



# HPE Proactive Care Service

## Support Services



### Service benefits

HPE Proactive Care Service can help you to improve the return on your investment in a converged infrastructure with features designed to help provide:

- Faster resolution from specially trained, solution-oriented advanced resources who manage the incident from start to finish
- Recommendations for firmware version and software patching on supported products to help prevent problems<sup>1</sup>
- Identification of risks and issues through regular device-based proactive scans that help ensure that configurations are consistent with Hewlett Packard Enterprise best practices<sup>1</sup>
- Access to a remote HPE Technical Account Manager, who can provide advice and guidance on issues, risks, and recommendations identified by Remote Support Technology<sup>2</sup>

<sup>1</sup> Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

<sup>2</sup> Remote Support Technology refers to Hewlett Packard Enterprise proprietary service tools used to connect HPE products to HPE for service delivery, including HPE Insight Remote Support, HPE 3PAR StoreServ Remote Service and Support, and HPE Direct Connect.

## Service overview

HPE Proactive Care offers an integrated set of reactive and proactive services designed to help you improve the stability and operation of your converged infrastructure to achieve better business outcomes. In a complex converged and virtualized environment, many components need to work together effectively. HPE Proactive Care has been specifically designed to support devices in these environments, providing enhanced support that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks.

In the event of a service incident, HPE Proactive Care provides you with an enhanced call experience with access to advanced technical solution specialists, who will manage your case from start to finish with the goal of reducing the impact to your business while helping you resolve critical issues more quickly. Hewlett Packard Enterprise employs enhanced incident management procedures intended to provide rapid resolution of complex incidents. In addition, the technical solution specialists providing your HPE Proactive Care support are equipped with automation technologies and tools designed to help reduce downtime and increase productivity.

Should an incident occur, HPE Proactive Care includes onsite hardware repair if it is required to resolve the issue. You can choose from a range of hardware reactive support levels to meet your business and operational needs.

HPE Proactive Care includes firmware and software version analysis for supported devices, providing you with a list of recommendations to keep your HPE Proactive Care covered infrastructure at the recommended revision levels. You will receive a regular proactive scan of your HPE Proactive Care covered devices, which can help you to identify and resolve configuration problems. HPE Proactive Care also provides quarterly incident reporting intended to help you identify problem trends and prevent repeat problems.

HPE Proactive Care uses Remote Support Technology to enable faster delivery of services by collecting technical configuration and fault data. Running the current version of Remote Support Technology is required to receive full delivery and benefits from this support service.

**Table 1. Service features overview**

FEATURE	DESCRIPTION
<b>HPE support resources</b> (see table 2 for details)	<ul style="list-style-type: none"> <li>• HPE Technical Account Manager (TAM)</li> <li>• HPE Technical Solution Specialist (TSS)</li> </ul>
<b>Problem prevention</b> (see table 3 for details)	<ul style="list-style-type: none"> <li>• Firmware and Software Version Report and Recommendations<sup>3</sup></li> <li>• Proactive Scan Report and Recommendations<sup>3</sup></li> <li>• Incident Report</li> <li>• Report distribution to HPE Support Center</li> <li>• Review with TAM</li> <li>• Remote Support Technology installation assistance</li> </ul>
<b>Incident management</b> (see table 4 for details)	<ul style="list-style-type: none"> <li>• Enhanced call handling</li> <li>• Automatic call logging capability<sup>3</sup></li> <li>• Basic Software Support and Collaborative Call Management for selected non-HPE software on eligible HPE hardware products</li> <li>• Knowledge database and HPE Support Center access</li> <li>• Replacement parts and materials</li> <li>• Access to firmware updates (for eligible products)</li> </ul>

<sup>3</sup> Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

**Table 1. Service features overview** (continued)

FEATURE	DESCRIPTION
<b>Incident management service levels</b> (see table 4 for details)	<ul style="list-style-type: none"> <li>• Hardware reactive support choices at three levels:               <ul style="list-style-type: none"> <li>– HPE Next Business Day Proactive Care Service</li> <li>– HPE 4-hour 24x7 Proactive Care Service</li> <li>– HPE 6-hour Call-to-Repair Proactive Care Service</li> </ul> </li> <li>• Software reactive support:               <ul style="list-style-type: none"> <li>– 24x7 software support</li> <li>– Software product and documentation updates</li> <li>– License to use software updates if purchased from Hewlett Packard Enterprise</li> <li>– Hewlett Packard Enterprise recommended software and documentation updates method</li> </ul> </li> </ul>
<b>Optional services</b> (see table 5 for details)	<ul style="list-style-type: none"> <li>• Additional technical expertise</li> <li>• HPE Defective Media Retention (DMR)</li> <li>• HPE Comprehensive Defective Material Retention (CDMR)</li> </ul>

