

HPE Proactive Care Advanced Service

Support Services



HPE Proactive Care Advanced Service expands on HPE Proactive Care Service and is designed to help you maximise the benefits of IT investments, maintain IT infrastructure stability, achieve business and IT project objectives, reduce operational costs and free your IT staff for other priority tasks. Your assigned HPE Account Support Manager (ASM) provides personalised technical and operational advice, including HPE best practices gleaned from HPE's broad support experience. HPE Proactive Care Advanced can help to save you time with real-time monitoring and analysis of your devices that are connected to HPE, creating personalised proactive reports with recommendations to help prevent problems in your IT infrastructure. Your ASM can also arrange specialist technical advice and assistance to complement your IT skills to assist with specific projects, performance improvements or other technical needs.

Should an incident occur, reducing business impact requires a swift and comprehensive response. A Hewlett Packard Enterprise Technical Solution Specialist (TSS) delivers an enhanced call experience intended to provide fast incident resolution. For severity 1 incidents, a Critical Event Manager (CEM) is assigned to drive the case and provide you with regular status and progress updates.

HPE Proactive Care Advanced uses Remote Support Technology¹ to monitor devices and collect data, enabling faster delivery of support and services. Running the current version of Remote Support Technology is required to receive full delivery and benefits from this support service.

¹ 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 STaTS and HPE Direct Connect.

Service benefits

HPE Proactive Care Advanced can help you to manage your infrastructure with features designed to provide:

- Increased accountability and personalisation through an assigned ASM, who will work with your IT team to share Hewlett Packard Enterprise best practices and specific technical advice relevant to your IT needs and projects
- Faster incident resolution from specially trained, solution-oriented advanced resources who manage the case from start to finish
- A CEM assigned to severity 1 incidents to drive faster resolution and provide regular progress updates to keep you informed
- Recommendations for firmware version and software patching on supported products to help prevent problems²
- Identification of risks and issues through regular device-based proactive scans that help ensure that configurations are consistent with Hewlett Packard Enterprise best practices²
- Access to technical advice and services from Hewlett Packard Enterprise specialists to augment your team with specific skills and capabilities

HPE Proactive Care Advanced includes credits that you can use to select and fund the specialised service assistance you need, when you need it. You can choose from a range of predefined technical services on the HPE Proactive Select menu, or your ASM can work with you to define the specific advice or assistance you need. More information on Proactive Select can be found at hpe.com/services/proactiveselect.

² Requires the Customer to install and operate HPE Remote Support Technology with the data collections function enabled for delivery.

Table 1. Service features overview

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| HPE support resources (see table 2 for details) | <ul style="list-style-type: none"> • Account Support Manager (ASM) • Technical Solution Specialist (TSS) • Critical Event Manager (CEM) • Customer Engineer (CE) |
| Problem prevention and personalised technical expertise (see table 3 for details) | <ul style="list-style-type: none"> • Firmware and Software Version Report³ • Proactive Scan Report³ • Incident Report • Report distribution • Credits for technical advice and services • Support planning and reviews • Remote Support Technology |
| Incident management (see table 4 for details) | <ul style="list-style-type: none"> • Enhanced call handling • Enhanced critical incident management • Automatic call logging capability³ <ul style="list-style-type: none"> – Basic Software Support and Collaborative Call Management for selected non-HPE software on eligible HPE hardware products • Knowledge database and HPE Support Centre access • Replacement parts and materials • Access to firmware updates (for eligible products) |
| Incident management service levels (see table 4 for details) | <ul style="list-style-type: none"> • Hardware reactive support choices at three levels: <ul style="list-style-type: none"> – HPE Next Business Day Proactive Care Advanced Service – HPE 4-hour 24x7 Proactive Care Advanced Service – HPE 6-hour Call-to-Repair Proactive Care Advanced Service • Software reactive support: <ul style="list-style-type: none"> – 24x7 software support – Software product and documentation updates – Licence to use software updates if purchased from HPE – HPE recommended software and documentation updates method |
| Optional additional features for HPE Proactive Care Advanced with defective media retention services (see table 4 for details) | <ul style="list-style-type: none"> • Defective media retention • Comprehensive defective material retention |
| Optional additional access to technical expertise (see table 5 for details) | <ul style="list-style-type: none"> • Proactive Select and Technical Services |

