the following month.
12. Once a Prepaid Term is purchased and activated, it cannot be terminated or cancelled, and no refunds will be issued for any payments made except as required by applicable law.
13. Updates may require the device be powered on.
14. "Field Activation" means the process of provisioning a Device with an HP Go eSIM profile via download (rather than using a factory preloaded profile). Field Activation occurs when HP provides You with a downloadable HP Go eSIM pro-file (e.g., via a QR code) to install on an eligible Device, enabling the Device to access the Services.

For more information

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