



# Hewlett Packard Enterprise

## HPE Foundation Care Service

### Support Services

HPE Foundation Care Service is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. Hewlett Packard Enterprise technical resources work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products.

For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue. For eligible HPE hardware products, this service may also include Basic Software Support and Collaborative Call Management for selected non-HPE software. Contact HPE for more information and determination regarding which eligible software products may be included as part of your hardware product coverage. For software products covered by HPE Foundation Care, HPE provides remote technical support and access to software updates and patches. HPE releases updates to software and reference manuals as soon as they are made available for selected HPE-supported software products for each system, processor, processor core, and end user, as allowed by HPE or the original manufacturer software license. Updates for selected HPE-supported third-party software products are included as they are made available from the original software manufacturer.

In addition, HPE Foundation Care provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

You can choose from a set of reactive support levels to meet your business and operational needs.

### Service feature highlights

- Choice of Foundation Care service-level options
- Escalation management
- HPE electronic remote support solution
- Basic Software Support and Collaborative Call Management for non-HPE software on eligible HPE hardware products
- Access to electronic support information and services
- **Hardware support:**
  - Remote problem diagnosis and support
  - Onsite hardware support
  - Replacement parts and materials
  - Firmware updates for selected products
  - Periodic maintenance (included for certain eligible products only)

**• Software support:**

- Access to technical resources
- License to use software updates
- Software support
- Installation advisory support
- Software features and operational support
- Software product and documentation updates
- Hewlett Packard Enterprise recommended software and documentation updates method

**• Optional service features:**

- Defective media retention (for eligible hardware products only)
- Comprehensive defective material retention (for eligible hardware products only)
- Preventive maintenance (for eligible hardware products only; only available with HPE Contractual Services)

**Table 1. Service features**

| Feature  | Delivery specifications   |
|--|---|
|  | <p>The HPE Foundation Care service-level options noted below are product dependent. Hardware support coverage windows and response times will apply to covered hardware products, and software support coverage windows and response times will apply to covered software products.</p> <p>All coverage windows are subject to local availability. Product eligibility may vary. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability and product eligibility.</p> <p>Additional features and descriptions are included in this table.</p>  |
| <b>HPE Foundation Care service-level options</b> | <p>For products covered by Foundation Care, Hewlett Packard Enterprise offers three distinct service levels:</p> <ul style="list-style-type: none"> <li>• HPE Foundation Care NBD Service</li> <li>• HPE Foundation Care 24x7 Service</li> <li>• HPE Foundation Care CTR Service</li> </ul> <p>The HPE Foundation Care portfolio also offers the same three service levels with the inclusion of hardware defective media retention (DMR) and comprehensive deflection material retention (CDMR) as additional core features. See table 2 for details on DMR and CDMR.</p> <p>The details of the HPE Foundation Care service levels are outlined in the text that follows.</p>  |
| <b>HPE Foundation Care NBD Service</b>           | <p>Hardware support:</p> <ul style="list-style-type: none"> <li>• Coverage window: Standard business hours, standard business days: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.</li> <li>• Onsite response time: Next-business-day onsite response: For incidents with covered hardware that cannot be resolved remotely, HPE will use commercially reasonable efforts to respond onsite the next business day. A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HPE. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HPE, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HPE has determined that no onsite intervention is required. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</li> </ul> |

## Software support:

- Coverage window: Standard business hours, standard business days: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.
- Remote response time: Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours, as noted in the 'Software support' section of this table.

**HPE Foundation Care 24x7 Service**

## Hardware support:

- Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.
- Onsite response time: 4-hour onsite response: For incidents with covered hardware that cannot be resolved remotely, HPE will use commercially reasonable efforts to respond onsite within 4 hours. A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within four hours of the call having been received and acknowledged by HPE. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HPE, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HPE has determined that no onsite intervention is required.

## Software support:

- Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.
- Remote response time: Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours, as noted in the 'Software support' section of this table.

