

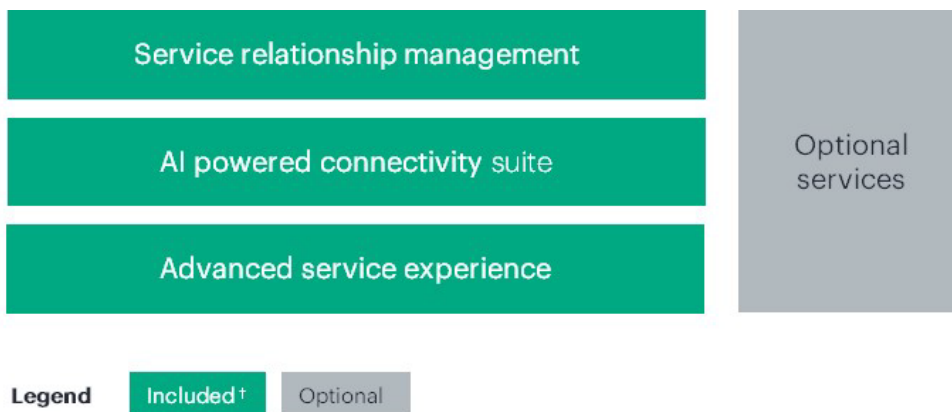
HPE Complete Care Service

Service overview and summary

HPE Complete Care Service is HPE’s most comprehensive service solution, empowering Customer’s business with resilient, outcome-driven IT operations through proactive, end-to-end support from edge to cloud. Designed to support businesses of every scale and complexity, HPE Complete Care Service delivers measurable outcomes including improved uptime, streamlined operations, enhanced visibility, and a continuous path to IT excellence. HPE Complete Care Service shifts Customer’s focus from reacting to advancing by driving product feature adoption and maximizing performance and uptime.

HPE Complete Care Service is designed to be a service offering that understands and serves a Customer’s business, not just their IT. Beginning with expert assisted setup and onboarding of the HPE Complete Care Service and HPE’s AI powered connectivity suite, and continuing with ongoing guidance and tailored recommendations, HPE Complete Care Service harnesses the potential of Customer’s IT investments, driving greater productivity, performance, and return on investment.

HPE provides this data sheet to help customers understand the features and benefits of HPE Complete Care Service, as well as what a Customer needs to do to receive these features and benefits. The HPE Complete Care Service structure depicted in Figure 1 and described in detail throughout this data sheet provides comprehensive proactive and reactive services. A service relationship management (SRM) layer provides a single point of contact, service experience management, and collaboration with the Customer. Covered products are supported by an advanced service experience and enriched by HPE’s AI powered connectivity suite.



† The HPE Complete Care Service SRM and advanced service experience require purchase of an HPE Complete Care Service Agreement—Core Contract and HPE Complete Care Service Agreement—Reactive Product Support Contract. Additional licensing and subscription terms are required for select features of the AI powered connectivity suite.

Figure 1. HPE Complete Care Service structure

HPE Complete Care Service is available for select servers, software, storage devices, storage arrays, network devices, and storage area networks. The features of this service may differ or be limited based on specific devices or software. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Service relationship management (SRM)

HPE Complete Care Service SRM, which includes the features listed below, consists of an HPE assigned service delivery team and service planning and managing activities, insights, and recommendations. Collaborating with the HPE assigned service delivery team, the Customer gains expert guidance and strategic advocacy beginning with setup and onboarding and continuing with ongoing engagements. SRM features help the Customer maximize the value of their covered products through utilization of the features and capabilities of both the products themselves and the HPE Complete Care Service.

- Service delivery team
- Service and AI powered connectivity suite setup and onboarding
- Service planning and review
- Inventory management
- Incident dashboard and review
- Technical lifecycle planning
- Operational advice
- Education planning and assistance
- HPE Digital Learner one-year subscription service

AI powered connectivity suite

HPE's AI powered connectivity suite features are intended to provide Customers with intelligent insights to help monitor, manage, and operate their entire IT environment regardless of the location of those IT assets from on-premises, at the edge, or in cloud-native environments. Designed to adapt to evolving technologies, HPE's AI powered connectivity suite features simplify lifecycle management, enhance operational efficiency, and help ensure reliable IT operations. Highlights of the key features include:

- Care Concierge virtual agent
- Device monitoring
- Firmware management
- Governance and policy
- Incident dashboard
- Integration flexibility
- Inventory status and detail dashboard
- Observability
- Parts ordering
- Product resources and downloads
- Security assessment and insights
- Software dashboard
- Support alerts
- Support collaboration
- Support incident case creation automation
- Support incident case management
- Support summary dashboard
- Sustainability insights

Advanced service experience

Each covered product within an HPE Complete Care Service Agreement requires a reactive product support base layer of service and enhanced incident management (EIM) as part of the advanced service experience feature set.

- The reactive product support base consists of the following response service levels and product support features:
 - Response service levels: HPE Complete Care Service offers three distinct reactive response service levels that Customer selects when submitting their HPE Complete Care Service order.
 - Critical: 24x7 6-hour call-to-repair
 - Essential: 24x7 4-hour on-site attendance

- Basic: Next business day on-site coverage
- Reactive product support base features: The HPE Complete Care Service reactive product support base includes a set of service general features along with hardware and/or software-specific service features based on the technology covered under support and if the product contains hardware, software, or both.
- The EIM supplements the reactive product support base layer of service through additional features including the following:
 - Multi-channel priority access and routing to HPE support engineers
 - Accelerated escalation management
 - Coordination between HPE assigned service delivery team and HPE support engineers

The reactive product support base and EIM features are enabled through HPE experts and tools. Whether traditionally by phone and email, through accelerated self-serve features such as the HPE Care Concierge and expert chat, or through HPE remote support features designed to automate Customer’s service experience, Customers have choice in how they obtain direct access to HPE support engineers with specialized knowledge in product-specific hardware and software. HPE experts go beyond traditional support by providing technical guidance on the operation, management, and security of covered products in order to help reduce incident occurrence and risk and increase IT uptime. Customers also have access to a portal of curated knowledge resources and self-service tools which allow them to perform certain activities without having to open a support incident.

Service relationship management features details

Service relationship management (SRM) is primarily comprised of an HPE assigned service delivery team structured to understand the Customer’s business and IT objectives and to help achieve these objectives through the HPE Complete Care Service. The HPE assigned service delivery team helps ensure delivery of all service features described in Table 1, beginning with setup and onboarding and continuing with ongoing engagements.

Note that in this section, all service features, solutions, and tools marked with * require [HPE Support Center portal](#) registration. In the event Customer elects not to register and activate their utilization of HPE Support Center portal, the marked service features, solutions, and tools will not be available to Customer as part of Customer’s HPE Complete Care Service.

Table 1. SRM details

Feature	Delivery specifications
Service delivery team	<p>The HPE Complete Care Service assigned service delivery team (consisting of a Service Experience Manager and a Technical Advisor) is the Customer’s advocate and operational and technical focal point.</p> <p>Service Experience Manager: The Service Experience Manager coordinates service onboarding and manages the Customer’s overall HPE Complete Care Service experience and personalization. The Service Experience Manager is responsible for HPE Complete Care Service guidance, planning, advisory support, delivery, and reporting. The Service Experience Manager also coordinates Customer interactions across various HPE teams and works with the Technical Advisor regarding HPE Complete Care Service related matters.</p> <p>Technical Advisor: The Technical Advisor provides specialized technical advice and guidance on one HPE technology category selected by Customer for the products in that technology category that are covered by Customer’s HPE Complete Care Service Agreement. A Customer must select the one eligible HPE technology category (see Table 2) at the start of their new or renewal HPE Complete Care Service Agreement—Core Contract. The Technical Advisor provides in-depth technical expertise on Customer’s selected one technology category to assist Customer with optimizing the utilization of their covered products’ features and capabilities. The specific delivery specifications of the Technical Advisor’s role are outlined in the technical lifecycle planning feature listed further down in Table 1.</p>

Table 1. SRM details (continued)

Feature	Delivery specifications
Service and AI powered connectivity suite setup and onboarding	<p>To maximize Customer’s HPE Complete Care Service experience from the outset, the HPE service delivery team engages with the Customer to provide service setup and onboarding. This includes assistance with activation, registration, and connectivity to HPE’s AI powered connectivity suite solutions for Customer’s HPE Complete Care Service covered products.</p> <p>This service feature is intended to provide brief guidance to Customer. Substantial requests for assistance, as determined by HPE at its discretion, are outside the scope of this service feature, but may be funded using HPE Service Credits or HPE Team Day.</p> <p>For new HPE Complete Care Service Agreements, HPE Education Learning Credits are provided for one named user to assist with product feature utilization.</p>
Service planning and review	<p>Proactive activities begin at the start of a new and renewal HPE Complete Care Service Agreement—Core Contract with the development of a comprehensive service plan by the HPE service delivery team in collaboration with the Customer.</p> <p>The service plan documents and includes: Details about the purchased reactive and proactive support services; covered products; geographic coverage; other support aspects related to Customer’s HPE Complete Care Service Agreement; Customer and HPE roles and responsibilities; and contact information and escalation procedures.</p> <p>Following the initial review of the service plan, HPE and Customer conduct quarterly strategic reviews and planning sessions led by the Service Experience Manager.</p> <p>These sessions are designed to align HPE Complete Care Service features with the Customer’s business goals, review support engagements, and identify opportunities for improvement to help drive continuous enhancement of service delivery and ongoing alignment with Customer’s IT and business objectives.</p> <p>If the Customer also connects to and utilizes HPE’s AI powered connectivity suite, firmware, and security version review and recommendations for covered products are also included with the service planning and review.</p>
Inventory management *	<p>HPE Complete Care Service customers have 24x7 online access to their covered products inventory, contracts, warranties, and related product information on the HPE Support Center portal. *</p> <p>Throughout the HPE Complete Care Service Agreement coverage period, the service delivery team oversees and supports inventory updates to help ensure accuracy and timeliness.</p>
Incident dashboard and review *	<p>HPE Complete Care Service customers have 24x7 online access to their covered products support incidents dashboard on the HPE Support Center portal. Information includes support incidents details, trends, and historical data to form policies and strategies to reduce downtime risk. *</p> <p>During quarterly service planning and review sessions, HPE provides key incident trends, actionable recommendations, and related insights to help Customer optimize their covered products.</p>
Technical lifecycle planning	<p>The Technical Advisor performs the following activities for the one HPE technology category selected by Customer that is covered by Customer’s HPE Complete Care Service Agreement. A Customer must select the one eligible HPE technology category (see Table 2) at the start of their new or renewal HPE Complete Care Service Agreement—Core Contract.</p> <p>Platform profiling: The Technical Advisor collaborates with Customer to understand and document Customer’s selected HPE technology category. This includes documenting types of equipment, configuration, O/S being used, interconnects, workloads that are being deployed, and third-party hardware and software being used in conjunction with Customer’s selected HPE technology. This information will be stored in connection with Customer’s HPE Complete Care service plan and made available to HPE service resources to enhance Customer’s covered products and service experience.</p> <p>Advice and guidance: The Technical Advisor conducts quarterly advanced technical advice and guidance sessions. These four technical sessions per year are scheduled by the Customer. Customer decides and pre-submits the topics in advance of each session.</p>