**Table 2. Specifications:** HPE support resources

FEATURE	DELIVERY SPECIFICATIONS
<b>Support resources</b>	The Customer has access to the following trained technical specialists.
<b>HPE Technical Account Manager (TAM)</b>	Hewlett Packard Enterprise Technical Account Managers (TAMs) are a remotely located team of specialists providing proactive services. HPE employs Remote Support to provide the Customer with scheduled product-based proactive firmware and software version analysis, proactive scans, and incident reporting. TAMs are available during standard HPE business hours to discuss these reports and recommendations, on request.
<b>HPE Technical Solution Specialist (TSS)</b>	Hewlett Packard Enterprise Technical Solution Specialists (TSSs) provide remote incident support and handle cases from call receipt to call closure. A TSS may engage additional specialist resources, as required, to help achieve resolution. The TSS will remain engaged from case creation through to closure to help ensure a consistent end-to-end support experience for the Customer.

**Table 3. Specifications:** Problem prevention and personalized technical expertise

FEATURE	DELIVERY SPECIFICATIONS
<b>Firmware and Software Version Report</b>	<p>Hewlett Packard Enterprise will publish a set of reports that contain HPE's analysis and recommendations (where appropriate) covering the devices under the HPE Proactive Care support agreement. Remote Support Technology is used to capture the necessary revision and configuration data to enable analysis and report creation. These reports will be published to the HPE Support Center (HPESC) for the Customer to access. Once the report is reviewed by the Customer, a TAM can be contacted to remotely discuss the report content to gain a better understanding of the HPE recommendations and observations contained within the report.</p> <p>IT reliability and stability can be impacted by the levels of the Customer's software and firmware revisions. Twice a year, Hewlett Packard Enterprise reviews the products under the HPE Proactive Care contract to verify that they are at HPE recommended revision levels. HPE provides the Customer with access to a report containing its recommendations for applicable software versions, patches, and firmware revisions for each covered device.</p> <p>HPE performs the following core deliverables using Remote Support Technology as part of the firmware and software version recommendation activity.<sup>3</sup></p> <p><b>Firmware version recommendations</b></p> <p>The report will indicate the installed and Hewlett Packard Enterprise recommended firmware revisions for the devices covered by the HPE Proactive Care contract. The firmware analysis is limited to supported devices.</p> <p>Installation is also provided for firmware defined by HPE as non-customer installable. HPE will install these firmware updates, if requested by the Customer, during the related hardware device support coverage window at no additional charge to the Customer. If HPE determines that the firmware update is designed for remote installation, then additional charges may be applied for onsite installation of the non-customer-installable firmware updates. HPE can provide telephone support for firmware defined as customer installable during the related hardware device support coverage window. The Customer can purchase additional services to install customer-installable firmware.</p> <p><b>Software version recommendations</b></p> <p>Hewlett Packard Enterprise will provide the Customer with patch analysis and HPE's update recommendations for all covered operating systems, virtualization software, or software required to operate storage devices that are covered under HPE Proactive Care support.<sup>4</sup> Update recommendations are provided by comparing the Customer's current version information against the latest supported releases. HPE Proactive Care provides the Customer with HPE's general recommendations, which are intended to address critical gaps with individual devices or products.</p> <p>The Customer is responsible for installing all software patches and updates. HPE can provide telephone assistance, if requested, to help the Customer with the installation of software patches for supported software. The Customer can purchase additional services to have HPE install supported software revisions and patches.</p> <p>For select operating systems or virtualization software<sup>4</sup> that is not directly covered by an HPE Proactive Care agreement but is running on an underlying server covered by HPE Proactive Care support, HPE will provide an annual report indicating the latest software revisions available.</p> <p>Certain third-party products may not be covered under this service feature. Please consult a Hewlett Packard Enterprise representative or authorized Hewlett Packard Enterprise channel partner for more details.</p>

<sup>3</sup> Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

<sup>4</sup> A list of HPE Proactive Care supported products with selected operating system and virtualization software can be found at [hpe.com/services/proactivecaresupportedproducts](https://hpe.com/services/proactivecaresupportedproducts).

