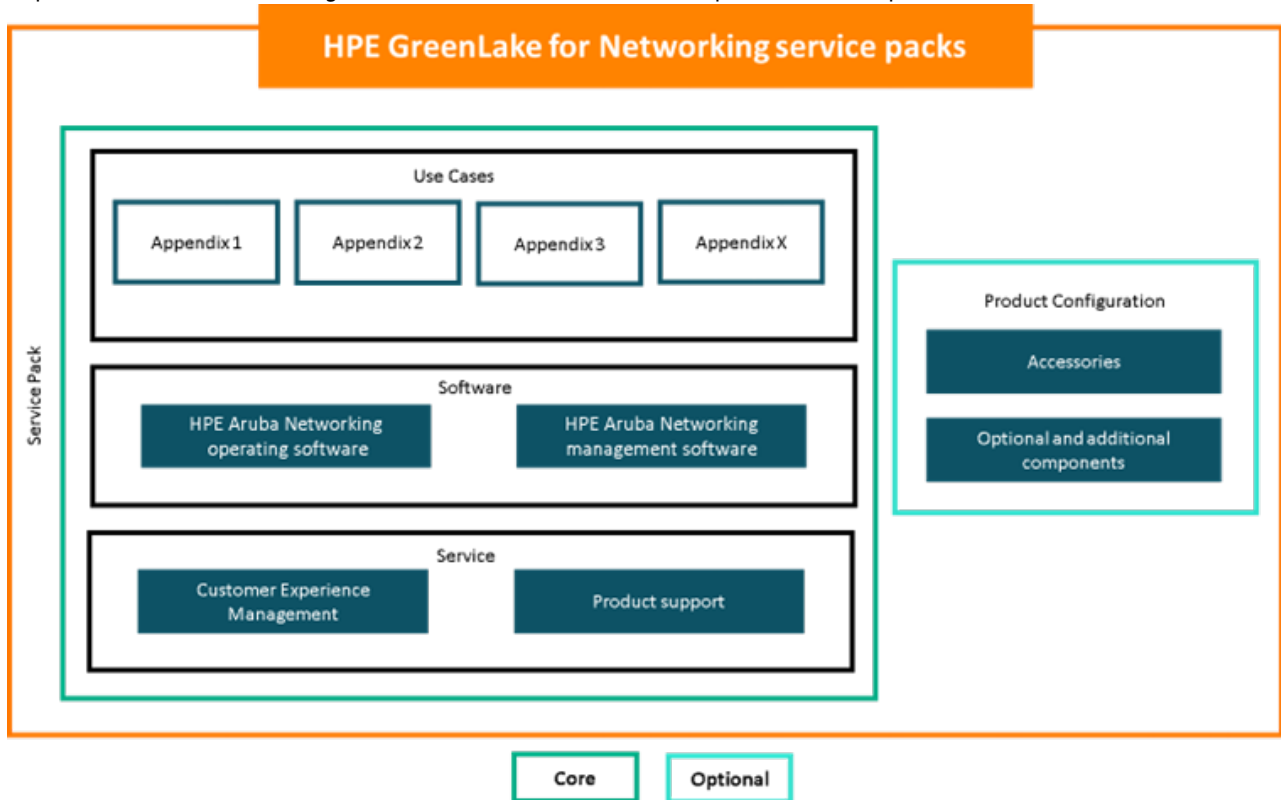


HPE GreenLake for Networking service packs

1. Service Overview

HPE GreenLake for Networking (the “Service”) provides a Network as a Service (NaaS) experience leveraging HPE Aruba Networking solutions with a flexible way to consume network infrastructure via a monthly Subscription.

HPE GreenLake for Networking service packs are modular unitized networking service offerings. Each Service Pack consists of the required HPE Aruba Networking hardware, software, and service components for the specific use case.