Table 1. SRM details (continued)

Feature	Delivery specifications
Operational advice	The Service Experience Manager is available to provide advice and guidance on the routine delivery of services related to the Customer’s HPE Complete Care Service. This service feature is intended to provide brief guidance to Customers. Substantial requests for assistance, as determined by HPE at its discretion, are outside the scope of this service feature, but may be funded using HPE Service Credits or HPE Team Day. The Service Experience Manager will advise the Customer when a request requires credits or team days and the amount required.
Education planning and assistance	Upon Customer request, the Service Experience Manager can conduct a high-level review of the Customer’s training and development needs. The Service Experience Manager can also provide assistance in contacting HPE Education Services. Customer may access training curricula and detailed course descriptions on the HPE Education Services website .
HPE Digital Learner one-year subscription service for one named user. (Renewals excluded)	A one-year HPE Digital Learner Silver subscription for one named user is included with an HPE Complete Care Service Agreement. This subscription is activated in year 1 of the HPE Complete Care Service Agreement. For detailed terms and conditions, refer to the HPE Digital Learner data sheet . HPE Digital Learner Silver transforms the best of traditional learning into a modern learning-as-a-service solution. Customer’s subscription provides a continuous learning channel to keep skills updated—at Customer’s own pace and schedule—through year-round access to training for HPE solutions and premier industry technologies. This solution offers flexibility to meet Customer’s training needs and complements traditional learning.

As noted above, HPE Complete Care Service SRM includes a Technical Advisor who will perform technical lifecycle planning on one of the HPE technology categories set forth in Table 2. A Customer must select the one HPE technology category at the start of their new or renewal HPE Complete Care Service Agreement—Core Contract. This HPE technology category selection will be the focus of the Technical Advisor for the duration of Customer’s active HPE Complete Care Service Agreement—Core Contract.

Table 2. Featured products supported by HPE Complete Care Service Technical Advisor

HPE technology category	Featured products supported by HPE Complete Care Service Technical Advisor
HPE Compute products	Gen10 and newer HPE ProLiant DL, HPE ProLiant DX, HPE Synergy, HPE Superdome Flex, HPE Scale-up 3200 series
HPE HPC AI products	HPE Apollo 2000 Gen10+ series; HPE Cray / HPE ProLiant XD 2000 & 6500 series; HPE HPC storage C500, E2000, K3000
HPE Storage—Data Services Cloud Console products	HPE Alletra 5000; HPE Alletra Storage MP B10000; HPE Alletra MP File Storage; HPE Alletra Storage MP X10000
HPE Storage traditional products	HPE MSA Gen7 and newer; HPE SimpliVity Gen11 and newer; HPE StoreOnce Gen5 and newer; HPE XP8 and newer

HPE Storage proactive support manager (PSM)

For the following HPE Storage products, the HPE Complete Care Service assigned service delivery team includes an additional resource—the proactive support manager (PSM):

- HPE Nimble Storage
- HPE Alletra Storage 5000
- HPE Alletra Storage 6000
- HPE Alletra Storage MP B10000
- HPE Alletra Storage MP X10000
- GreenLake for File Storage MP

For ordering purposes, consult with a local HPE representative or authorized HPE reseller regarding which HPE product numbers ensure the securing of a PSM.

The PSM is trained on HPE Storage products and services and uses a cloud support and management portal to review storage availability and health. HPE utilizes predictive analytics designed to deliver storage health insights in specific areas and uses the HPE best practices to improve and scale the Customer's HPE Storage products and services. Customer accesses the following feature benefits through the PSM:

- Provide advice to help optimize the integration and configuration of the HPE Storage products to enable the collection and reporting of array analytics and predictive algorithms
- Assist with proactive issue identification and advice on potential mitigation of risks
- Give access to PSM who can augment the Customer's capabilities, with the overall goal to reduce risk, increase productivity, and address peak workloads and emerging projects
- Offer consistent and reliable remote support with active end-to-end case management and reporting designed to help avoid the unnecessary escalation of routine issues
- Arrange proactive alerts for system health, performance, and protection gaps enabled by the HPE Storage products software
- Give access to the HPE Storage products and HPE self-help library, which provides knowledge-based articles, integration guides, and related documentation designed to help the Customer optimally configure their environment and assist in resolving issues

Table 3. SRM features enhanced by PSM

Feature	Delivery specifications
Comprehensive proactive support	HPE extends certain proactive service features provided under HPE Complete Care Service to the Customer's select HPE Storage products as defined here.
PSM	The PSM is an assigned remote resource added to the HPE Complete Care Service assigned service delivery team to collaborate with the Customer to understand their specific HPE Storage products' current and future needs. More specifically, the PSM works closely with the Customer and assigned service delivery team to provide certain proactive support features as set forth in this table.
Service planning and review	The service plan is developed by the HPE Complete Care Service assigned service delivery team in conjunction with the PSM and Customer's IT staff. The service plan also includes the HPE Storage products and respective services. The assigned service delivery team works with the Customer to include HPE Storage products and related information covered as part of the service plan.
Incident dashboard and review	<p>During service planning and review sessions, the PSM remotely participates in these meetings to review and provide input on HPE Storage products and services, which may include the following areas:</p> <ul style="list-style-type: none"> – Review the operational aspects of the covered HPE Storage products, such as the status of all open cases and trend analysis – Highlight potential performance enhancement opportunities – Assess risk with proactive recommendations intended to assist the Customer in helping optimize the HPE Storage products and HPE infrastructure – Review the standard HPE Storage product reports with the Customer; determine and track actionable items with the Customer and the HPE service delivery team
Education planning and assistance	The PSM provides a defined scope of educational services designed to help Customer effectively utilize HPE Storage solutions.

The HPE Storage PSM delivered features shared above are available in English and Japanese languages only. If a local language other than English or Japanese is required for delivery, then these portions of the HPE Complete Care Service Agreement features and deliverables are presented for the Customer by another member of the HPE assigned service delivery team.

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

- Services required due to the failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HPE 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 the failure of the Customer to take avoidance action previously advised by HPE
- Backup and recovery of the operating system, other software, and data
- Installation of any customer-installable firmware and/or software updates
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Sizing activities of the new or changed Customer environment

See [Addendum for HPE Storage products](#) for Customer responsibilities specific to HPE Storage products and services.

AI powered connectivity suite features details

HPE's AI powered connectivity suite provides intelligent insights and capabilities designed to seamlessly monitor, manage, and optimize the performance of Customer IT environments, regardless of the location of their IT assets on-premises, at the edge, or in cloud-native environments. Highlights of the key features are shared in Table 4.

Unique to HPE Complete Care Service and described by the service and AI powered connectivity suite setup and onboarding feature under the SRM section of this data sheet, the HPE service delivery team collaborates with the Customer to accelerate Customer's activation, registration, and connectivity to HPE's AI powered connectivity suite. The insights from the AI powered connectivity suite solutions are used by the HPE service delivery team to enrich the depth of their HPE Complete Care Service guidance and strategic advocacy to Customer throughout Customer's HPE Complete Care Service experience.