**Table 3. Specifications:** Problem prevention and personalized technical expertise (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>Proactive Scan Report</b>	<p>Twice a year, Hewlett Packard Enterprise performs a proactive scan of HPE Proactive Care supported devices in the Customer's computing environment. For HPE servers and certain storage and networking products, this service provides a technical device assessment that is designed to help identify potential system configuration problems.</p> <p>Remote Support Technology is used to collect, transport, and analyze configuration and revision data to identify trends, revisions, or parameters that may impact operation. This analysis uses diagnostic tools and processes to compare the devices to HPE management best practices or support advisories. HPE then prepares a report that details the findings and highlights potential risks and issues that require resolution or investigation, identifies deviations from HPE best practices, and recommends a possible course of action to address them.<sup>5</sup></p>
<b>Incident Report</b>	<p>The Customer has access to a quarterly report that provides certain details regarding the Customer's case history and trends. The report captures Hewlett Packard Enterprise incidents logged over the reporting period for electronic and manually submitted cases for the devices covered by the Proactive Care service agreement. Details are provided for each case submitted, specifically call submission information, hardware part consumption (if applicable), and call closure summary.</p>
<b>Report distribution to the HPE Support Center (HPESC)</b>	<p>Firmware and Software Version Reports, Proactive Scan Reports, and Incident Reports are provided electronically as part of this service. Reports are distributed through the Hewlett Packard Enterprise Support Center (HPESC) portal using security features designed to maintain confidentiality. Reports are published to the Customer's HPE Support Center account for access by authorized Customer users. For more information about report access, visit <a href="https://hpe.com/services/proactivecarecentral">hpe.com/services/proactivecarecentral</a>.</p>
<b>Review with Technical Account Manager (TAM)</b>	<p>For Firmware and Software Version Reports, Proactive Scan Reports, and Incident Reports, a TAM is available remotely to discuss the report content and the potential implications to the Customer's operations.</p> <p>Once the report is available in the HPESC, a TAM is available (on request via HPESC or phone) during standard business hours to discuss with the Customer the report analysis, Hewlett Packard Enterprise's recommendations, and potential implications. Implementation of the recommendations is not included as part of this service, and is the Customer's responsibility; however, additional assistance can be purchased from HPE to implement the recommendations.</p>

<sup>5</sup> Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

**Table 3. Specifications:** Problem prevention and personalized technical expertise (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>Remote Support Technology installation assistance</b>	<p>Hewlett Packard Enterprise Proactive Care Service uses HPE proprietary service tools, which are referred to in this data sheet as Remote Support Technology. Remote Support Technology is the principal method for delivering device monitoring, automated case creation, and a variety of proactive reports. The current version of Remote Support Technology, with the data collections function enabled, is a prerequisite for delivery of HPE Proactive Care Service. If the Customer does not install and operate the current version of Remote Support Technology, HPE will not provide the Firmware and Software Version Report, Proactive Scan Report, hardware call-to-repair time commitment, remote monitoring, and automated call logging deliverables of Proactive Care Service. See further details in the <b>Service limitations</b> and <b>Service prerequisites</b> sections.</p> <p><b>Remote Support Technology installation assistance</b></p> <p>Hewlett Packard Enterprise Remote Support Technology is made available to HPE Support customers as a feature of Proactive Care Service.</p> <p>The Customer is responsible for installing Remote Support Technology. In order to help ensure a successful installation of Hewlett Packard Enterprise Remote Support Technology, HPE will provide remote technical advice and assistance on the installation and configuration of the initial Remote Support Technology installation upon the Customer's request.</p> <p>As part of this activity, Hewlett Packard Enterprise will explain the features and benefits of Remote Support Technology and recommend the appropriate configuration based on the type and number of devices supported in the Customer's HPE Proactive Care environment.</p> <p>To maintain ongoing eligibility for this service, the Customer is responsible for enabling data transfer to Hewlett Packard Enterprise, correctly adding devices to the configuration, installing future upgrades, and maintaining the Customer contact details configured in the Remote Support Technology solution. For more information about Remote Support Technology, visit <a href="http://hpe.com/services/proactivecarecentral">hpe.com/services/proactivecarecentral</a>.</p>