**HPE Foundation Care CTR Service**

## Hardware support:

- Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.
- Onsite response time: 6-hour call-to-repair time: For critical incidents (Severity 1 or 2), HPE will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the initial service request has been received. Availability of call-to-repair times is dependent on the proximity of the Customer site to an HPE-designated support hub, as described in the 'Travel zones' section.

For non-critical incidents (Severity 3 or 4), or at the Customer's request, HPE will work with the Customer to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time will then start at that time. Incident severity levels are defined in the 'General provisions/Other exclusions' section.

Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HPE or at the start time for work scheduled in agreement with the Customer, as specified in the 'General provisions/Other exclusions' section. Call-to-repair time ends with HPE's determination that the hardware is repaired, or when the service request is closed with the explanation that HPE has determined that no onsite intervention is required.

Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced. HPE is not liable for any lost data, and the Customer is responsible for implementing appropriate backup procedures. Verification by HPE may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HPE will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HPE may temporarily or permanently replace the product in order to meet the call-to-repair time. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.

It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes so that the hardware call-to-repair time can be put into effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour onsite response time.

**Enhanced parts inventory management**

To support HPE call-to-repair times, an inventory of critical replacement parts is maintained for Customers who have selected the call-to-repair option. This inventory is stored at an HPE-designated facility. These parts are managed to allow for increased inventory availability and are accessible to Hewlett Packard Enterprise authorized representatives responding to eligible service requests.

## Software support:

- Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.
- Remote response time: Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours, as noted in the 'Software support' section of this table.

The HPE Foundation Care support features noted below are product dependent. Hewlett Packard Enterprise will provide the hardware support features for covered hardware products and the software support features for covered software products.

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| <b>Escalation management</b>   | Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources to assist the Customer with problem solving. For selected third-party software products for which HPE is providing software support and update services, HPE will follow the agreed-upon escalation processes established between HPE and the third-party vendor to assist with problem resolution.   |
| <b>HPE electronic remote support solution</b>  | For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. A Hewlett Packard Enterprise support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the Hewlett Packard Enterprise support specialist to provide more efficient troubleshooting and faster problem resolution.  |
| <b>Basic Software Support and Collaborative Call Management for non-HPE software on eligible HPE hardware products</b> | <p>Basic Software Support provides 24 hours per day, 7 days per week phone support for selected independent software vendor (ISV) software that resides on hardware covered by HPE Foundation Care. For Basic Software Support, HPE will investigate and attempt to resolve problems by asking the Customer to apply fixes that have been made available or known to HPE. In some cases, support may be limited to communication of a known fix available through the installation of a software update or patch, and the Customer will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts with the respective software vendor. If the problem is still not resolved, then Collaborative Call Management can be initiated at the Customer's request.</p> <p>If HPE determines that a problem is caused by a selected ISV product and the problem is not resolved by the Customer applying known available fixes, HPE will, at the Customer's request, initiate Collaborative Call Management with the ISV. Collaborative Call Management can be provided only in cases where the Customer has appropriate active support agreements in place with selected ISVs and the Customer has taken the steps necessary to ensure that HPE can submit calls on the Customer's behalf for the limited purpose of placing a support call with the vendor. HPE will engage the ISV and provide information about the Customer's issue, as obtained during the Basic Software Support service call. Once the call has transitioned to the ISV, it is then the responsibility of the ISV to resolve the Customer issue, which will be subject to the support levels of the agreement between the Customer and that ISV. Once the ISV is engaged, HPE will close the HPE call, but the Customer or ISV can resume the service issue with HPE if needed by referencing the original call identification number.</p> <p>Basic Software Support and Collaborative Call Management apply only to select ISV software when that software is not under HPE support. When ISV software is covered by HPE Software Support, support is provided as described in the 'Software support' section of this table. Note: For a list of the non-HPE software products eligible for Basic Software Support and Collaborative Call Management, please refer to <a href="http://www.hpe.com/services/collaborativesupport">www.hpe.com/services/collaborativesupport</a>.</p> |
| <b>Access to electronic support information and services</b>   | <p>As part of this service, Hewlett Packard Enterprise provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> <li>• Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users</li> <li>• Expanded Web-based searches of technical support documents to facilitate faster problem solving</li> <li>• Certain HPE proprietary service diagnostic tools with password access</li> <li>• A Web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone</li> <li>• HPE and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions</li> <li>• The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center</li> </ul>   |
| <b>Hardware support</b>  | <p><b>Remote problem diagnosis and support</b></p> <p>Once the Customer has placed and Hewlett Packard Enterprise has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HPE will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p>   |