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

Table 2. Specifications: HPE support resources

| FEATURE | DELIVERY SPECIFICATIONS |
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| Support resources | The Customer has access to the following trained technical specialists. |
| Account Support Manager (ASM) | The Account Support Manager is an account assigned resource who collaborates with the Customer to understand their specific needs and tailor their support experience accordingly. The ASM can draw on specialist resources as required to help address the Customer's needs. Remote Support Technology is used to provide the Customer with scheduled product-based proactive reports. The ASM will discuss these reports and recommendations with the Customer during local HPE business days and hours excluding HPE holidays. The ASM may deliver services on site or remotely, at HPE's discretion. |
| Technical Solution Specialist (TSS) | Technical Solution Specialists 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 to closure to help ensure a consistent end-to-end support experience for the Customer. |
| Critical Event Manager (CEM) | Critical Event Managers are assigned to severity 1 cases, as defined in the General provisions/Other exclusions section. A CEM is a call centre resource who is responsible for managing the incident process, organising additional resources as required, managing the escalation process and providing regular updates to the Customer. The assignment of a CEM is intended to accelerate incident resolution and improve Customer communication. |
| Customer Engineer (CE) | Customer Engineers provide on-site hardware repair when required to resolve an incident. For Next Business Day and 24x7 HPE Proactive Care Advanced service-level customers, the next available CE will respond. 6-hour Call-to-Repair HPE Proactive Care Advanced service-level customers will have an Assigned CE who will respond to incidents, if they are available. If they are not available, the incident will be directed to the next available CE. |

Table 3. Specifications: Problem prevention and personalised technical expertise

| FEATURE | DELIVERY SPECIFICATIONS |
|---|--|
| | Hewlett Packard Enterprise will publish a set of reports covering the devices under the HPE Proactive Care Advanced support agreement. These reports will be published to the HPE Support Centre for the Customer to access. Remote Support Technology is used to capture the necessary revision and configuration data to enable analysis and report creation. Following the publication of a report, the ASM will review the report with the Customer at an agreed time during HPE local business hours to help ensure that there is a clear understanding of the implications of any detected issues, along with prioritisation of recommendations contained within the report. |
| Firmware and Software Version Report | 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 Advanced contract to verify that they are at recommended revision levels. HPE provides the Customer with a report containing recommendations for applicable software versions, patches and firmware revisions for each covered device. The ASM will review these recommendations with the Customer. HPE performs the following core deliverables using Remote Support Technology as part of the firmware and software version recommendation activity. ⁴ Firmware release and recommendations The report will indicate the installed and recommended firmware revisions for the devices covered by the HPE Proactive Care Advanced contract. The firmware analysis is limited to those covered devices. Installation is also provided for firmware defined by Hewlett Packard Enterprise 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. |