**Table 4. Specifications:** Incident management

FEATURE	DELIVERY SPECIFICATIONS
<b>Enhanced call handling</b>	<p>The Customer can contact Hewlett Packard Enterprise 24 hours a day, 7 days a week. When the Customer calls with a critical incident, HPE aims to either connect the Customer to a TSS or call the Customer back within 15 minutes.</p> <p>The TSS is trained to address issues in complex computing environments and has access to Hewlett Packard Enterprise's full array of technical knowledge and resources engaged with the goal to help rapidly diagnose and resolve issues. In the event that there is a hardware issue requiring onsite service, a Hewlett Packard Enterprise customer engineer is dispatched to the Customer's site in accordance with the purchased hardware onsite reactive service level for that affected device. In addition to providing troubleshooting, the TSS employs rigorous case management and escalation procedures and engages additional technical specialists as needed.</p> <p>Hardware support onsite response times and call-to-repair time commitments, as well as software support remote response times, differ depending on incident severity and the purchased onsite coverage level. The Customer determines the incident severity level when logging or confirming a case with Hewlett Packard Enterprise. Incident severity levels are defined in the <b>General provisions/Other exclusions</b> section.</p> <p>Once a service request has been placed and Hewlett Packard Enterprise has acknowledged<sup>6</sup> receipt of the case, HPE will work to isolate the hardware or software problem and to troubleshoot, remedy, and attempt to resolve the problem remotely with the Customer. Prior to any onsite assistance, HPE may initiate and perform remote diagnostic tests using innovative automation tools to access covered products, or HPE may use other means available to facilitate remote problem resolution.</p> <p>Incident cases for Hewlett Packard Enterprise connected products using Remote Support Technology can be automatically created 24x7, as described below. Customers may also report problems to HPE via a special access phone number or electronically via HPE Support Center.</p> <p>HPE retains the right to determine the final resolution of all reported problems.</p>
<b>Automatic call logging capability<sup>8</sup></b>	<p>For supported devices, automatic call logging capabilities are enabled so that devices will submit hardware service incidents directly to Hewlett Packard Enterprise using Remote Support Technology.<sup>7</sup> Incidents are submitted with "failure data" 24x7 and are responded to within the service-level coverage timeframe for the associated device. Where configured, HPE Insight Online can provide a single point of visibility to incidents and resolution.</p>

<sup>6</sup> Please see the "General provisions/Other exclusions" section for more details.

<sup>7</sup> Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

**Table 4. Specifications:** Incident management (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>Basic Software Support and Collaborative Call Management for selected non-HPE software on eligible HPE hardware products<sup>8</sup></b>	<p>Basic Software Support provides 24 hours per day, 7 days per week phone support for selected independent software vendor (ISV) software<sup>8</sup> that resides on hardware covered by Hewlett Packard Enterprise Proactive 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 Hewlett Packard Enterprise 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.</p> <p>Collaborative Call Management can be provided only in cases where Customers have appropriate active support agreements in place with selected ISVs and the Customer has taken the steps necessary<sup>9</sup> 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 applies only to select ISV Software<sup>8</sup> when that software is not under HPE support. When ISV Software is covered by HPE Software Support, support is provided as described in the "Hardware and software incident support" section of this table.</p>
<b>Knowledge database and HPE Support Center (HPESC) access</b>	<p>Hewlett Packard Enterprise provides access to the HPE Support Center (HPESC) as part of HPE Proactive Care Service. HPESC provides personalized access to HPE Insight Online (personalized dashboard), support forums, support case submittal, drivers, patch management, software updates, and warranty/contract coverage.</p> <p>HPESC access and functionality are enabled through the linking of the Customer's HPE Passport with Service Agreements, and must be done to enable all available features. For more information, visit <a href="http://hpe.com/services/proactivecarecentral">hpe.com/services/proactivecarecentral</a>.</p> <p>Through HPESC, the Customer has access to:</p> <ul style="list-style-type: none"> <li>• Published Proactive Care reports for the Customer</li> <li>• Subscription to hardware-related proactive service notifications, and participation in support forums for solving problems and sharing best practices with other registered users</li> <li>• Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving</li> <li>• Certain Hewlett Packard Enterprise proprietary service diagnostic tools with password access</li> <li>• A Web-based tool for submitting questions directly to Hewlett Packard Enterprise; the tool helps to resolve problems quickly with a prequalification process that routes the support or service request to the resource qualified to answer the question; the tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone</li> <li>• Hewlett Packard Enterprise and available third-party hosted knowledge databases, which can be searched for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums; this service may be limited by third-party access restrictions</li> <li>• Services, which the Customer can browse, select, and schedule using credits, and view the current balance of credits</li> </ul>

<sup>8</sup> For a list of the non-HPE software products eligible for Basic Software Support and Collaborative Call Management, please refer to [hpe.com/services/collaborativesupport](http://hpe.com/services/collaborativesupport). In addition to the products covered on this list, any additional ISV products and variations on these deliverables are noted at [hpe.com/services/proactivecaresupportedproducts](http://hpe.com/services/proactivecaresupportedproducts).

<sup>9</sup> See the "Customer responsibilities" section for steps required.