HPE will provide telephone assistance during the service coverage window for installation of customer-installable firmware and Customer Self Repair parts.

Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HPE via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solution 24 hours a day, 7 days a week. HPE retains the right to determine the final resolution of all reported incidents.

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**Onsite hardware support**

For hardware incidents that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard Enterprise authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HPE may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.

Once a Hewlett Packard Enterprise authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.

Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.

'Fix-on-Failure': In addition, at the time of onsite technical support delivery, HPE may:

- Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HPE-supplied hardware replacement parts
- Install available firmware updates defined by HPE as non-customer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE

'Fix-on-Request': In addition, at the Customer's request, HPE will install during coverage hours critical firmware updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.

Notwithstanding anything to the contrary in this document or HPE's current standard sales terms, HPE will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

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**Replacement parts and materials**

Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact Hewlett Packard Enterprise for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part.

**Maximum supported lifetime/maximum usage:** Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

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**Firmware updates for selected products**

As Hewlett Packard Enterprise releases entitled firmware updates to HPE hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.

As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE's current standard sales terms.

HPE will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HPE. HPE may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HPE, including this data sheet. For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, active HPE Foundation Care support coverage or an active HPE Software Support agreement on the firmware-based software products to receive, download, install, and use related firmware updates. HPE will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.

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| <b>Periodic maintenance</b>                       | <p>For certain eligible water-cooled products, Hewlett Packard Enterprise will provide periodic maintenance; the frequency and scope of these periodic maintenance services will be as defined by the product maintenance schedule documented in the product documentation. For more information on eligible products that will receive periodic maintenance services as part of this service, please contact your Hewlett Packard Enterprise sales representative.</p> <p>If periodic maintenance is included, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for the periodic maintenance to be performed at a mutually agreed-upon time, during local HPE standard business hours excluding HPE holidays, and within the required scheduled interval as defined in the product maintenance schedule, unless otherwise agreed by HPE in writing. Any services provided outside of HPE standard business hours may be subject to additional charges.</p> <p>HPE will plan the necessary periodic maintenance activities and identify and communicate any prerequisites to the Customer when contacting the Customer to schedule the service. The Customer must provide access to the product, ensure that the prerequisites have been met, and supply any consumables such as filters and chemicals required at the time of product maintenance.</p> |
| <b>Software support</b>                           |   |
| <b>Access to technical resources</b>              | <p>The Customer can access Hewlett Packard Enterprise technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.</p>   |
| <b>License to use software updates</b>            | <p>The Customer receives the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HPE or original manufacturer software license terms, provided the Customer has rightfully acquired the original software license.</p> <p>The license terms shall be as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p> <p>For certain third-party products, instead of purchasing an initial software product license, this service provides the Customer with the ability to download from a website, hosted by HPE or a third-party vendor, the current revision of the software and all software updates released during the support agreement period.</p>   |
| <b>Software support</b>                           | <p>Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours. Calls received and answered outside the service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HPE provides corrective support to resolve identifiable and customer-reproducible software product problems. HPE also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p>  |
| <b>Installation advisory support</b>              | <p>Limited advisory support is provided and is restricted to basic advisory assistance for the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Limited advisory support for software products that are installed in a network environment is also provided. The scope of such advisory support is at Hewlett Packard Enterprise's discretion.</p> <p>Exclusions to this advisory support include, but are not limited to, the following: any downloading of complete software packages or walking the Customer through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HPE.</p>  |
| <b>Software features and operational support</b>  | <p>Hewlett Packard Enterprise provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.</p>  |
| <b>Software product and documentation updates</b> | <p>As Hewlett Packard Enterprise releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HPE-supported third-party software, the Customer may be required to download updates directly from the vendor's website.</p>   |