Some AI powered connectivity suite features require licenses or subscriptions which are not covered by the HPE Complete Care Service Agreement and this data sheet. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Table 4. AI powered connectivity suite details

Feature	Delivery specifications
Care Concierge virtual agent ¹	Product troubleshooting and intelligent guidance
Device monitoring ^{2, 3}	Configurable device monitoring and alerts across covered IT environments
Firmware management ^{2, 3}	Firmware baseline, monitoring, notifications
Governance and policy ^{2, 3}	Company compliance controls including audits of devices, users, and actions
Incident dashboard ¹	Support incidents details, trends, and historical data
Integration flexibility ^{2, 3}	Integration and automation with public, representational state transfer (REST) application programming interfaces (APIs)
Inventory status and detail dashboard ¹	Inventory details, contracts, warranties, and related product information
Observability ⁴	<ul style="list-style-type: none"> – Discovery: Location and mapping of all IT assets across multicloud environments – Dashboarding: IT health monitoring and alerts – Integration: Unified monitoring, management, and workflows with third-party tools – Monitoring and alerting: Infrastructure and applications tracking including proactive team notifications – Auto remediation: Common IT issues resolved automatically with predefined or custom workflows – Performance metrics: Application and hardware performance visibility – Event and incident management: Product alerts consolidation and incident response streamlining – Infrastructure optimization: Resource analysis
Parts ordering ¹	Replacement parts ordering available for customer self-repairable parts for HPE products. For ProLiant products with service contracts, self-serve hard disk replacement parts ordering is also available.
Product resources and downloads ¹	Product knowledge and resources including HPE Tech Tips video library and expert forum responses in the HPE Community forum
Security assessment and insights ^{2, 3}	Security multifactor authentication, governance, policy management, role-based access control (RBAC), and encryption
Software dashboard ¹	Latest software revisions available by product and software type
Support alerts ¹	Product support alerts including security bulletins, customer bulletins, advisories, and notices
Support collaboration ¹	Real-time digital collaboration on support management activities with group members
Support incident case creation automation ^{2, 3}	Automatically generated support incidents complemented with a wellness dashboard including health events and insights
Support incident case management ¹	Support incident creation, management, and collaboration (whether created through phone, digital, or automatically)
Support summary dashboard ¹	Supported products, contracts, and incident summaries
Sustainability insights ^{2, 3}	Telemetry data, reports, and insights on device and environment performance

¹ Features of HPE Support Center. Registration of Customer's HPE Complete Care Service Agreement is required. Visit [HPE Support Center](#) for details, product compatibility, terms of use, and availability.

² Features of HPE Compute Ops Management. Connectivity of Customer's covered products is required. Visit [HPE Compute Ops Management](#) for details, product compatibility, license, subscription, and terms of use requirements. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

³ Features of HPE's Data Services Cloud Console. Connectivity of Customer's covered products is required. Visit [HPE's Data Services Cloud Console](#) for details, product compatibility, license, subscription, and terms of use requirements. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

⁴ Features of HPE OpsRamp Software. Connectivity of Customer's covered products is required. Visit [HPE OpsRamp Software](#) for details, product compatibility, license, subscription, and terms of use requirements. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Advanced service experience features details

Each covered product within an HPE Complete Care Service Agreement requires a reactive product support base layer of service along with enhanced incident management (EIM).

- The reactive product support base consists of response service levels and product support features.
- EIM supplements the reactive product support base through additional features including multi-channel priority access and routing to HPE support engineers and escalation management.

Note that in this section, all service features, solutions, and tools marked with * require [HPE Support Center portal](#) registration. In the event Customer elects not to register and activate their utilization of HPE Support Center portal, the marked service features, solutions, and tools will not be available to Customer as part of Customer’s HPE Complete Care Service.

Reactive product support base response service levels

HPE Complete Care Service offers three distinct reactive response service levels tailored to meet Customer’s operational requirements: Critical, Essential, or Basic. Regardless of Customer’s coverage window, incidents can be reported to HPE 24 hours a day, 7 days a week. Additionally, all response service level options provide 24x7 access to online self-serve and self-solve capabilities; for supported devices connected through HPE’s AI powered connectivity suite tools, 24x7 analytics and automated incident submission are available.

The HPE Complete Care Service response service levels noted are product dependent. HPE shall provide the hardware support features for covered hardware products and the software support features for covered software products. Some service features may not be available in all languages or localities. All coverage windows are subject to local availability. Product eligibility may vary. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Table 5. Response service levels

Response service levels	Service feature	Coverage window	Feature description
Critical	Enhanced phone response	Remote response service is available 24 hours per day, 7 days per week including HPE holidays	15-minute callback for severity 1 and 2 incidents, 1 hour for severity 3; where available direct phone access to product specialists without the need for a callback (all severities)
	6-hour hardware call-to-repair ^{ASE1}	On-site response service is available 24 hours per day, 7 days per week including HPE holidays	For severity 1 and 2 incidents, HPE returns the covered hardware to operating condition within six hours. ^{ASE1} For further details, see Advanced service experience hardware call-to-repair .
	Outage management	Remote response service is available 24 hours per day, 7 days per week including HPE holidays	Available for severity 1 business impacting situations; HPE provides priority access to incident recovery specialists to expedite return to service
Essential	Enhanced phone response	Remote response service is available 24 hours per day, 7 days per week including HPE holidays	15-minute callback for severity 1 and 2 incidents, 1 hour for severity 3; where available direct phone access to product specialists without the need for a callback (all severities)
	4-hour on-site attendance	On-site response service is available 24 hours per day, 7 days per week including HPE holidays	4-hour on-site attendance ^{ASE2} for covered hardware

Table 5. Response service levels (continued)

Response service levels	Service feature	Coverage window	Feature description
Basic	Enhanced phone response	Remote response service is available 24 hours per day, 7 days per week including HPE holidays	15-minute callback for severity 1 and 2 incidents, 1 hour for severity 3; where available direct phone access to product specialists without the need for a callback (all severities)
	Next business day on-site coverage	On-site attendance—the next standard business day, during local HPE standard business hours, ^{ASE3} excluding weekends and HPE holidays, unless otherwise agreed by HPE	Next-business-day on-site response for covered hardware; ^{ASE2} support incidents received outside the coverage window shall be acknowledged the next coverage day and serviced within the following coverage day ^{ASE4}

^{ASE1} Hardware call-to-repair time begins when the initial incident has been received and acknowledged by HPE or at the start time for work scheduled in agreement with the Customer, as specified in the [Advanced service experience hardware call-to-repair](#) section. Hardware call-to-repair time ends with HPE’s determination that the hardware is repaired, or when HPE has determined that no on-site intervention is required. For hardware cases originating from software incidents, call-to-repair time begins when HPE has made the determination that the cause is attributable to the covered HPE hardware.

^{ASE2} See the [Advanced service experience hardware on-site support service limitations](#) section for more information regarding on-site response times.

^{ASE3} HPE standard local business days and hours duration may vary based on geographical location.

^{ASE4} Requests to schedule on-site attendance for outside the coverage window may incur additional costs and are subject to HPE availability.

Reactive product support base features

HPE Complete Care Service reactive product support base includes a set of general features along with hardware and/or software-specific service features based on the product and the technology covered under the product. Some service features are enhanced using HPE’s AI powered connectivity suite to provide greater levels of technical support or guidance. Customers who register online through the HPE Support Center portal gain access to enhanced digital capabilities enabling increased ease of management and direct HPE engagement. Remote and on-site response times vary based on the response service level selected, with the highest response service level providing additional assistance to Customer should outages occur. The general features are as follows:

Table 6a. Reactive product support general features

Feature	Delivery specifications
Phone access to experts	<p>Customer may contact HPE support by telephone 24 hours a day, 7 days per week to log support incidents. Visit the HPE worldwide technical support phone numbers for country-specific contact information. Response times will depend on the response service level of the covered product.</p> <p>15-minute 24x7 enhanced response: For severity 1 and 2 incidents, HPE aims to either connect the Customer to a product specialist or call the Customer back within 15 minutes. For all other incidents, HPE may connect the Customer to a product specialist or call the Customer back within one hour.</p>
Expert online chat*	<p>Customer can initiate an online chat with a specialist technical resource to ask questions or get help or general technical guidance. Expert online chat is provided so Customer can obtain quick answers to technical questions about their HPE product. Complex questions that require detailed responses may be elevated to support incidents on an as-needed basis. Expert online chat is limited to English language only—requires the user to be registered on the HPE Support Center portal and is available during the service coverage window. Availability may vary for certain products. Visit the Expert online chat product list for details or contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.</p>

Table 6a. Reactive product support general features (continued)

Feature	Delivery specifications
Expert forum response*	<p>Customer can post questions and issues or discuss usage of products within the HPE Community forums. HPE product specialists will respond within two business days to any unsolved questions raised within the official HPE Community forum for products covered by HPE Support services. Where posts raise topics that should be addressed through standard support processes, HPE requests that a formal support incident be created and follows the standard HPE incident management process. The specialist technical resource is limited to English language only and requires that the user has registered their HPE Complete Care Service Agreement on the HPE Support Center portal. HPE Community forums can be accessed on HPE Community webpage.</p>
General technical guidance	<p>HPE endeavors to provide general technical guidance for Customer questions and inquiries specific to the topic areas outlined in this section regarding the operation and management of the Customer's products covered by HPE Complete Care Service Agreement. general technical guidance is available through the telephone, web, and chat communication channels and is subject to the service coverage window of the service agreement and will be treated as a severity 3 incident. When related to the topics detailed/described in this section, HPE identifies knowledge documents, videos, and knowledge base articles to assist with topics raised.</p> <p>In addition to any limitations or exclusions set forth in this data sheet, any general technical guidance from HPE shall be provided specifically for the topics detailed as follows and only for the products covered under the service:</p> <ul style="list-style-type: none"> – Correct usage or procedures to use the products' features – Assistance with identifying relevant documentation or knowledge base articles – HPE best practices advice to help Customer manage and maintain their products – Basic navigation to use the product management interface – Advice on capacity management options based on product usage trends (where available) – Guidance with the general configuration of the product that may include recommendations for best practices based on HPE operational experience – Guidance on the potential steps to help bring the product into a supported configuration – General technical guidance topics mentioned previously may not be applicable to all hardware and/or software products covered by this service
HPE's proprietary service tool assistance (also referred to as HPE's AI powered connectivity suite)	<p>For HPE products that are supported by HPE's proprietary service tools, HPE provides support and advice for the proprietary service tools' setup, configuration, and usage. Further, for those connected products, HPE extends general technical guidance to include analytics, as well as the events and recommendations provided. For configured HPE products, on request, HPE assists Customer in understanding the issues, events, and information provided by proprietary service tools. Where analytics provide recommendations, HPE can provide qualification of the analysis, the recommendation, and the general next best actions in line with general technical guidance.</p>
Predictive alerts	<p>For HPE products covered by an HPE Complete Care Service Agreement and connected to and as supported by HPE's proprietary service tools: Customer gain access to enhanced automated monitoring routines that can identify potential issues using HPE unique signatures, rules, and determinations. For issues identified, proprietary service tools may identify opportunities for corrective action and automatically submit incidents to HPE which will also contain diagnostic information to speed diagnosis and repair. Capabilities may vary by product; devices must be supported by proprietary service tools, and connectivity is required. Configuration and usage of proprietary service tools are required to gain product insights, issue alerts, and identify usage and configuration opportunities.</p>