⁴ Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

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

| FEATURE | DELIVERY SPECIFICATIONS |
|------------------------------|---|
| | <p>Software version recommendations Hewlett Packard Enterprise will provide the Customer with patch analysis and update recommendations for all supported server operating systems, virtualisation software or software required to operate storage devices that are covered under HPE Proactive Care Advanced support.⁵ Update recommendations are provided by comparing the Customer's current version information against the latest supported releases. HPE Proactive Care Advanced provides the Customer with HPE's general recommendations, which are intended to address critical gaps with individual devices or products. Hewlett Packard Enterprise can provide telephone assistance, if requested, to help with the installation of software patches for supported software. The Customer can purchase additional services to have HPE install supported software revisions and patches. For select operating systems or virtualisation software⁵ that is not directly covered by an HPE Proactive Care Advanced agreement but is running on an underlying server covered by HPE Proactive Care Advanced support, HPE will provide an annual report indicating the latest software revisions available. Please consult a Hewlett Packard Enterprise representative or authorised Hewlett Packard Enterprise channel partner for more details.</p> |
| Proactive Scan Report | <p>Twice a year, Hewlett Packard Enterprise performs a proactive scan of HPE Proactive Care Advanced 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 before they impact the Customer's business operations. Remote Support Technology is used to collect, transport and analyse 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 Hewlett Packard Enterprise 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.⁶ The Customer receives a report for supported Hewlett Packard Enterprise servers, storage, and networking products. The ASM will review the possible implications and HPE's suggested recommendations with the Customer. Implementation of the recommendations is the Customer's responsibility; however, additional assistance can be purchased from HPE.</p> |
| Incident Report | <p>The Customer receives a quarterly report that details the Customer's case history and trends. The ASM will discuss the report content, incident detail, resolution and longer-term trends with the Customer.</p> |
| Report distribution | <p>Firmware and Software Version Reports, Proactive Scan Reports and Incident Reports are provided electronically as part of this service. Through the HPE Support Centre (HPESC) portal, reports are distributed using security features designed to maintain confidentiality. Reports are published to the Customer's HPE Support Centre account for access by authorised Customer users.</p> |

⁵ A list of HPE Proactive Care Advanced supported products with selected operating system and virtualisation software can be found at hpe.com/services/proactivecareadvancedsupportedproducts

⁶ Requires the Customer to install and operate Remote Support Technology with the data collections function enabled for delivery.

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

| FEATURE | DELIVERY SPECIFICATIONS |
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| Credits for technical advice and services | <p>HPE Proactive Care Advanced provides access to specialist skills on an as-needed basis. This augments and complements the Customer's own IT team with skills and capacity on a flexible basis. To facilitate this access, 10 credits are included each year of the Customer's support agreement for each configured device. These credits are used to fund technical services, advice and assistance. A configured device is defined as a chassis device configured with components and software. A list of the categories of configured devices that include credits can be found at hpe.com/services/proactivecareadvancedsupportedproducts.</p> <p>Additional credits can readily be purchased, with or during the life of the support agreement, via HPE Proactive Select by Customers who find they need more than what is included in the standard offer. Credits included in the HPE Proactive Care Advanced agreement are to be used on an annual basis for technical services and assistance on HPE Proactive Care Advanced supported products and systems. The ASM will work with the Customer to determine the Customer's preferred use for their credits. These annual credits expire at the end of each year, on the anniversary date of the Customer's Proactive Services Advanced support agreement. Any unused credits cannot be rolled over to the next year of the support agreement and are not refundable.</p> |
| Support planning and reviews | <p>The ASM and Customer will work together to develop and document a Support Plan. The ASM will consult with the Customer about upcoming IT priorities and map out how the Hewlett Packard Enterprise deliverables and credit-based services can be used to help provide maximum benefit. Because needs and pressures on the IT department are constantly changing, this process is repeated every six months to help ensure continual alignment and to review what has been achieved. During the semiannual review meetings, the ASM may share HPE best practices and provide IT operational and technical advice to help with the support planning.</p> |
| Remote Support Technology | <p>HPE Proactive Care Advanced Service uses Hewlett Packard Enterprise proprietary service tools, which are referred to in this data sheet as Remote Support Technology. Remote Support is the principal method for delivering event 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 Advanced 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 Advanced Service.</p> <p>Remote Support Technology installation assistance</p> <p>Remote Support Technology is made available to HPE Support customers as a feature of Proactive Care Advanced Service.</p> <p>The Customer is responsible for installing Remote Support Technology. In order to help ensure a successful installation of Remote Support Technology, HPE will provide up to 8 hours of remote technical advice on the installation and configuration of the initial Remote Support Technology installation upon the Customer's request. The ASM will discuss this with the Customer at the commencement of the contract to determine if assistance is required and will then help to organise the assistance if it is needed.</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 Advanced 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.</p> <p>The Customer acknowledges and agrees to install Remote Support Technology during the service startup process.</p> |