**Table 4. Specifications:** Incident management (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>Replacement parts and materials</b>	<p>Hewlett Packard Enterprise will provide replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. All replaced parts become the property of HPE unless optional defective material retention or comprehensive defective material retention service options have been purchased. 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.</p> <p>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 consumable parts 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.</p> <p><b>Maximum supported lifetime/maximum usage</b> 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.</p>
<b>Firmware updates for eligible products</b>	<p>As Hewlett Packard Enterprise releases entitled firmware updates to HPE hardware products, updates are only made available to Customers with an active agreement that entitles them to access these updates.</p> <p>HPE Proactive Care 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.</p> <p>Hewlett Packard Enterprise 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.</p> <p>Hewlett Packard Enterprise may take additional reasonable steps, including audits, to verify the Customer's adherence to terms of their agreements with HPE, including this data sheet.</p> <p>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, an active HPE Software Support agreement to receive, download, install, and use related firmware updates. Hewlett Packard Enterprise will provide, install, or assist the Customer with the 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.</p>

**Table 4. Specifications:** Incident management (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>Incident management service-level choices</b>	
<b>Hardware and software incident support</b>	<p>Each HPE Proactive Care Service level includes problem prevention and incident management support for hardware and software products. For each HPE Proactive Care Service level, Hewlett Packard Enterprise provides all the core problem prevention service features noted in tables 2 and 3, as well as the related core incident management service features noted in this table.</p> <p>For hardware products, the HPE Proactive Care portfolio offers three distinct hardware service levels:<sup>10</sup></p> <ul style="list-style-type: none"> <li>• HPE Next Business Day Proactive Care Service</li> <li>• HPE 4-hour 24x7 Proactive Care Service</li> <li>• HPE 6-hour Call-to-Repair Proactive Care Service</li> </ul> <p>The HPE Proactive Care portfolio also offers the same three service levels with the inclusion of hardware defective media retention (DMR) and comprehensive defective material retention (CDMR) as additional optional service features that the Customer may elect to purchase based upon their requirements.</p> <p>For eligible products, the DMR service feature option, if purchased, allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive 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 DMR service option. In addition to DMR, the CDMR service feature option, if purchased, 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 CDMR service option. See table 5 for more information.</p> <p>For software products, HPE Proactive Care Service provides software support 24 hours per day, 7 days per week including HPE holidays. Once a noncritical software service request (severity 3 or 4) is received, Hewlett Packard Enterprise will respond to the call within 2 hours after the service request has been logged. 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. The Customer receives assistance with troubleshooting incidents and resolving configuration parameters. For critical software response (severity 1 or 2) situations, please refer to the 'Enhanced call handling' feature described earlier in this document.</p> <p>The variations in the HPE Proactive Care reactive hardware service levels are outlined in the section that follows. All coverage windows are subject to local availability.</p> <p>Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p>

<sup>10</sup> All service levels may not be available on all products.

**Table 4. Specifications:** Incident management (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>Hardware support options</b>	
<b>HPE Next Business Day Proactive Care Service</b>	<p>Hewlett Packard Enterprise provides the following reactive service levels for the specific devices covered under this option:</p> <p><b>Hardware support coverage window:</b></p> <ul style="list-style-type: none"> <li>Standard business hours, standard business days (9x5): Onsite 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> </ul> <p><b>Hardware onsite support response time:</b></p> <ul style="list-style-type: none"> <li>Next Business Day onsite response: An Hewlett Packard Enterprise authorized representative (CE) will arrive at the Customer's site during the onsite coverage window to begin hardware maintenance service on the next coverage day after the call has been received and acknowledged by HPE. Service features are defined in the "Hardware onsite support" area of the <b>Service limitations</b> section. Availability of response times is dependent on the proximity of the Customer site to a HPE-designated support hub. See table 6 for more details. Please contact HPE for further information.</li> </ul>
<b>HPE 4-hour 24x7 Proactive Care Service</b>	<p>Hewlett Packard Enterprise provides the following reactive service levels for the specific devices covered under this option:</p> <p><b>Hardware support coverage window:</b></p> <ul style="list-style-type: none"> <li>24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.</li> </ul> <p><b>Hardware onsite support response time:</b></p> <ul style="list-style-type: none"> <li>4-hour onsite response: An Hewlett Packard Enterprise authorized representative (CE) will arrive at the Customer's site during the onsite coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HPE. Service features are defined in the "Hardware onsite support" area of the <b>Service limitations</b> section. Availability of response times is dependent on the proximity of the Customer site to a HPE-designated support hub. See table 6 for more details. Please contact HPE for further information.</li> </ul>
<b>HPE 6-hour Call-to-Repair Proactive Care Service</b>	<p>Hewlett Packard Enterprise provides the following reactive service levels for the specific devices covered under this option:</p> <p><b>Hardware support coverage window:</b></p> <ul style="list-style-type: none"> <li>24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.</li> </ul> <p><b>Hardware call-to-repair time commitment:</b></p> <p>For critical incidents (severity 1 and 2), HPE will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the call has been received and acknowledged by HPE. Service features are defined in the "Hardware onsite support" and "Hardware call-to-repair commitment" areas of the <b>Service limitations</b> section. Availability of response times and call-to-repair times is dependent on the proximity of the Customer site to a HPE-designated support hub. See table 6 for more details. Please contact HPE for further information.</p> <p>For noncritical incidents (severity 3 and 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 commitment will then start at that time. Incident severity levels are defined in the <b>General provisions/Other exclusions</b> section.</p> <p>Call-to-repair time refers to the period of time that begins when the initial hardware 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 <b>General provisions/Other exclusions</b> section. Call-to-repair time ends with HPE's determination that the hardware is repaired, or when the reported event is closed with the explanation that HPE has determined that it does not currently require onsite intervention.</p>