Table 6a. Reactive product support general features (continued)

Feature	Delivery specifications
Automated incident logging	<p>For supported HPE products using HPE’s proprietary service tools, and where connected, devices may automatically submit incidents to HPE containing diagnostic information to speed diagnosis and repair. Where automated monitoring and incident submission identify critical issues requiring HPE engagement, HPE attempts to engage the previously identified Customer contact within the service coverage window as defined by the response service level purchased. Should the Customer contact not be available, or at the Customer’s request, HPE may schedule follow-up for the following business day. All noncritical issues will be followed up on the following business day. Customer may at any stage, subject to their response service level, engage with HPE to request continuity of problem diagnosis and resolution. For more information, visit HPE Get Connected to Remote IT Support Services.</p>
HPE Support Center portal* (also referred to as the HPE Service portal)	<p>Customer must register their HPE Complete Care Service Agreement and covered products in the HPE Support Center portal to benefit from the HPE service solutions and tools provided in the personalized and integrated digital workspace. In the HPE Support Center portal, Customer can create and manage cases, view alerts and notifications (including notices of available critical downloads and security bulletins), and access support tools including virtual agent, expert chat, and the HPE Tech Tips video library. Customer can also view various dynamic dashboards that provide information about registered HPE products and services including current and historical incidents and cases, part consumption (as applicable), software and firmware update information, and more. The dashboards provide HPE analytics and recommendations that are designed to help manage HPE product support and maintenance activities. Access to the HPE Support Center portal is available 24 hours per day, 7 days a week.</p>
HPE Tech Tips video library*	<p>HPE provides access to an enhanced video knowledge library offering technical best practices and functional know-how from HPE experts. The HPE Tech Tips video library helps Customer understand how to best manage and operate their HPE product and provides information regarding emerging support trends and capabilities. HPE Tech Tips video library is available in the HPE Support Center portal. The subject of content may vary per HPE and multivendor product.</p>
Outage management (applies to Critical response service level only)	<p>During a severity 1 HPE service incident, should a business-impacting outage be identified by the Customer, HPE invokes an enhanced outage management process, dependent on the issue severity and complexity, to help minimize the business impact and accelerate resolution. Once a business outage or critical workflow interruption has been confirmed by HPE, technology-specific specialist resources shall be engaged to drive incident resolution. Throughout the duration of the outage incident, the specialist resources drive technical resolution and proactively keep nominated Customer stakeholders informed of the status. Where identified by HPE, technical insights and opportunities shall be shared to help reduce future incident likelihood. Outage management is included for HPE products covered by the critical response service level option and is in addition to standard HPE escalation processes.</p>

The hardware and software service features are set forth in Tables 6b and 6c.

Table 6b. Reactive product support hardware service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once an incident has been logged and it has been acknowledged by HPE (as per general provisions), HPE works during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any on-site assistance, HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p> <p>Where Customer chooses to swap defective parts with HPE provided replacements, referred to as customer self-repair (CSR), HPE will provide remote assistance during the service coverage window for installation of customer-installable parts or firmware classified by HPE as CSR parts.</p>

Table 6b. Reactive product support hardware service features (continued)

Feature	Delivery specifications
On-site hardware support	<p>For hardware incidents that cannot, in HPE’s judgment, be resolved remotely, an HPE authorized representative provides on-site technical support on covered hardware products to return them to operating condition. Once an HPE authorized representative arrives at the site, the representative continues to deliver the service, either on-site 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.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>In addition, at the time of on-site technical support delivery, HPE may:</p> <ul style="list-style-type: none"> – Install available engineering improvements for covered hardware products to help ensure proper operation of the hardware products and maintain compatibility with HPE supplied hardware replacement parts – Install available firmware updates defined by HPE as noncustomer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE. During the coverage hours, upon request, HPE will install critical HPE firmware updates defined by HPE as noncustomer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.
Replacement parts and materials	<p>HPE provides HPE supported replacement parts and materials necessary to maintain the covered hardware product in operating condition including parts and materials for available engineering improvements required by HPE to assure supportability of the product. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE upon deinstallation.</p>
6-hour hardware call-to-repair (applies to Critical response service level only)	<p>Using on-site and/or remote resolution efforts, HPE returns the covered hardware to operating condition within six hours for severity 1 and 2 incidents. For further information, see the Advanced service experience hardware call-to-repair, Advanced service experience travel zones, and Advanced service experience general incident provisions set forth below. Six-hour hardware call-to-repair is included for HPE products covered by the Critical response service level option and is available on select HPE hardware products.</p>
HPE visual remote guidance	<p>Customer may choose to connect with HPE support engineers using HPE visual remote guidance (VRG) during the service coverage window. HPE VRG is a secure, enterprise collaboration feature that enables remote collaboration, live stream of screen, video, and voice. Problem diagnosis and resolution may be performed in real time, with in-the-moment guidance and collaboration between Customer and HPE subject matter experts. HPE VRG may also be used to assist in the installation of HPE designated CSR parts.</p>
HPE digital dashboards *	<p>For HPE products covered by an HPE Complete Care Service Agreement and connected to HPE’s proprietary service tools, Customer gains access to additional analytic dashboards that identify device health and/or identify recommended or required firmware updates and may include recommended or required driver or software updates (platform dependent).</p>
Firmware updates for selected products *	<p>Customer is provided access to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE current standard sales terms.</p> <p>For Customer with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), they must also have, if available, an active HPE service agreement on the firmware-based software products to receive, download, install, and use related firmware updates. HPE firmware updates are released throughout the active product lifecycle and for a limited time after product end-of-sale. For HPE branded partner vendor options, access to updates is subject to the original manufacturer’s product lifecycle.</p>

Table 6b. Reactive product support hardware service features (continued)

Feature	Delivery specifications
Periodic maintenance (for selected products)	<p>For more information on eligible products that will receive periodic maintenance services as part of this service, contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.</p> <p>If periodic maintenance is included, an HPE authorized representative will contact Customer to arrange for the periodic maintenance to be performed at a mutually agreed-upon time, during local HPE standard business hours excluding HPE holidays, and within the required scheduled interval as defined in the product maintenance schedule unless otherwise agreed by HPE in writing.</p> <p>HPE plans the necessary periodic maintenance activities and communicates any identified prerequisites to Customer when contacting Customer to schedule the service. Customer must provide access to the product, ensure that the prerequisites have been met, and supply any consumables such as filters and chemicals required at the time of product maintenance.</p>

Table 6c. Reactive product support software service features

Feature	Delivery specifications
Installation advisory support	<p>Limited installation advisory support restricted to basic advisory assistance is provided if Customer encounters difficulties while performing a software product installation or advice on proper installation methods and updating of stand-alone applications. The scope of such advisory support is at HPE's discretion.</p> <p>Exclusions to this advisory support include, but are not limited to, the following: Any downloading of complete software packages or walking through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HPE.</p>
Software support	<p>For software products covered by an HPE Complete Care Service Agreement, HPE provides corrective support to resolve identifiable and customer-reproducible software product problems, support to help reproduce and determine root cause of problems that are difficult to reproduce, and assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p>
Software features and operational support	<p>HPE provides information, as commercially available, on current HPE product features, known problems and available solutions, and operational advice and assistance.</p>
Software product and documentation updates	<p>As HPE releases updates to HPE software, the latest compatible revisions of the software and reference manuals are made available to the Customer. For selected HPE supported third-party software, HPE provides software updates, as such updates are made available from the third party, or HPE may provide instructions on how Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most HPE software and selected HPE supported third-party software, updates will be made available through the Software Updates and Licensing portal through the HPE Support Center portal. The Software Updates and Licensing portal provides Customer with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HPE supported third-party software, Customer may be required to download updates directly from the vendor's website.</p> <p>When this service is provided for a solution that is composed of multiple HPE and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE.</p>

Table 6c. Reactive product support software service features (continued)

Feature	Delivery specifications
HPE's Collaborative Support and Collaborative Assistance	HPE's Collaborative Support and Collaborative Assistance provide electronic or telephone support (during the service coverage window) for select independent software vendor (ISV) software that works with hardware covered by HPE Complete Care Service. HPE's Collaborative Support and Collaborative Assistance apply to selected ISV software when that software is not under HPE support. When ISV software is covered by HPE Complete Care Service, support is provided as described in the Advanced service experience software support section of this data sheet. HPE's Collaborative Support and Collaborative Assistance are separate features; however, HPE's Collaborative Assistance applies to all ISV products that are eligible for HPE's Collaborative Support. For a list of ISV software products eligible for HPE's Collaborative Support or Collaborative Assistance, visit the Software product list for HPE Collaborative Support and Collaborative Assistance .

Enhanced incident management details

The EIM is a set of integrated and accelerated reactive and proactive processes designed to address hardware and software incidents. These processes, which can be custom tailored to Customer's needs, engage appropriate HPE product experts for quicker resolution of critical covered support incidents.

Note: The following EIM features are not applicable to the requirements associated with specific workloads and solutions. Consult a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, exclusions, solutions, and workloads.