Table 4. Specifications: Incident management

| FEATURE | DELIVERY SPECIFICATIONS |
|--|--|
| Enhanced call handling | <p>The Customer can contact HPE 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 employed with the goal to help rapidly diagnose and resolve issues. In the event that there is a hardware issue requiring on-site service, a CE is dispatched to the Customer's site in accordance with the purchased hardware on-site 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 on-site response times and call-to-repair time commitments, as well as software support remote response times, differ depending on incident severity and the purchased on-site 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 General provisions/Other exclusions section.</p> <p>Once a service request has been placed and Hewlett Packard Enterprise has acknowledged⁷ 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 on-site 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. Customers may also report problems to HPE via a special access phone number or electronically via HPESC.</p> <p>Hewlett Packard Enterprise retains the right to determine the final resolution of all reported problems.</p> |
| Enhanced critical incident management | <p>Hewlett Packard Enterprise employs integrated case management tools and enhanced escalation procedures to help resolve complex support incidents. For severity 1 incidents, HPE will engage a CEM to internally monitor and coordinate the end-to-end process and provide prompt and effective engagement of additional expertise to help accelerate resolution of an incident. The CEM will provide regular progress updates directly to the Customer. For severity 1 incidents, HPE may provide a post-incident review at its discretion. This activity helps to identify any suggested improvements that could be made by the Customer or HPE, and is intended to help prevent the occurrence of similar incidents, or improve incident handling, in the future.</p> <p>Incident severity levels are defined in the General provisions/Other exclusions section.</p> |
| Automatic call logging capability⁸ | <p>For supported devices, automatic call logging capabilities are enabled so that devices will submit service incidents directly to Hewlett Packard Enterprise using Remote Support Technology.⁸ Incidents are submitted with "failure data" 24x7 and are responded to within the service level timeframe for the associated device. Where configured, HPE Insight Online can provide a single point of visibility to incidents and resolution.</p> |

⁷ Please see the "General provisions/Other exclusions" section for more details.

⁸ 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 |
|---|--|
| Basic Software Support and Collaborative Call Management for selected non-HPE software on eligible HPE hardware products⁹ | <p>In cases where the Customer has not purchased HPE Proactive Care Advanced support on selected non-HPE software products that reside on eligible hardware equipment covered by HPE Proactive Care Advanced support, Hewlett Packard Enterprise will provide the Basic Software Support and Collaborative Call Management features as described below, instead of HPE Proactive Care Advanced software support as described in the "Software incident support" section of table 4.</p> <p>Basic Software Support on selected non-HPE software products is limited to the following: Hewlett Packard Enterprise will attempt to resolve problems on these products by applying or 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. Basic Software Support is available 24 hours per day, 7 days per week.</p> <p>If Hewlett Packard Enterprise determines that a problem is caused by a selected independent software vendor's (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 to ensure that Hewlett Packard Enterprise 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. HPE will make the TSS available for a telephone conference with the ISV as the preferred engagement method, but the process is subject to vendor participation and may vary by ISV. Once the call has transitioned to the ISV, it is then the responsibility of the ISV to resolve the Customer issue. Once the call is transitioned to the ISV, the call 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> |
| Knowledge database and HPE Support Centre access | <p>Hewlett Packard Enterprise provides access to HPESC as part of HPE Proactive Care Advanced Service. HPESC is HPE's next-generation support portal that provides a helpful online resource. Key features of this personalised portal include HPE Insight Online (personalised dashboard), support forums, support case submittal, drivers, patch management, product pages, guided troubleshooting, top issues, warranty and contract details and software updates. Service credits can also be managed through HPESC. 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 hpe.com/support/hpesc</p> <p>Through HPESC, the Customer has access to:</p> <ul style="list-style-type: none"> Published Proactive Care reports for the Customer. Subscription to hardware-related proactive service notifications, and participation in support forums for solving problems and sharing best practices with other registered users. Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving. Certain Hewlett Packard Enterprise proprietary service diagnostic tools with password access. 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. |
| Knowledge database and HPE Support Centre access (continued) | <ul style="list-style-type: none"> 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. Services, which the Customer can browse, select and schedule using credits, as well as view the current balance of available credits. |

⁹ 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. In addition to the products covered on this list, any additional ISV products and variations on these deliverables are noted at hpe.com/services/proactivecareadvancedsupportedproducts.