**Table 4. Specifications:** Incident management (continued)

FEATURE	DELIVERY SPECIFICATIONS
<b>HPE 6-hour Call-to-Repair Proactive Care Service (continued)</b>	<p>Repair is considered complete upon Hewlett Packard Enterprise 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 commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.</p> <p>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 commitment 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.</p> <p>Enhanced parts inventory management (call-to-repair time commitment only)</p> <p>To support HPE call-to-repair time commitments, 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 calls.</p>
<b>Software support options</b>	
<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 they are 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 HPESC. 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>
<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 HPE or original manufacturer software license terms.</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>
<b>HPE recommended software and documentation updates method</b>	<p>For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by HPE. 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.</p>

**Table 5. Specifications:** Optional services

FEATURE	DELIVERY SPECIFICATIONS
<b>Additional technical expertise</b>	The provision of additional technical expertise is an optional feature and is a flexible way to augment and complement the Customer's own IT team skills, providing specialist capacity on an as-needed basis. If the Customer wishes to access technical services from HPE, such services can be provided through the per-event HPE Technical Services portfolio or by purchasing HPE Proactive Select credits. More information on HPE Proactive Select can be found at <a href="https://hpe.com/services/proactiveselect">hpe.com/services/proactiveselect</a> .
<b>HPE Defective Media Retention</b>	For eligible products, this 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 service option.
<b>HPE Comprehensive Defective Material Retention</b>	In addition to defective media retention, this 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 service option. The components that can be retained under this service feature are outlined in the document located at <a href="https://hpe.com/services/cdmr">hpe.com/services/cdmr</a> .

**Table 6. Specifications:** Service travel zones

FEATURE	DELIVERY SPECIFICATIONS		
<b>Geographic locations</b>	Travel zones and charges, if applicable, may vary in some geographic locations.		
<b>Travel zones table for hardware onsite response time</b>	<b>Distance from HPE-designated support hub</b>	<b>4-hour hardware onsite response time</b>	<b>Next-day hardware onsite response time</b>
	0–100 miles (0–160 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
<b>Hardware call-to-repair time commitment</b>	A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of a HPE-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from a HPE-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of a HPE-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table that follows.		

**Table 6. Specifications:** Service travel zones (continued)

FEATURE	DELIVERY SPECIFICATIONS	
<b>Travel zone table for hardware call-to-repair time commitment</b>	<b>Distance from HPE-designated support hub</b>	<b>6-hour hardware call-to-repair time</b>
	0–50 miles (0–80 km)	6 hours
	51–100 miles (81–160 km)	8 hours
	More than 100 miles (160+ km)	Not available

## Service limitations

Services provided within the scope of one HPE Proactive Care support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard local HPE business hours and days excluding HPE holidays. Except as otherwise noted in this document, the scope of HPE Proactive Care Service is limited to the products under the HPE Proactive Care support contract.

In cases where the Customer purchases additional HPE Proactive Care support, at the discretion of Hewlett Packard Enterprise, the proactive service deliverables for the additional devices will be delivered with the existing devices under contract.

The Firmware and Software Version Report and Proactive Scan Report require the installation of the current version of Remote Support Technology with the data collections function enabled. Should Remote Support Technology not currently support a device, the Customer will be requested to manually collect the data required to enable Hewlett Packard Enterprise to include that device in the reports listed above. In this event, HPE will provide the Customer with clear instructions on how and when to manually collect and transfer the necessary data. This data needs to be supplied to HPE within the required timelines in order for HPE to include it in the reports listed above; otherwise, HPE will be under no obligation to provide the reports listed above on these devices and there will be no reduction in fee charges for HPE Proactive Care Service as a result.

The current supported devices list is available as part of the release notes for Insight Remote Support, which can be found at [hpe.com/services/getconnected](https://hpe.com/services/getconnected).

### Scope of products covered

This service is available for selected servers, software, storage devices, storage arrays, network devices, and storage area networks only, as noted a [hpe.com/services/proactivecaresupportedproducts](https://hpe.com/services/proactivecaresupportedproducts).

The features of this service may differ, or be limited, based on specific devices or software. Please check with a Hewlett Packard Enterprise sales office or Hewlett Packard Enterprise sales representative for specific limitations and local availability.