Table 7. EIM details

Feature	Delivery specifications
Multi-channel priority access and routing to advanced technical experts	HPE Complete Care Service customer incidents take priority compared to similar service and severity levels of other customer incidents. HPE Complete Care Service customers have a streamlined way to connect with HPE support engineers across the globe.
Accelerated escalation management	HPE Complete Care Service customers receive integrated, accelerated escalation procedures to address complex covered support incidents for quicker resolution. For a critical incident or for an outage, a critical event management process is triggered which will coordinate incident escalation and rapidly enlists key incident-solving experts throughout HPE.
Coordination between HPE remote engineers and HPE assigned service delivery team	HPE support engineers will leverage the HPE Complete Care Service assigned service delivery team to understand the Customer's environment resulting in more informed problem resolution.

Advanced service experience conditions

Advanced service experience hardware on-site support service limitations

For technical hardware issues that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative provides on-site technical support on covered hardware products to return them to operating condition. On-site response time begins when the initial support incident has been confirmed to be a hardware issue by HPE. The on-site response time ends when the HPE authorized representative arrives at Customer site, or when the reported event is closed with the explanation that HPE has determined that no on-site intervention is required. An on-site response time will not apply if the service is deferred to a mutually agreed time, or if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described herein. 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 upon deinstallation.

Parts provided under hardware support may be whole unit replacements or be new or functionally equivalent to new in performance and reliability and warranted as new. Replaced parts become the property of HPE, unless HPE agrees otherwise, and Customer pays any applicable charges.

In cases where CSR parts or replacement products are shipped to resolve a case, the Customer is responsible for returning the defective part or product within 5 business days and must obtain a prepaid insurance receipt which should be retained by Customer as proof of shipment to HPE, unless otherwise communicated in writing by HPE. If 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.

If Customers agree 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, it is HPE practice to express ship to Customer's location the CSR parts that are critical to the product's operation. For additional information about CSR products and parts, Customer can view the Parts and Specifications | Parts Guide for the covered product at hpe.com or find the CSR and parts replacement information in Customer's product Maintenance and Service Guide.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HPE will work with the Customer to recommend a replacement.

Not all components will have available replacements in all countries due to local support capabilities. The Customer agrees to pay additional charges if:

- The Customer requests that HPE install customer-installable firmware or software updates or patches
- The Customer requests out-of-service coverage attendance or scheduled engagement out of selected service coverage windows

Any additional services performed by HPE at Customer's request, and that are not included in purchased support, will be chargeable at the applicable published service rates for the country where the service is performed.

If support on a product lapses, HPE may charge additional fees to resume support or require certain hardware or software upgrades to enable support coverage.

For any relocation not performed by HPE, additional recertification fees and charges for ongoing support coverage may apply to the relocation of products covered under support. Reasonable advance notice to HPE may be required to begin support after relocation. For products, any relocation is also subject to the license terms for such products.

HPE maintains the title of loaner units if provided; Customer shall have risk of loss or damage for loaner units if provided at HPE's discretion as part of hardware support or warranty services and such units will be returned to HPE without lien or encumbrance at the end of the loaner period.

Advanced service experience hardware call-to-repair

Availability of call-to-repair times is dependent on the proximity of Customer's site to an HPE designated support hub, as described in the Travel zones section. Call-to-repair times apply to Customer who submitted severity 1 and severity 2 incidents. For severity 3 incidents, or incidents scheduled at request, HPE works with Customer to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time will then start at that time. For automated electronically submitted severity 1 and 2 incidents, HPE attempts to contact the indicated Customer contact to commence repair. Automated electronically submitted severity 3 incidents will be acknowledged the following business day unless otherwise engaged by the Customer. Incident severity levels are defined in the Advanced service experience general incident provisions section.

For hardware call-to-repair time commitments, HPE recommends that Customer install and operate the appropriate HPE remote support solution in order to enable the delivery of the service. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

If Customer does not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for on-site installation of noncustomer-installable firmware if Customer does not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of customer-installable firmware is the Customer's responsibility.

HPE, at its sole discretion, may require an audit on the call-to-repair covered products. If such an audit is required, an HPE authorized representative will contact the Customer, and they will agree to arrange for an audit to be performed within the initial 30-day time frame. At the sole discretion of HPE, the audit may be performed on-site, through remote system access, through remote audit tools, or over the phone. If an audit is required by HPE, it will take 30 days from the time this service is purchased to set up and perform the audit 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 5 business days after the audit has been completed. Until such a time, service for the covered hardware will be delivered at a 4-hour on-site response time service level.

In addition, HPE reserves the right to downgrade service to an on-site response time or cancel the HPE Complete Care Service Agreement—Reactive Product Support Contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame unless the delay is caused by HPE.

HPE reserves the right to modify the call-to-repair time commitment as it applies to specific product configuration, location, and environment. This is established at the time of the HPE Complete Care Service Agreement—Reactive Product Support Contract purchase and is subject to resource availability.

A hardware call-to-repair time commitment does not apply to software products or when Customer chooses to have HPE prolong diagnosis rather than implement recommended recovery procedures.

The hardware call-to-repair time commitments and on-site response times do not apply to the repair or replacement of defective or depleted consumables. Consumables may be covered by a separate warranty.

The hardware call-to-repair time commitment is subject to Customer providing immediate and unrestricted access to the system as requested by HPE. The following activities or situations may suspend the hardware 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
- Delayed or denied requests for system access, including physical, remote troubleshooting, and hardware diagnostic assessments, are delayed or denied
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

Advanced service experience software support

Software updates are not available for all software products. For some products, software updates include only minor improved features or patches. The provision of such updates is contingent upon the continued availability of maintenance for that specific software product. New software versions must be purchased separately.

Only software product where Customer is properly licensed to use a currently supported revision of the software at the time that the HPE Complete Care Service Agreement coverage period begins may be covered by the HPE Complete Care Service Agreement. Otherwise, additional charges may be applied to bring the software product into service eligibility.

The Customer will:

- Take responsibility for registering to use the HPE or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE provides 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 HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information
- Take responsibility for acting upon software product updates and obsolescence notifications received from HPE's proprietary service tools or the HPE Support Center portal
- Use all software products in accordance with current 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 or made available for such software updates provided under this service

Unless otherwise agreed by HPE in writing, and for those offerings not delivered by HPE software, HPE only provides support for the current version and the immediately preceding version of HPE software; and provided that HPE software is used with hardware or software included in HPE specified configurations at the specified version level. Version means a release of software that contains new features, enhancements, and/or maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available to Customer.

Customer may purchase available product support for HPE software products only if they can provide evidence that they have rightfully acquired an appropriate HPE license for the products, and they may not alter or modify the products unless authorized by HPE at any time. Customer's right to use firmware and software updates (Updates) provided under HPE Support or warranty or if otherwise made available to them is co-extensive with their license to the underlying product.

However, in addition, Customer:

- May not use Updates to provide services to third parties
- May not make copies and distribute, resell, or sublicense Updates to third parties
- May not copy Updates or make them available on a public or external distributed network. This means that Customer may not copy Updates for products that are not covered under support by HPE.
- May not allow access to Updates on an intranet unless it is restricted to authorized users
- Cannot make copies of and distribute Updates on devices that are not supported by HPE
- May make only one copy of the Updates for archival purposes or when it is an essential step in authorized use
- May not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of the Updates. If Customer has a mandatory right to do so under statute, Customer must inform HPE in writing prior to making such modifications.
- May only copy documentation Updates if Customer purchased the right to copy them for the associated products. Copies must include appropriate HPE trademark and copyright notices.

If Customer authorizes a third party to act as their agent and download Updates on their behalf, using their entitlement, Customer is strictly and wholly liable for their agents' adherence to the terms of their contract with HPE, including the license terms as described previously. In addition, all parties must implement an HPE agency agreement to allow for such access by the third party.

HPE may terminate the license to use the Updates upon written notice if Customer fails to comply with these terms.

Advanced service experience collaborative assistance for third-party software

For HPE to provide HPE's Collaborative Assistance on third-party ISVs, Customer must have an active support agreement with the software vendor that allows HPE to create cases on the Customer's behalf. If the ISV vendor requires it, Customer will take any steps necessary to ensure that HPE can report an incident on their behalf. When

requested Customer must provide HPE with the appropriate information needed for HPE to initiate a service case with the software vendor. Without these steps, HPE will not be able to transfer cases to the vendor and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support incidents only. Customer remains responsible for the performance of their obligations under such active support agreement with the software vendor, which include payment of all applicable fees including any fees that may apply as a result of logging cases with the vendor. HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

Advanced service experience travel zones

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

Travel zones and charges, if applicable, may vary in some geographic locations. Courier travel zones (Hardware Exchange Service) and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in Table 8.

Table 8. Travel zones (excluding critical response service level)

Distance from HPE designated support hub	Essential and Essential Exchange response time	Basic and Basic Exchange response time
0–50 miles (0–80 km)	4 hours	Next coverage day
51–100 miles (81–160 km)	4 hours	Next coverage day
101–200 miles (161–320 km)	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Established at the time of the HPE service agreement purchase and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Established at the time of the HPE service agreement purchase and subject to availability	Established at the time of the HPE service agreement purchase and subject to availability

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

For sites that are located within 51 to 100 miles (81 to 160 km) of an HPE designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in Table 9.

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.

Table 9. Critical response service level travel zones

Distance from HPE designated support hub	Critical 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

Advanced service experience service coverage

For hardware products covered by an HPE Complete Care Service Agreement, unless otherwise stated by HPE, the service on the main product covers HPE hardware options purchased from HPE or authorized HPE resellers, internal to the product.

Included items will be covered at the same response and service level as the main product. Hazardous materials and batteries are covered separately under their own warranty terms and conditions, limited to the term of the applicable warranty period. For more information on which components require separate coverage, contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Supplies and consumable parts including, but not limited to removable media, maintenance kits, and other supplies, as well as user maintenance, are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact HPE for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and on-site response times do not apply to repair or replacement of the covered consumable part.

Notwithstanding anything to the contrary in this data sheet or HPE current standard sales terms, HPE, for select enterprise storage arrays and enterprise tape products, covers and replaces defective or depleted batteries that are critical to the proper operation of the covered product.