2. Core Service Features

2.1. Service Packs

The Service Packs include the required HPE Aruba Networking hardware, software, and service components for the specific use cases of the product solutions further described in the Appendices to this Service Description. Service Packs qualify as Systems under the HPE aaS Terms for Customers and the HPE aaS Commercial Terms.

2.2. Customer Experience Management (“CEM”)

CEM provides assistance and information in the context of service delivery. CEM is a digital experience that assists the Customers in all phases of the service lifecycle. The digital experience is comprised of:

- User and site onboarding.
- Relevant information to design and deploy Service Packs including the checklist of recommended activities.
- Access to the HPE Networking Support Portal.
- Access to the NaaS experience platform, which provides:
 - Up-to-date information about the network infrastructure.

- Ask CEM, that provides digital answers to service-related questions and demo videos.
- Inventory collection for reporting.
- Information on how to add inventory data into the NaaS experience platform and generate relevant reports.
- Contextualized product advisories for security, end of life, end of development, and end of support reports based on collected inventory.

2.3. Support

Unless an upgrade is purchased, the default included HPE support is Next business day (NBD) exchange (HW only). The default support provides support entitlements and flexible options for hardware replacement that Customers may select in their configuration of the Service Pack depending on their requirements.

Note:

- Support upgrade and downgrade options are not available in all markets and all products.
- All support tiers are subject to the equivalent [Foundational Care](#) tier constraints.

2.4. Software

[HPE Aruba Networking Central](#) is the management software included in most service packs. NaaS experience platform requires a connection to HPE Aruba Networking Central to enable the CEM digital experience. Upgrade options for HPE Aruba Networking Central are available in the [ordering guide](#).

3. End of Term Options

3.1. Extend

At the end of term, the Customer may have the availability of extending the existing Service Packs. This is accomplished through two options:

- Month to month: The Customer can retain the Service Packs and continue to pay the same monthly Subscription. This option to renew month-to-month is dependent upon the Service Packs and all related licensing being not listed as End of Support.
- New term agreement: The Customer can enter into a new Service Pack Term (3 year or 5 year) with the existing Service Packs, dependent upon the Service Packs not becoming End of Support during the full length of the new Service Pack Term. The Subscription for this new Service Pack Term will be based upon their then-fair market value, as per HPE policies and guidelines.

3.2. Refresh

At the end of the Service Pack Term, the Customer may enter into a new Subscription with new Service Packs. This is accomplished by the return of the hardware in the existing Service Packs and the purchase order for a new Service Pack Term based upon then-current Subscription pricing of the new Service Packs.

3.3. Return

The hardware in the Service Packs must be returned upon the expiry of their respective Service Pack Term to the HPE-specified return address. If the Customer fails to comply with its obligation to effect the return, a Return Fee will be charged. If Customer has lost or damaged the hardware, HPE will invoice a Replacement Value Fee.

4. Service limitations

- These services apply to Service Packs only and do not extend to the modification of any configurations of any equipment that is not part of HPE GreenLake for Networking service packs.
- Services are delivered in English only.
- HPE may use resources outside the country of purchase for the delivery of these Services.
- All Service Packs are in scope of CEM but some Service Packs may not be supported by the NaaS experience platform.
- Orders are by default single country. Service Packs are shipped when available. In any Service Pack order, the Service Pack Term cannot be co-terminus.
- Not all Service Packs include an HPE Aruba Networking Central license.
- The configuration selected for a Service Pack is fixed once the Order is placed. A future release of the Ordering platform is expected to allow for subsequent revision to such configuration.

5. Customer Responsibilities

- Service Pack Customers are accountable and responsible for the following:
 - Using due care to maintain the Service Packs in good working order, ordinary wear and tear excepted.
 - Not relocating any Service Packs into a different country from that of the customer's ship-to address country without working with HPE Aruba Networking customer success manager services and obtaining HPE's consent.