**General limitations**

Hewlett Packard Enterprise delivery staff will provide the required proactive deliverables defined in table 3 during standard local HPE business hours excluding HPE holidays, either remotely or onsite, at the discretion of HPE. If these deliverables are required outside of standard business hours, additional charges may apply and are subject to local availability.

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

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 Hewlett Packard Enterprise's opinion, 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
- Implementation of any Hewlett Packard Enterprise recommendations provided as part of this service
- Installation of any customer-installable firmware and/or software updates

**Hardware call-to-repair commitment**

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.

Hardware call-to-repair time options are specified in the "HPE 6-hour Call-to-Repair Proactive Care Service" section (see table 4). All call-to-repair times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

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

A call-to-repair time commitment does not apply if the Customer does not install and operate the current version of Remote Support Technology on all devices. A call-to-repair time commitment is also not available for devices that are not supported by Remote Support Technology. The Customer remains responsible for full payment of all fees associated with the provision of HPE Proactive Care Service.

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.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

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 a keyboard, a mouse, 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, Hewlett Packard Enterprise practice is 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 [hpe.com/info/csr](http://hpe.com/info/csr).

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 recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild or sparing procedures
- Any other activities not specific to the hardware repair but 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.

#### **Hardware onsite support**

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 a keyboard, a mouse, other parts classified as CSR parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support.

For hardware onsite response time options, Hewlett Packard Enterprise strongly recommends that the Customer install and operate the appropriate Remote Support solution, with a secure connection to HPE, in order to enable the delivery of the service. Response times are dependent on the location of the Customer's site in relation to a designated Hewlett Packard Enterprise support office. To check service availability, the Customer should contact their local Hewlett Packard Enterprise Services representative.

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. For technical hardware issues that cannot, in HPE's judgment, be resolved remotely, an 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 an 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. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.

Notwithstanding anything to the contrary in this document or Hewlett Packard Enterprise's current standard sales terms, HPE will, for selected 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.

For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond onsite in accordance with the purchased hardware onsite reactive coverage level of the affected device.

Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by Hewlett Packard Enterprise, 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 it does not currently require onsite intervention.

Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Hardware response time options available for eligible products are specified in the Service-level options listed in table 4. All response times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.

In the event that a CSR part is provided to return the system to operating condition, the onsite response time, if any, shall not apply. In such cases, Hewlett Packard Enterprise practice is 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 [hpe.com/info/csr](https://hpe.com/info/csr).

### **Software**

For a Customer with multiple systems at the same location, Hewlett Packard Enterprise may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

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.

### **Limitations to the defective media retention and comprehensive defective material retention service feature options**

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).

## Service prerequisites

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 Hewlett Packard Enterprise, 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, Hewlett Packard Enterprise 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.

For hardware call-to-repair time commitments, Hewlett Packard Enterprise requires that all devices and configurations must be supported by Remote Support Technology, and the Customer must install and operate the current version of Remote Support Technology with a secure connection to HPE, in order to enable the delivery of the service.

The installation and use of Remote Support Technology, including the installation and enabling of any agents and data transfer to Hewlett Packard Enterprise, is required to deliver the Firmware and Software Version Report, Proactive Scan Report, hardware call-to-repair time commitment, remote device monitoring, and automated call logging deliverables of HPE Proactive Care Service. During any such time that the Customer has not deployed Remote Support Technology, or if Customer configurations or devices are not supported by Remote Support Technology and the Customer does not take the steps necessary to provide the data required to HPE, HPE is not obligated to provide any impacted deliverables, and the Customer remains responsible for full payment of all fees associated with the provision of HPE Proactive Care Service.

Installation of customer-installable firmware and software is the responsibility of the Customer. There will be additional charges if the Customer requests that Hewlett Packard Enterprise 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. To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the support agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

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

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, Hewlett Packard Enterprise or the Hewlett Packard Enterprise authorized service provider will, at HPE's discretion, 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 materials rates.

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

For the proactive services provided by HPE Proactive Care Service, the Customer will provide HPE with the appropriate system manager contact information (name, email, and phone number) for the primary person responsible for the operational viability of the HPE Proactive Care covered infrastructure. The Customer's system manager contact will be used as the primary point of communication for initial service setup and general communications.

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 as well as proactive deliverables.