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

Advanced service experience general incident provisions

HPE acknowledges a support incident by logging a support case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action.

Hardware support on-site response time and call-to-repair time commitment, as well as remote response time, differ depending on incident severity and travel zones (see Tables 8 and 9 for more details). In line with the definitions outlined in the following, the Customer determines the incident severity level at the time of case creation, and it may be reviewed by agreement between HPE and the Customer.

Incident severity levels are defined as follows:

- Severity 1—Critical business impact; for example, production environment down; production system or production application down/critically impacted; data corruption/loss or risk; business severely affected; safety and security issues
- Severity 2—Limited business impact or business risk; for example, production environment available but some functions limited or degraded; severely restricted use; critical nonproduction environment or system issue
- Severity 3—No business impact; for example, nonproduction system (such as test system) or noncritical issue; work-around in place, installations, questions, or requests for information or guidance

HPE has established formal escalation procedures to facilitate the resolution of complex incidents. As determined by HPE, HPE management coordinates incident escalation, enlisting the skills of appropriate HPE resources to assist Customer with problem solving. For selected third-party software products for which HPE is providing software support and update services, HPE follows the agreed-upon escalation processes established between HPE and the third-party vendor to assist with case resolution.

Advanced service experience Smart Spares Box

The following terms apply only if Customer has an HPE owned and provided Smart Spares Box installed at the Customer's site. The Smart Spares Box is configured to store a remotely manageable inventory of product spare parts (Smart Spares Box Content) in connection with the qualifying support services described in this data sheet.

Customer responsibilities

- Allow HPE to deliver and timely install (including securing permission for placement and installation at Customer sites leased from or owned by a third party) the Smart Spares Box on Customer's premises at a location mutually determined by the parties for purpose described previously
- Allow HPE to have timely unrestricted access to the Smart Spares Box to drop-off and pick up Smart Spares Box Content, inspect, maintain, repair, and deinstall or replace the Smart Spares Box as requested by HPE
- Refrain from transferring the care or custody or removing the Smart Spares Box
- Notify HPE as soon as reasonably possible of any unauthorized use or damage to or malfunction of the Smart Spares Box, as soon as reasonably possible following discovery by Customer
- Take reasonable care (including taking reasonable measures to prevent loss or damage) of the Smart Spares Box and Smart Spare Box Content while installed at Customer's site
- Upon termination or expiration of support coverage with HPE, or at HPE's sole discretion, allow HPE to remove the Smart Spares Box and Smart Spares Box Content. Customer can request removal of the Smart Spares Box by providing HPE with 60 days advance notice.

Additional limitations

The Smart Spares Box is considered a proprietary service tool as defined in HPE support terms including any supporting material. The Customer expressly acknowledges that neither this provision nor the provisioning of the Smart Spares Box constitutes a sale or rental of the Smart Spares Box or the Smart Spares Box Content. The Smart Spares Box is provided as is, without express or implied warranty of any kind, and to the extent permitted by law, HPE disclaims all warranties.

HPE Complete Care Service reactive product support addendums

Some HPE Complete Care Service reactive product support may vary for certain HPE products. Any service differences are detailed in the shared and corresponding HPE Tech Care Service Addendum for that HPE product listed as follows.

[Addendum for multivendor products](#)

[Addendum for HPE Storage products](#)

[Addendum for HPE Zerto Software products](#)

[Addendum for Microsoft Windows Server support](#)

[Addendum for HPE Telco Service Level](#)

[Addendum for HPE ProLiant servers running Nutanix Cloud Platform](#)

[Addendum for HPE Complete Care Service—ITOps observability](#)

Ordering HPE Complete Care Service

Customers must have an active HPE Complete Care Service Agreement to receive the HPE Complete Care Service SRM features and advanced service experience features described above. In order to receive the AI powered connectivity suite features, see each solution's terms of use (review the [AI powered connectivity suite features details](#) section of this data sheet for details).

The HPE Complete Care Service Agreement is comprised of two components: HPE Complete Care Service Core Contract and HPE Complete Care Service Reactive Product Support Contract. Both the Core Contract and Reactive Product Support Contract must be linked and active within an HPE Complete Care Service Agreement for Customer to receive the features described in this data sheet.

- The HPE Complete Care Service Core Contract represents the HPE Complete Care Service relationship management (SRM) features described in this data sheet that apply to products covered by the HPE Complete Care Service Reactive Product Support Contracts.
- The HPE Complete Care Service Reactive Product Support Contract represents the advanced service experience features described in this data sheet and is linked to the Core Contract described in the previous paragraph. The Reactive Product Support Contract at a minimum lists the specific products to be covered by the HPE Complete Care Service Agreement. Customer may have more than one Reactive Product Support Contract linked to a Core Contract. All Reactive Product Support Contracts, whether purchased on the same or on different dates than the linked Core Contract, must be active at the same time as the Core Contract to receive both the SRM and advanced service experience features described in this data sheet.

Only an HPE Complete Care Service Core Contract and HPE Complete Care Service Reactive Product Support Contracts that are part of the same Customer HPE Complete Care Service defined IT environment may be linked under the same HPE Complete Care Service Agreement.

HPE offers customers two ways to purchase HPE Complete Care Service: Packaged support service and custom Statement of Work (SoW). Availability of service features, reactive product support options, response service levels, and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HPE Complete Care Service, contact a local HPE representative or authorized HPE reseller and reference the product numbers listed in Tables 10 and 11. Depending on the point of purchase and the requested service-level option, other product numbers may apply. Consult with a local HPE representative or authorized HPE reseller regarding which product numbers will best meet Customer specific needs and what optional HPE Service Credits and optional services are available.

- For Customer who purchases HPE Complete Care Service through packaged support service, the collection of an HPE Complete Care Service Core Contract and linked HPE Complete Care Service Reactive Product Support Contracts, addendums, and amendments make up the Agreement. The Customer's HPE Complete Care Service defined IT environment is limited to a single business entity in a single country.
- For Customer who purchases HPE Complete Care Service through a custom SoW, the SoW (which at a minimum represents the HPE Complete Care Service Core Contract and describes the Customer's HPE Complete Care Service defined IT environment) and linked HPE Complete Care Service Reactive Product Support Contracts, addendums, and amendments make up the Agreement. In the event of differences between this HPE Complete Care Service data sheet and Customer's HPE Complete Care Service SoW, Customer's HPE Complete Care Service SoW governs.

HPE also allows Customer to add new products to Customer's existing HPE Complete Care Service Agreement several ways including purchasing a new or amending an existing HPE Complete Care Service Reactive Product Support Contract. The Reactive Product Support Contract that the new product is included in must be linked to Customer's HPE Complete Care Service Core Contract and be a part of the Customer's HPE Complete Care Service defined IT environment.

HPE will perform a quarterly (or as specified in the HPE Complete Care Service Agreement) review process for Customer-initiated equipment additions, deletions, and changes to service coverage levels. Changes for equipment additions/deletions or to service coverage levels will require up to thirty (30) days advance notice, in writing, before the service coverage levels will be available. The price change will be effective from the date of

addition, deletion, or change in service level. A prorated amount and the next quarter's amount for the services will be on the next invoice.

Service continuity:

- In order to ensure service continuity, if an HPE Complete Care Service Reactive Product Support Contract coverage period for any covered product ends before the coverage period of the HPE Complete Care Service Core Contract, the Customer will be required to renew the expiring Reactive Product Support Contract so that such coverage period is coterminous with the coverage period of the Core Contract, as applicable. This is necessary to help ensure uninterrupted support and avoid any return to support charges. This may be accomplished through the HPE Complete Care Service true-up process, review process, or renewal. Contact an HPE representative or authorized HPE reseller for more information.
- If any HPE Complete Care Service Reactive Product Support Contract coverage period extends past the coverage period of the HPE Complete Care Service Core Contract, and the Core Contract is not renewed prior to the Core Contract's expiration, then the HPE Complete Care Service SRM features described in this data sheet will no longer extend to the Reactive Product Support Contract's covered products and will cease upon termination of the Core Contract. At such time, the Customer will only receive the advanced service experience features described in this data sheet under the Reactive Product Support Contract. No refunds will be provided for the reduced service features as a result of nonrenewal of the Core Contract.

Table 10. HPE Complete Care Service product numbers
(x denotes the service length in years; options are 3, 4, or 5 years)

HPE Complete Care Service customer type	Packaged support service	Custom Statement of Work
New customer	H54SBAx (core) + select reactive product support ^{ORD1}	H2T12CC (core)
Renewal customer	H54SBAC (core) + select reactive product support ^{ORD1}	H2T12CC (core)
Adding new products to active HPE Complete Care Service Agreement	Select reactive product support ^{ORD1}	Select reactive product support ^{ORD3}

^{ORD1} Select one HPE Complete Care Service reactive product support for each covered product.

Table 11. HPE Complete Care Service reactive product support numbers
(x denotes the service length in years; options are 3, 4, or 5 years, or C for contractual services)

Response service levels	HPE Complete Care Service reactive product support					
	Base	with DMR	with CDMR	with Hardware Exchange ^{ORD2}	with Hardware Exchange + DMR ^{ORD2}	with Hardware Exchange + CDMR ^{ORD2}
Critical (24x7 6-hour call-to-repair)	HU4D2Ax	HU4D3Ax	HU4D4Ax			
Essential (24x7 4-hour on-site attendance)	HU4D5Ax	HU4D6Ax	HU4D7Ax	H33CXAx	H33CZAx	H33CYAx
Basic (Next business day on-site coverage)	HU4D8Ax	HU4D9Ax	HU4E0Ax	H33CTAx	H33CWAx	H33CVAx

^{ORD2} Available for select HPE products.