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| <b>Hewlett Packard Enterprise recommended software and documentation updates method</b> | For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by Hewlett Packard Enterprise. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website. |
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## Table 2. Optional service features

| Feature  | Delivery specifications  |
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|  | <p>The Foundation Care portfolio also offers the following additional service levels:</p> <ul style="list-style-type: none"> <li>• HPE Foundation Care NBD wDMR Service</li> <li>• HPE Foundation Care 24x7 wDMR Service</li> <li>• HPE Foundation Care CTR wDMR Service</li> </ul>  |
| <b>Defective media retention</b>                                       | For eligible products, the defective media retention service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.  |
| <b>Comprehensive defective material retention</b>                      | In addition to defective media retention, the comprehensive defective material retention service feature option allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at <a href="http://www.hpe.com/services/cdmr">www.hpe.com/services/cdmr</a> .  |
| <b>Optional features available only with HPE Contractual Services:</b> |  |
| <b>Preventive maintenance</b>  | <p>A Hewlett Packard Enterprise authorized representative will visit the Customer's site at regularly scheduled intervals. The Customer shall call HPE to request and schedule a preventive maintenance visit at the agreed-upon intervals.</p> <p>During the visit, the HPE authorized representative, at their discretion, will determine the level of checking that will be performed for preventive maintenance services such as diagnostics, checking error logs on covered systems to find potential hardware problems, and, if necessary, addressing mechanical or electronic system complaints and cleaning or replacing worn or defective parts or maintenance items.</p> <p>The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HPE, to maintain the hardware product. The representative may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays, regardless of the selected coverage window.</p> <p>Availability and deliverables may vary by region.</p> |

## Service limitations

Hewlett Packard Enterprise retains the right to determine the final resolution of all service requests.

At the discretion of Hewlett Packard Enterprise, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In such cases, it is Hewlett Packard Enterprise's practice to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to [www.hpe.com/info/csr](http://www.hpe.com/info/csr)

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the products or equipment
- Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise
- Backup and recovery of the operating system, other software, and data
- Installation of any customer-installable firmware and/or software updates
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems

### Hardware onsite support

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods previously described.

Response times are dependent on the location of your site in relation to a designated Hewlett Packard Enterprise support office. To check service availability, please contact your local Hewlett Packard Enterprise Services representative.

For technical hardware issues that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard Enterprise authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HPE may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.

### Hardware call-to-repair time

If an upfront audit is required by Hewlett Packard Enterprise, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HPE reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

The hardware repair time may vary for specific products.



A call-to-repair time commitment does not apply when the Customer chooses to have Hewlett Packard Enterprise prolong diagnosis rather than execute recommended recovery procedures.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

Hewlett Packard Enterprise reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of the support agreement order and is subject to resource availability.

#### **Collaborative Call Management for non-Hewlett Packard Enterprise software**

The Customer must have appropriate active support agreements in place with selected vendors and take any steps necessary to ensure that HP can submit calls on the Customer's behalf for the limited purpose of placing a support call with the vendor. HP will not be able to transfer the existing HP case number to the vendors and assumes no responsibility for failure to do so. HP is not liable for the performance or non-performance of third-party vendors, their products, or their support services. HP's obligations are limited to the placement of support calls only, and purchase of this service does not assign the support agreement between the Customer and vendor to HP. The Customer is still responsible for performance of its obligations under such agreements, including payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor.