The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Run data collection 'scripts' on behalf of Hewlett Packard Enterprise when they cannot be initiated from 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 and configuring all supported devices and maintaining the appropriate Remote Support Technology with a secure connection to Hewlett Packard Enterprise. The Customer is responsible for providing all necessary resources in accordance with the Remote Support Technology release notes in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host Remote Support Technology. When an Remote Support solution is installed, the Customer must also maintain the contact details configured in the version of Remote Support Technology that HPE will use in responding to a device failure. To receive Proactive Care Service proactive deliverables, the Customer must link their HPE Passport to one or more valid Service Agreements and enable Remote Support Technology data collection as outlined at [hpe.com/services/proactivecarecentral](https://hpe.com/services/proactivecarecentral).

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 CSR 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. If the Customer does not meet these requirements, 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 their 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 is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

The Customer is responsible for testing any preventative recommendations prior to implementation into production to ensure and to confirm interoperability within their IT environment. Prior to the implementation of any recommendations, the Customer should read and understand any prerequisites, procedures, or requirements as specified in the supporting documentation of the update.

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 and 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
- Maintain up-to-date and correct contact information within the Hewlett Packard Enterprise or third-party electronic facilities
- 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 any hardcopy or email notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available
- 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 packaged support services documentation or the email document 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. More information on Customer responsibilities, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, can be found at [hpe.com/mediahandling](https://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 covered data retentive component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide Hewlett Packard Enterprise with identification information such as the serial number for each data retentive component retained hereunder, and, upon HPE request, execute a document provided by Hewlett Packard Enterprise acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that 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 Hewlett Packard Enterprise to the Customer as loaner, rental, or lease 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.

## **General provisions/Other exclusions**

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 the start of remedial action. Note: For events received via HPE electronic remote support solutions, 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.

Onsite hardware support response times and call-to-repair time commitments, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:

**Table 7. Incident severity levels**

<b>Severity 1</b>	Critical Down	For example, the production environment is down; a production system or production application is down or at severe risk; data corruption, loss, or risk has occurred; business is severely affected; there are safety issues.
<b>Severity 2</b>	Critically Degraded	For example, the production environment is severely impaired; a production system or production application has been interrupted or compromised; there is risk of reoccurrence; there is significant impact on the business.
<b>Severity 3</b>	Normal	For example, a non-production system (e.g., test system) is down or degraded; a production system or production application has been degraded with a workaround in place; noncritical functionality has been lost; there is limited impact on the business.
<b>Severity 4</b>	Low	There is no business or user impact.

## Ordering information

All units and options with individually sold support services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units.

HPE Proactive Care is not designed to be purchased on software-only configurations due to the integrated nature of the service deliverables. Thus, the software and hardware should be purchased with the same HPE Proactive Care service level.

Local availability: The Customer may order support from Hewlett Packard Enterprise's current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries or areas.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

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

**Table 8. HPE Proactive Care configurable/flexible packages support services**

<b>H1K90Ax</b>	HPE Proactive Care NBD SVC
<b>H1K91Ax</b>	HPE Proactive Care NBD wDMR SVC
<b>H1K92Ax</b>	HPE Proactive Care 24x7 SVC
<b>H1K93Ax</b>	HPE Proactive Care 24x7 wDMR SVC
<b>H1K94Ax</b>	HPE Proactive Care CTR SVC
<b>H1K95Ax</b>	HPE Proactive Care CTR wDMR SVC

**Table 9. HPE Proactive Care Contractual services**

<b>H1K90AC</b>	HPE Proactive Care NBD SVC
<b>H1K91AC</b>	HPE Proactive Care NBD wDMR SVC
<b>H1K92AC</b>	HPE Proactive Care 24x7 SVC
<b>H1K93AC</b>	HPE Proactive Care 24x7 wDMR SVC
<b>H1K94AC</b>	HPE Proactive Care CTR SVC
<b>H1K95AC</b>	HPE Proactive Care CTR wDMR SVC

For the complete list of HPE Proactive Care non-configurable/fixed packaged support services, please contact your local Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise reseller.

### For more information

For more information on HPE Proactive Care Service or other support services, contact any of our worldwide sales offices or visit the following website:

[hpe.com/services/support](https://hpe.com/services/support)

### Resources

Insight Remote Support release notes:

[hpe.com/services/getconnected](http://hpe.com/services/getconnected)

HPE Proactive Care supported products list:

[hpe.com/services/proactivecaresupportedproducts](http://hpe.com/services/proactivecaresupportedproducts)

Software Product List Collaborative Support provided by HPE:

[hpe.com/services/collaborativesupport](http://hpe.com/services/collaborativesupport)

HPE Proactive Select Services:

[hpe.com/services/proactiveselect](http://hpe.com/services/proactiveselect)

HPE Support Center:

[hpe.com/support/hpesc](http://hpe.com/support/hpesc)

HPE Media Sanitization Policy and Media Handling Policy:

[hpe.com/mediahandling](http://hpe.com/mediahandling)

HPE Comprehensive Defective Material Retention:

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