^{ORD3} Consult with a local HPE representative or authorized HPE reseller regarding which product numbers will best meet Customer specific needs and what optional HPE Service Credits and optional services are available.

For products containing individually sold and supported units, components, or options, all individually sold and supported units, components, or options must be on the same HPE Complete Care Service Agreement and covered at the same response service level as the base product if that response service level is available on those units, components, or options.

HPE Complete Care Service Agreement may be sold on upgrade units, components, or options or modifications to such to facilitate support coverage of those upgraded or modified units, components, or options under the base product service provided the service coverage periods align.

When software support is purchased, it must be for the same service coverage (or higher) as the base product and for each system, processor, processor core, or end user in the Customer's environment that will require support.

HPE Service Credits and optional services

HPE Service Credits

HPE Service Credits gives the Customer the flexibility to choose from a variety of specialized service activities. These include assessments, performance analysis, firmware management, professional services, and operational best practices to supplement the services provided under the active warranty or support services coverage with HPE. The service activities are designed to span a broad spectrum of IT technology domains including traditional in-house IT, Big Data, converged infrastructures, and hybrid cloud infrastructures. The credit approach allows the Customer to select the specific services they need, when they need them, to help them maximize their IT performance and achieve their business goals. Further information regarding service limitations, Customer responsibilities, general provisions, exclusions, and terms and conditions can be found on the [HPE Service Credits data sheet](#) and provided by a local HPE office or HPE representative.

HPE Education Learning Credits

Customer may purchase credits for HPE Education Services to allow staff members to expand and strengthen their technical and process knowledge. Contact a local HPE office or HPE representative for further details or refer to the [HPE Education Learning Credits solution brief](#).

Optional professional services

Optional HPE professional services are available for purchase to support Customer's IT objectives and augment existing capabilities. These services can be found in the [HPE Services portfolio](#) and range from environment focused offerings to product and workload specific options. For more information, contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Optional reactive product support features and coverage

A variety of optional expanded reactive product support features and coverage and global call management are available for purchase including:

- Expanded coverage options and additional response service levels may be available in Customer's country
- Hardware data security options (on-site support)
 - Defective media retention (DMR)
 - Comprehensive defective material retention (CDMR)
- Preventative maintenance
- Hardware Exchange Service
- Assigned customer engineer
- Global call management which allows Customer to work with a single global team to log cases for all hardware and software incidents

Details about hardware data security options (on-site support), preventative maintenance, and Hardware Exchange Service are shared directly below. For information about other optional reactive product support features and coverage, contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Hardware data security options (on-site support)

Defective media retention (DMR): In the event of a hardware failure, for eligible products, the DMR service feature option allows Customer to retain replaced defective hard disk or eligible SSD/flash drive components that Customer does not want to relinquish due to sensitive data contained within the disk (disk or SSD/flash drive) covered under this service. All disks or eligible SSD/flash drives on a covered system must participate in the DMR.

Comprehensive defective media retention (CDMR): In addition to DMR, in the event of a hardware failure, the CDMR service feature option allows Customer to retain additional replaced 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 DMR and CDMR service feature options are available for on-site response service levels and apply only to eligible data retentive components replaced by HPE due to malfunction. The options do not apply to Hardware Exchange Service response service levels or any exchange of data retentive components that have not failed. The components that can be retained under these service features are outlined in the [Keep sensitive data safe with HPE Defective Media Solutions solution brief](#).

Data retentive components that are specified by HPE 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.

DMR service and CDMR service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

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

If Customer chooses to retain repair parts covered under the DMR and/or CDMR service feature options, it is their responsibility to:

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

For data retentive components supplied by HPE to Customer as loaned, rented, or leased products, 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.

Preventative maintenance

An HPE authorized representative visits the site at regularly scheduled intervals. Customer shall call HPE to request and schedule a preventive maintenance visit at the agreed-upon intervals. Availability and deliverables may vary by region. Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, standard business days, excluding HPE holidays, regardless of the selected coverage window.

Hardware Exchange Service

For products supporting customer self-repair and/or self-replace for all componentry, at HPE's discretion, an alternative to hardware on-site support may be made available: The Hardware Exchange Service covers products that can easily be shipped and on which Customer can restore data from backup files. The service is not available on all products or locations. For more details contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

For selected HPE products, HPE, at its sole discretion, may offer Hardware Exchange Service response service levels that Customer can select in order to substitute hardware on-site support.

The Hardware Exchange Service provides a replacement product or part delivered free of freight charges to Customer's location within a specified period of time. Replacement products or parts are new or functionally equivalent to new in performance.

HPE will provide HPE supported replacement parts and materials necessary to maintain the covered hardware product in operating condition including parts and materials for available and recommended engineering improvements.

HPE will confirm that the ordered part will be shipped in advance of the defective part receipt, within the Hardware Exchange Service response service level. The Customer must ship the defective product or parts to HPE within 5 business days of receipt of the replacement product or part and must obtain a prepaid insurance receipt, which should be retained by the Customer as proof of shipment to HPE.

The replaced product becomes the property of HPE upon deinstallation. Customer who wishes to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay for the replacement units.

If the defective product or part is not received by HPE within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

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

– For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HPE will work with the Customer to recommend a replacement.

HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer. Additionally, requests to schedule on-site support will incur additional costs and are subject to HPE availability.

Hardware Exchange Service is an optional HPE Complete Care Service with two response service level options that include both hardware and software coverage. This service option is not available for all products or locations. For more details, contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.

Table 12. Hardware Exchange Service response service levels

Response service levels	Service feature	Coverage window	Feature description
Essential exchange	Enhanced phone response	Remote response service is available 24 hours per day, 7 days per week including HPE holidays	15-minute callback for severity 1 and 2 incidents, 1 hour for severity 3; where available direct phone access to product specialists without the need for a callback (all severities)
	Hardware exchange	24x7; service is available 24 hours per day, 7 days per week including HPE holidays	Products will be delivered within 4 hours of a call being logged, received, and acknowledged by HPE. All hardware product replacement delivery times are subject to local availability
Basic exchange	Enhanced phone response	Remote response service is available 24 hours per day, 7 days per week including HPE holidays	15-minute callback for severity 1 and 2 incidents, 1 hour for severity 3; where available direct phone access to product specialists without the need for a callback (all severities)
	Hardware exchange	Replacement part/product delivery the next standard business day, excluding HPE holidays (coverage window)	For calls received before 2:00 p.m. local time, HPE standard business days, excluding HPE holidays, HPE will ship a replacement product to the Customer's site for delivery on the next business day after the service request has been received and acknowledged by HPE. Service calls received after 2:00 p.m. local time will be logged the next business day and serviced within the following business day. Delivery time may vary based on geographic location. All hardware replacement product delivery times are subject to local availability.

General provisions, notices, and disclaimers

For purposes of this HPE Complete Care Service data sheet and obtaining HPE Complete Care Service:

- An active HPE Complete Care Service Agreement is required to receive the SRM features and advanced service experience features of this data sheet. For the AI powered connectivity suite features, some features require licenses or subscriptions which are not covered by the HPE Complete Care Service Agreement and this data sheet. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.
- Note that all service features, solutions, and tools marked with * on this data sheet require [HPE Support Center portal](#) registration. In the event Customer elects not to register and activate their utilization of HPE Support Center portal, the marked service features, solutions, and tools will not be available to Customer as part of Customer's HPE Complete Care Service.
- Covered products and devices, supported products and devices, covered hardware and software products, covered inventory, and variations of such wordings refer to the product serial numbers or other unique identifiers listed as part of an active HPE Complete Care Service Agreement.
- Product serial numbers and other unique identifiers not included in an active HPE Complete Care Service Agreement are excluded from receiving the HPE Complete Care Service features described in this data sheet.
- New product refers to product not covered by Customer's active HPE Complete Care Service Agreement.
- Coverage period and coverage duration are defined as the duration of the HPE Complete Care Service Agreement, consisting of a start date and end date.
- Some HPE Complete Care Service features may vary for certain HPE products. Contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.
- Unless otherwise specified or arranged, HPE Complete Care Service features led by the HPE assigned service delivery team are performed during HPE standard business hours on standard business days, either remotely or on-site, at the discretion of HPE. Delivery of proactive support outside HPE standard business hours on standard business days can be purchased separately and is subject to local availability.
- HPE may provide advice on Customer security practices; however, Customer is fully responsible for the security of its IT environment.
- HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services. The following list includes, but is not limited to, specific activities that are excluded from HPE Complete Care Service:
 - Troubleshooting for interconnectivity or compatibility incidents
 - Services required due to Customer failure to incorporate any system fix, repair, patch, or modification provided to Customer by HPE
 - Services required due to Customer failure to take avoidance action previously advised by HPE
 - Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Operational testing of applications, or additional tests requested or required by Customer
 - Backup and recovery of the operating system, other software, and data
 - Services that, in HPE's opinion, are required due to improper treatment or use of the products or equipment
- Multivendor service features provisions: The service features, deliverables, definitions, and limitations of HPE Complete Care Service multivendor service provisions are described as follows and apply to multivendor products covered by HPE Complete Care Service. Consult the [Addendum for multivendor products](#) data sheet and a local HPE office or HPE representative for detailed information on local multivendor product and service eligibility, availability, specifications, requirements, limitations, and exclusions.
 - Service relationship management: All features described in the Service relationship management features details section of this data sheet are available for multivendor excluding the following: Technical Advisor; technical lifecycle planning; education planning and assistance.