Table 4. Specifications: Incident management (continued)

| FEATURE | DELIVERY SPECIFICATIONS |
|--|---|
| Replacement parts and materials | <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 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>Maximum supported lifetime/maximum usage</p> <p>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> |
| Firmware updates for eligible products | <p>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.</p> <p>HPE Proactive Care Advanced Customers will have the right to download, install and use firmware updates for hardware products covered by this service, subject to all applicable licence 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 licences to firmware-based software products (features implemented in firmware activated by the purchase of a separate software licence product), the Customer must also have, if available, an active HPE Software Support agreement to receive, download, install and use related firmware updates. HPE 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 licence to use the related software updates for each system, socket, processor, processor core or end-user software licence as allowed by the original HPE or original manufacturer software licence terms.</p> |
| Incident management service-level choices | |
| Hardware and software incident support | <p>Each HPE Proactive Care Advanced Service level includes problem prevention and incident management support for hardware and software products. For each HPE Proactive Care Advanced service level, HPE provides all the core problem prevention service features noted in table 2 and table 3, as well as the related core incident management service features noted in table 4.</p> <p>For hardware products, the HPE Proactive Care Advanced portfolio offers three distinct hardware service levels:¹⁰</p> <ul style="list-style-type: none"> • HPE Next Business Day Proactive Care Advanced Service • HPE 4-hour 24x7 Proactive Care Advanced Service • HPE 6-hour Call-to-Repair Proactive Care Advanced Service <p>The HPE Proactive Care Advanced 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 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. In addition to DMR, the CDMR service feature option, if purchased, allows the Customer to retain additional components that have been designated by HPE as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the CDMR. The components that can be retained under this service feature are outlined in the document located at hpe.com/services/cdmr.</p> |

¹⁰ All service levels may not be available on all products.

Table 4. Specifications: Incident management (continued)

| FEATURE | DELIVERY SPECIFICATIONS |
|--|--|
| | <p>For software products, HPE Proactive Care Advanced 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, HPE 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. The variations in the HPE Proactive Care Advanced reactive hardware service levels are outlined in the section that follows. All coverage windows are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p> |
| Hardware incident support options | |
| HPE Next Business Day Proactive Care Advanced Service | <p>Hewlett Packard Enterprise provides the following reactive service levels for the specific devices covered under this option:</p> <p>Hardware support coverage window:</p> <ul style="list-style-type: none"> 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. <p>Hardware on-site support response time:</p> <ul style="list-style-type: none"> Next Business Day on-site response: A Hewlett Packard Enterprise authorised 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 Service limitations section. Availability of response times is dependent on the proximity of the Customer site to an HPE-designated support hub. See table 6 for more details. Please contact HPE for further information. |
| HPE 4-hour 24x7 Proactive Care Advanced Service | <p>Hewlett Packard Enterprise provides the following reactive service levels for the specific devices covered under this option:</p> <p>Hardware support coverage window:</p> <ul style="list-style-type: none"> 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays. <p>Hardware on-site support response time:</p> <ul style="list-style-type: none"> 4-hour on-site response: A Hewlett Packard Enterprise authorised 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 Service limitations section. Availability of response times is dependent on the proximity of the Customer site to an HPE-designated support hub. See table 6 for more details. Please contact HPE for further information. |
| HPE 6-hour Call-to-Repair Proactive Care Advanced Service | <p>Hewlett Packard Enterprise provides the following reactive service levels for the specific devices covered under this option:</p> <p>Hardware support coverage window:</p> <ul style="list-style-type: none"> 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays. <p>Hardware call-to-repair time commitment</p> <p>For critical incidents (severity 1 and 2), Hewlett Packard Enterprise 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 Service limitations section. Availability of response times and call-to-repair times is dependent on the proximity of the Customer site to an 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, Hewlett Packard Enterprise 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 General provisions/Other exclusions section.</p> <p>Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by Hewlett Packard Enterprise 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 reported event is closed with the explanation that HPE has determined that it does not currently require on-site intervention.</p> |