#### **Defective media retention and comprehensive defective material retention**

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by Hewlett Packard Enterprise as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by Hewlett Packard Enterprise as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and Hewlett Packard Enterprise reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

#### **Software support**

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

## Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in the table below.

| Distance from HPE-designated support hub | 4-hour hardware onsite response time                     | Next-day hardware onsite response time                   |
|--|--|--|
| 0-50 miles (0-80 km)                     | 4 hours  | Next coverage day  |
| 51-100 miles (81-160 km)                 | 4 hours  | Next coverage day  |
| 101-200 miles (161-320 km)               | 8 hours  | 1 additional coverage day                                |
| 201-300 miles (321-480 km)               | Established at time of order and subject to availability | 2 additional coverage days                               |
| More than 300 miles (480+ km)            | Established at time of order and subject to availability | Established at time of order and subject to availability |

A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HPE designated support hub.

For sites that are located within 51 to 100 miles (81 to 160 km) of an HPE designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HPE designated support hub.

| Distance from HPE-designated support hub | 6-hour hardware call-to-repair time |
|--|-------------------------------------|
| 0-50 miles (0-80 km)                     | 6 hours                             |
| 51-100 miles (81-160 km)                 | 8 hours                             |
| More than 100 miles (160+ km)            | Not available                       |

## Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

For hardware onsite response time options, Hewlett Packard Enterprise strongly recommends that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HPE requires that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HPE install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows HPE to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HPE, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HPE reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HPE.

To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at Hewlett Packard Enterprise's discretion, HPE or the Hewlett Packard Enterprise authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer must provide accurate and complete information in a timely manner as required for Hewlett Packard Enterprise to perform the services.

The Customer is responsible for removing devices that are blocked from physical access and ensuring any covered devices are directly accessible without the use of additional tools or equipment and do not expose the Hewlett Packard Enterprise authorized representative to a potential health or safety hazard in order to perform the services. The Customer must ensure the covered device(s) are fully and freely accessible to the Hewlett Packard Enterprise authorized representative without any hindrance whatsoever prior to the delivery of the service. If the Customer fails to meet the foregoing access requirements, HPE is under no obligation to perform the services and HPE shall be entitled to charge the Customer for the support call at HPE's published service rates.

Hewlett Packard Enterprise may utilize authorized service delivery partners in certain countries where HPE does not have a direct, local presence. Any specified onsite response times or Customer Self Repair are subject to local parts availability at the country level.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by Hewlett Packard Enterprise. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable software and firmware updates and patches
- Run data collection 'scripts' on behalf of Hewlett Packard Enterprise when they cannot be initiated from HPE Remote Support Technology
- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that Hewlett Packard Enterprise install customer-installable firmware or software updates or patches. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

The Customer is responsible for installing and configuring all supported devices and maintaining the appropriate Hewlett Packard Enterprise Remote Support Technology with a secure connection to HPE. The Customer is responsible for providing all necessary resources in accordance with the HPE remote support solution release notes in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host the remote support solution. When an HPE remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. The Customer should contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HPE for remedial activities at the agreed-upon time.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by Hewlett Packard Enterprise. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

In order for Hewlett Packard Enterprise to provide Collaborative Call Management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HPE can submit calls on the Customer's behalf. In addition, the Customer must provide HPE with the appropriate information needed for HPE to initiate a service call with the software vendor on behalf of the Customer. HPE will not be able to transfer calls to the vendor and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support calls only. Purchase of Collaborative Call Management does not assign the support agreement between the Customer and vendor to HPE. The Customer remains responsible for the performance of its obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor. HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

The Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

- Take responsibility for acting upon software product updates and obsolescence notifications received from the Hewlett Packard Enterprise Support Center
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

If required by Hewlett Packard Enterprise, the Customer or Hewlett Packard Enterprise authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the documentation provided by HPE, or as otherwise directed by HPE. In the event that a covered product changes location, activation and registration (or proper adjustment to existing HPE registration) is to occur within 10 days of the change.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to [www.hpe.com/mediahandling](http://www.hpe.com/mediahandling)

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain covered data retentive components that are replaced during support delivery by Hewlett Packard Enterprise
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HPE with identification information such as the serial number for each component retained hereunder, and, upon HPE request, execute a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HPE to the Customer as loaned, rented, or leased products, the Customer will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## Coverage

This service provides coverage for eligible Hewlett Packard Enterprise-branded hardware products and HPE-supported and -supplied components such as memory and DVD-ROM drives. Attached accessories are not covered by this service; certain exceptions may apply. Please contact your Hewlett Packard Enterprise sales representative for more information regarding what products, accessories, and components are eligible for coverage under this service.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. Hewlett Packard Enterprise will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Consumable items including, but not limited to, removable media, customer-replaceable batteries, maintenance kits, and other supplies, as well as user maintenance, are not covered by this service.