- HPE Support Center portal: Limited assistance with setup and onboarding, chat, incident dashboard, inventory status, and details
- Advanced service experience
 - Reactive product support base and variations: Review the [Addendum for multivendor products](#) data sheet and consult a local HPE office or HPE representative for detailed information on local multivendor product and service eligibility, availability, specifications, requirements, limitations, and exclusions.
 - Enhanced incident management
- Any HPE recommendations, best practices, or technical guidance provided is based upon information provided by the Customer with the intention to assist the Customer and is provided at HPE's discretion. Any implementation of HPE recommendations or HPE best practices can be facilitated through the purchase of associated proactive options, HPE Team Day, or HPE Service Credits. HPE recommendations, HPE best practices, and technical guidance are general in nature and should be tested by the Customer for applicability to their environment or through additional services available through HPE.
- HPE may update or alter service features and functionality of this service. Customer will receive notifications about updates and changes through Customer's HPE assigned service delivery team or through the HPE Complete Care Service webpage.
- The HPE assigned service delivery team provides the required proactive deliverables during HPE standard business days and hours, excluding HPE holidays, either remotely or on-site, at the discretion of HPE. Delivery of proactive support outside HPE standard business hours on standard business days can be purchased separately and is subject to local availability.
- HPE reserves the right to audit Customer's installed base to verify compliance with these terms. Upon reasonable notice, HPE may conduct an audit during normal business hours (with the auditor's costs being at HPE's expense). If a software license audit reveals underpayments, then Customer will pay to HPE such underpayments. If underpayments discovered exceed 5% of the contract price, Customer will reimburse HPE for the auditor costs.
- HPE retains the right to determine the final resolution of all support incidents. Activities such as, but not limited to the following are excluded from this service:
 - Services required due to failure to incorporate any system fix, repair, patch, or modification provided by HPE
 - Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Operational testing of applications or additional tests requested or required by the Customer
 - Services that, in the opinion of HPE, 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
 - Installation of any customer-installable firmware and/or software updates
 - Troubleshooting for interconnectivity or compatibility problems
 - Support for network-related problems
 - Any architecture optimization, performance tuning, and performance-related issues
 - Nonstandard usage of HPE hardware or software, or usage thereof in contradiction with HPE recommendations
 - Unless otherwise included in HPE's Collaborative Support and Collaborative Assistance; support of third-party hardware or software running on or connected to the HPE product
 - Formal or informal training of technical concepts (including virtualization) required to administer or operate HPE products
 - Any services not clearly specified in this data sheet
- General technical guidance is limited to general usage, technical, and HPE best practices advice for HPE products where there are no dependencies on specific Customer environments or deployment unique configurations. Any specific advice required that is pertinent to the Customer's unique implementation requirements is outside the scope of these services and may be purchased separately.

- HPE designates firmware updates as customer-installable or noncustomer installable. Designation of updates is product and/or update-specific. See product service and maintenance manuals and firmware update release notes for more information.
- Due to the integrated nature of complex solutions and the interdependencies between hardware, firmware, and software, HPE recommends that Customer separately purchase combined firmware, driver, and software updates. Firmware updates to solutions performed by Customer are at Customer's risk and any assistance associated with the upgrade process or issues resulting from an upgrade is subject to HPE time and materials rates. For further information, contact a local HPE office or HPE representative for detailed information on local product and service eligibility, availability, specifications, requirements, limitations, and exclusions.
- To the extent HPE processes personal data on Customer's behalf in the course of providing the services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at hpe.com/info/customer-privacy.html shall apply.

Customer notices and acknowledgement

When purchasing an HPE Complete Care Service, Customer acknowledges and agrees:

- Customer, you, your, and variations of such wordings refer to the business entity with an active HPE Complete Care Service Agreement.
- Any HPE Complete Care Service feature not referenced in the multivendor service features provisions section of this data sheet is not available for multivendor products.
- Customer will identify a focal point and an internal Customer team to work collaboratively with the HPE service delivery team in the development, implementation, and ongoing review of the service plan feature of HPE Complete Care Service.
- Customer is responsible for the security of their proprietary and confidential information, as well as properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure the safeguarding of Customer data.
- Customer will maintain a separate backup system. To reconstruct lost or altered files, data, or programs, Customer must maintain a separate backup system or procedure that is not dependent on the products covered under support.
- Customer will notify HPE if they use products in an environment that poses a potential health or safety hazard to HPE employees or subcontractors. HPE may require Customer to maintain such products under HPE supervision and may postpone service until they remedy such hazards.
- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of the features described on this data sheet unless otherwise specified as part of a service feature description.
- In the event Customer elects not to register and activate their utilization of HPE Support Center portal, the following conditions apply: All service features, solutions, and tools marked with * on this data sheet will not be available to Customer as part of Customer's HPE Complete Care Service.
- HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description. HPE may utilize authorized service delivery partners in certain countries where HPE does not have a direct, local presence. Any specified on-site response times, parts availability, or provision of CSR parts is subject to local capability and parts availability at the country level.
- Some features and coverage (and related products) may not be available in all countries or areas. In addition, delivery of support outside of the applicable HPE coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.
- At the discretion of HPE, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery through courier of customer-replaceable parts such as certain hard disk drives and other parts classified by HPE as CSR parts, or an entire replacement product. HPE determines the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.
- HPE may require Customer to use certain proprietary hardware and/or software systems and network diagnostic and maintenance programs, as well as certain diagnostic tools that may be included as part of their system. HPE's proprietary service tools are and remain the sole and exclusive property of HPE and are provided as is. Proprietary service tools may reside on the systems or sites.

- Customer may only use service tools during the applicable support coverage period and only as allowed by HPE, and Customer may not sell, transfer, assign, pledge, or in any way encumber or convey the HPE’s proprietary service tools. Upon termination of support, Customer will return the proprietary service tools or allow HPE to remove these proprietary service tools. Some service features may also require Customer to:
 - Allow HPE to keep HPE’s proprietary service tools resident on Customer’s systems or sites, and assist HPE in running them
 - Install HPE’s proprietary service tools including installation of any required updates and patches
 - Use the electronic data transfer capability to inform HPE of events identified by the software
 - If required, purchase HPE specified remote connection hardware for systems with remote diagnosis service
 - Provide remote connectivity through an approved communications line
- Customer may not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of HPE’s proprietary service tools. If Customer has a mandatory right to do so under statute, they must inform HPE in writing prior to making such modifications. Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.
- HPE’s ability to deliver this service is dependent upon the Customer’s full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE. If Customer does not act upon the specified Customer responsibilities, at HPE’s discretion, HPE or the HPE authorized service provider will i) not be obligated to deliver the services as described or ii) perform such service at their expense at the prevailing time and material rates.
- If required by HPE, the Customer or HPE authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the documentation provided by HPE, or as otherwise directed by HPE.
- Customer will allow HPE, at HPE’s request, and at no additional charge, to modify products to improve operation, supportability, and reliability, or to meet legal requirements.
- 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 HPE as part of the repair process to ensure the safeguarding of the Customer’s data. For more information on Customer responsibilities, see the HPE Media Handling Policy.
- Customer must not be a covered entity or business associate under the U.S. Health Insurance Portability and Accountability Act (HIPAA), and that they will not be creating, receiving, maintaining, or transmitting protected health information. If Customer determines that they are a covered entity or business associate, Customer must notify HPE, and the parties agree to negotiate a mutually agreeable business associate agreement.

Advanced service experience customer responsibilities:

- Hardware products must be in good operating condition, as reasonably determined by HPE, to be eligible for placement under support. Customer must also maintain eligible HPE products at the latest HPE specified configuration and revision levels.
- If a covered product changes location, activation and registration (or proper adjustment to existing HPE registration) are to occur within 10 days of the change.
- Customer will ensure that an authorized representative is present when HPE provides support at their site. The Customer must ensure the covered product(s) are fully and freely accessible to the HPE authorized representative without any hindrance whatsoever prior to the delivery of the service. In order for the HPE authorized representative to perform the services, the Customer must remove any products that are physically blocked from access and ensure that any supported products are directly accessible without the need for additional tools or equipment. Additionally, the products must not pose a risk to the representative’s health or safety.

- Customer will provide HPE access to the products covered under support and, if applicable, adequate working space and facilities within a reasonable distance of the products; access to and use of information, Customer resources, and facilities as reasonably determined necessary by HPE to service the products; and other access requirements described in the relevant data sheet. If Customer fails to provide such access, resulting in HPE's inability to provide support, the HPE authorized representative is under no obligation to provide support, and HPE shall be entitled to charge Customer for the support call at HPE published service rates. Customer is responsible for removing any products ineligible for support, as advised by HPE, to allow HPE to perform support. If delivery of support is made more difficult because of ineligible products, HPE will charge Customer for the extra work at HPE published service rates.
- 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.
- Upon HPE request, Customer will be required to support HPE remote resolution efforts. Customer will:
 - Start self-tests and install and run other diagnostic tools and programs
 - Install customer-installable software and firmware updates and patches
 - Run data collection scripts on behalf of HPE when they cannot be initiated from HPE's proprietary service tools
 - Provide all information necessary for HPE to deliver timely and professional remote and on-site support and to enable HPE to determine the level of support eligibility
 - Perform other reasonable activities to help HPE identify or resolve issues, as requested by HPE
- Customer will connect hardware products covered under support with cables and connectors (including fiber optics, if applicable) that are compatible with the system according to the manufacturer's operating manual.
- Any HPE recommendations, best practices, or general technical guidance provided is based upon information provided by the Customer with the intention to assist Customer in the areas outlined in general technical guidance and is provided at HPE's discretion. Any implementation of HPE recommendations or HPE best practices is outside the scope of these services. HPE recommendations, HPE best practices, and general technical guidance are general in nature and should be tested by the Customer for applicability to their environment or through additional services available through HPE.
- If requested by HPE, Customer will implement temporary procedures or workarounds provided by HPE while HPE works on a permanent solution.
- Customer will notify HPE if they use products in an environment that poses a potential health or safety hazard to HPE employees or subcontractors. HPE may require Customer to maintain such products under HPE supervision and may postpone service until they remedy such hazards.

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