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

| FEATURE | DELIVERY SPECIFICATIONS |
|--|---|
| | <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, Hewlett Packard Enterprise will provide a 4-hour onsite response time.</p> <p>Enhanced parts inventory management (call-to-repair time commitment only)</p> <p>To support Hewlett Packard Enterprise 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 authorised representatives responding to eligible calls.</p> |
| Software product and documentation updates | <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 licence key or access code, or instructions for obtaining a licence 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 Hewlett Packard Enterprise 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> |
| Licence to use software updates | <p>The Customer receives the licence to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core or end-user software licence covered by this service, as allowed by the Hewlett Packard Enterprise or original manufacturer software licence terms.</p> <p>The licence terms shall be as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software licence, 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> |
| HPE recommended software and documentation updates method | <p>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 Licencing portal or a third-party hosted website.</p> |

Table 5. Specifications: Optional additional access to technical expertise

| FEATURE | DELIVERY SPECIFICATIONS |
|--|---|
| Proactive Select and Technical Services | 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 Hewlett Packard Enterprise, such services can be provided through the per-event HPE Technical Services portfolio or by purchasing HPE Proactive Select. HPE Proactive Select can be used by HPE Proactive Care Advanced customers to purchase additional credits. More information on HPE Proactive Select can be found at hpe.com/services/proactiveselect . |

Table 6. Specifications: Service travel zones

| FEATURE | DELIVERY SPECIFICATIONS | | | | | | | | | | | | | | | |
|--|--|--|--------------------------------------|--|------------------------|--------------------------|-------------------|-------------------------------|---------------|---------------------------|----------------------------|--|----------------------------|-------------------------------|--|--|
| Geographic locations | Travel zones and charges, if applicable, may vary in some geographic locations. | | | | | | | | | | | | | | | |
| Travel zones table for hardware on-site response time | <table> <thead> <tr> <th>Distance from HPE-designated support hub</th> <th>4-hour hardware onsite response time</th> <th>Next-day hardware onsite response time</th> </tr> </thead> <tbody> <tr> <td>0–100 miles (0–160 km)</td> <td>4 hours</td> <td>Next coverage day</td> </tr> <tr> <td>101–200 miles (161–320 km)</td> <td>8 hours</td> <td>1 additional coverage day</td> </tr> <tr> <td>201–300 miles (321–480 km)</td> <td>Established at time of order and subject to availability</td> <td>2 additional coverage days</td> </tr> <tr> <td>More than 300 miles (480+ km)</td> <td>Established at time of order and subject to availability</td> <td>Established at time of order and subject to availability</td> </tr> </tbody> </table> | Distance from HPE-designated support hub | 4-hour hardware onsite response time | Next-day hardware onsite response time | 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 |
| Distance from HPE-designated support hub | 4-hour hardware onsite response time | Next-day hardware onsite response time | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | |
| Hardware call-to-repair time commitment | A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an 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 an HPE-designated support hub. For sites that are located from 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 that follows. | | | | | | | | | | | | | | | |
| Travel zone table for hardware call-to-repair time commitment | <table> <thead> <tr> <th>Distance from HPE-designated support hub</th> <th>6-hour hardware call-to-repair time</th> </tr> </thead> <tbody> <tr> <td>0–50 miles (0–80 km)</td> <td>6 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>8 hours</td> </tr> <tr> <td>More than 100 miles (160+ km)</td> <td>Not available</td> </tr> </tbody> </table> | 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 | | | | | | | |
| 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 | | | | | | | | | | | | | | | |

Service limitations

Services provided within the scope of one HPE Proactive Care Advanced 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 Advanced Service is limited to the products under the HPE Proactive Care Advanced support contract.