For some servers, networking, and storage products, CPUs, disks, options, and other major internal and external components will be covered if support has been configured accordingly and they are included in the contract's equipment list under the hardware support section (if applicable).

For HPE ProLiant servers and storage systems, the service on the main product covers HPE-branded hardware options not designated by HPE as requiring separate coverage, that are qualified for the server, are purchased at the same time or afterward, and are internal to the enclosure, as well as HPE-supported and -supplied tower UPS products. These items will be covered at the same service level as the main product.

For HPE BladeSystem enclosures, this service covers the enclosure, power supplies, fans, enclosure devices, and options not designated by Hewlett Packard Enterprise as requiring separate coverage.

For HPE Moonshot systems, this service covers the chassis, power supplies, fans, chassis devices, and servers not designated by HPE as requiring separate coverage.

For HPE ProLiant servers, storage, or HPE BladeSystem enclosures installed within a rack, the service also covers all HPE qualified rack options not designated by HPE as requiring separate coverage. Coverage includes HPE-supported and -supplied UPS products not exceeding 12 kVA, KVM switch, console, and PDU installed within the same rack. The UPS battery is covered separately under its own warranty terms and conditions, limited to the term of the applicable warranty period.

Notwithstanding anything in this document, service purchased on the main product does not extend to all options or all HPE Moonshot servers. Service coverage for certain options or Moonshot servers must be configured and purchased separately; otherwise, standard warranty terms apply. For a complete list of the HPE ProLiant and HPE BladeSystem options and Moonshot servers that require separate service coverage, please visit [www.hpe.com/services/excludedoptions](http://www.hpe.com/services/excludedoptions)

For Hewlett Packard Enterprise networking systems, the service on the main product covers HPE-branded hardware options not designated by HPE as requiring separate coverage, that are qualified for the system, are purchased at the same time or afterward, and are internal to the system (e.g., connectivity modules, transceivers, and internal power supplies).

## General provisions/Other exclusions

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the Customer, as applicable.

When this service is provided for a solution that is composed of multiple Hewlett Packard Enterprise and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE.

Hewlett Packard Enterprise will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HPE electronic remote support solution, HPE is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response time and call-to-repair time commitment, as well as software support remote response time, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on the business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

## **Ordering information**

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on those units or options.

Software support must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or to order HPE Foundation Care Service, contact a local Hewlett Packard Enterprise sales representative and reference the following product numbers (x denotes the service length in years; options are 1, 3, 4, or 5 years, or "C" for contractual services).

- HPE Foundation Care NBD SVC (H7J32Ax)
- HPE Foundation Care NBD wDMR SVC (H7J33Ax)
- HPE Foundation Care 24x7 SVC (H7J34Ax)
- HPE Foundation Care 24x7 wDMR SVC (H7J35Ax)
- HPE Foundation Care CTR SVC (H7J36Ax)
- HPE Foundation Care CTR wDMR SVC (H7J37Ax)

CDMR requires DMR and can either be selected as a configurable option within the DMR service levels, or the CDMR service level will be preconfigured with both DMR and CDMR features included.

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local Hewlett Packard Enterprise representative or Hewlett Packard Enterprise reseller regarding which product number will best meet your specific needs.

## **For more information**

For more information on HPE Foundation Care Service or other Support Services, contact any of our worldwide sales offices or visit the following website: [www.hpe.com/services/support](http://www.hpe.com/services/support)