In cases where the Customer purchases additional HPE Proactive Care Advanced support, 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 any device, the Customer will be requested to manually collect the data required to enable HPE 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 Advanced 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.

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 at hpe.com/services/proactivecareadvancedsupportedproducts.

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 unauthorised 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 HPE'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 HPE
- 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 Advanced 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 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 Advanced Services.

Call-to-repair time commitments and on-site 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 on-site 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.

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 on-site 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.

An on-site 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 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.

For technical hardware issues that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard Enterprise authorised 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 authorised 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 on-site 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 authorised 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 with an available coverage window. Response time options available for eligible products are specified in the Service-level options table. 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 on-site 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.

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 authorised 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 on-site 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 monitoring and automated call logging deliverables of the HPE Proactive Care Advanced 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 the HPE Proactive Care Advanced 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 licenced 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 licence 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 authorised 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 Advanced 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 Advanced covered infrastructure. The Customer will identify a focal point and an internal Customer team to work collaboratively with the Hewlett Packard Enterprise assigned ASM.

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 HPE 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. 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 HPE. 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 includes 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 shall work with Hewlett Packard Enterprise to schedule delivery of the HPE Proactive Care Advanced Service features identified for delivery for a specified number of times on an annual basis. Delivery shall be scheduled for each 12-month period of the annuity support agreement. No deliverables or entitlements shall be carried forward from one 12-month period to the next.

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
- Retain and provide to Hewlett Packard Enterprise upon request all original software licences, licence agreements, licence 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 licence, 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 authorised representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack 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 sanitising 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 Sanitisation Policy and Media Handling Policy for Healthcare Customers, can be found at 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 authorised 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 HPE 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.

On-site 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

| | | |
|-------------------|---------------------|---|
| Severity 1 | 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. |
| Severity 2 | 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 re-occurrence; there is significant impact on the business. |
| Severity 3 | 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. |
| Severity 4 | 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 Advanced 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 Advanced 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 Advanced Service, contact a local Hewlett Packard Enterprise sales representative or authorised 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 Advanced configurable/flexible support services

| | |
|----------------|--------------------------------------|
| H8B33Ax | HPE Proactive Care ADV NBD SVC |
| H8B34Ax | HPE Proactive Care ADV NBD wDMR SVC |
| H8B35Ax | HPE Proactive Care ADV 24x7 SVC |
| H8B36Ax | HPE Proactive Care ADV 24x7 wDMR SVC |
| H8B37Ax | HPE Proactive Care ADV CTR SVC |
| H8B38Ax | HPE Proactive Care ADV CTR wDMR SVC |

Table 9. HPE Proactive Care Advanced Contractual services

| | |
|----------------|--------------------------------------|
| H8B33AC | HPE Proactive Care ADV NBD SVC |
| H8B34AC | HPE Proactive Care ADV NBD wDMR SVC |
| H8B35AC | HPE Proactive Care ADV 24x7 SVC |
| H8B36AC | HPE Proactive Care ADV 24x7 wDMR SVC |
| H8B37AC | HPE Proactive Care ADV CTR SVC |
| H8B38AC | HPE Proactive Care ADV CTR wDMR SVC |

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

Resources

Insight Remote Support release notes:
hpe.com/services/getconnected

HPE Proactive Care Advanced supported products list:
hpe.com/services/proactivecareadvancedsupportedproducts

Software Product List Collaborative Support provided by HPE:
hpe.com/services/collaborativesupport

HPE Proactive Select Services:
hpe.com/services/proactiveselect

HPE Support Centre:
hpe.com/support/hpsc

HPE Media Sanitisation Policy and Media Handling Policy:
hpe.com/mediahandling

HPE Comprehensive Defective Material Retention:
hpe.com/services/cdmr

Customer Self-Repair information:
hpe.com/info/csr

For more information

For more information on HPE Proactive Care Advanced Service or other support services, contact any of our worldwide sales offices.

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