- Not making any modifications to the Service Packs and not using the designated components of a Service Pack outside that specific Service Pack.
- Deinstalling the Service Packs and returning the Service Packs within 30 calendar days of expiration or termination of the applicable Services Term, in the same condition as when delivered (including resetting and deleting all Customer data in all such Service Packs by carrying out a proper media sanitization)—ordinary wear and tear excepted, and freight prepaid and insured to the destination identified by HPE.
- Providing appropriate facilities for the Service Packs, including but not limited to
 - Floor and rack space
 - Electricity
 - Physical security
 - Network cabling
 - Network for both LAN and WAN connectivity and bandwidth
- Notifying HPE if the Service Packs are used in an environment that poses a potential hazard to the good and continued function of the Service Packs.
- Being accountable for all network architectures, designs, security, integration or deployment projects, and activity, with respect to the HPE Aruba Networking environment supported by the Service Packs.
- Adhering to licensing terms and conditions regarding the use of any HPE SaaS and tools (for example, HPE Aruba Networking Central, NaaS experience platform) provided to facilitate the delivery of the Services, as applicable.

6. Additional Definitions

- “Standard Workday” Any weekday (excluding Saturday and Sunday), aside from HPE observed holidays during a given calendar year.
- “Standard Workday **Hours**” HPE standard business hours, which are 9 AM to 5 PM local time of a Standard Workday.

7. Service Update Notifications

HPE may update or alter the features and functionality of this Service. Customers will receive notifications about updates and changes through Customer’s HPE point of contact.

8. APPLICABLE TERMS AND CONDITIONS

Terms	Link
Data Privacy and Security Agreement	https://www.hpe.com/psnow/doc/a50009396enw
Data processing & security measures	N/A
Sub-processor list	N/A
HPE aaS Terms for Customers (unless otherwise stated)	https://www.hpe.com/psnow/doc/a50009054ENW



APPENDIX 1 – WIRELESS SERVICE PACK

Wireless

Provides WLAN access service at Customer sites, including guest Wi-Fi access within a limited area. Provides Customer device endpoints with WLAN connectivity and performance to the WAN edge CPE at a site, on the internet, at Customer resources, and on any cloud in accordance with applicable design standards.

Service attributes	Wireless Indoor	Wireless Outdoor	Wireless Remote
Service description	Provides indoor wireless connective across mid, high, and ultra-high performance and density use cases	Provides outdoor wireless connectivity in high-density environments	Provides remote wireless connectivity for connecting remote sites—e.g., for hospitality, branch, and teleworker deployments
Environment	Indoor	Outdoor	Indoor
Performance density	Mid, high, and ultra-high density	High-density	Low-density
Wireless standard	Wi-Fi 6/6E/7	Wi-Fi 6	Wi-Fi 6
Speed	7.8 Gbps maximum	3 Gbps maximum	1.5 Gbps maximum
Hardware upgrades/options	Available	Available	Available
Use cases supported	General coverage, campus, office spaces, training, meeting facilities, hospitals, and warehouses	High-density outdoor environment	Hospitality, branch, and teleworker

Services

Product support	NBD HW Only Upgrades available	NBD HW Only Upgrades available	NBD HW Only Upgrades available
CEM	Included	Included	Included
NaaS experience platform	Access included	Access included	Access included
Installation and operations	Not included	Not included	Not included
HPE Aruba Networking Central	Supported Upgrades available	Supported Upgrades available	Supported Upgrades available



APPENDIX 2 – WIRED SERVICE PACK

Wired

Provides physical wired network switching service to link together computers, printers, specialty equipment, and peripheral equipment within a defined area, such as a site. Provides Customer device endpoints with wired connectivity and performance to the WAN edge CPE at a site, on the internet, at Customer resources, and on any cloud in accordance with applicable design standards.

Service attributes	Wired Access	Wired Aggregation	Wired Core
Service description	Provides wired connectivity for network access layer connections	Provides wired connectivity for network access, aggregation, and core deployments	Provides wired connectivity for high performance, scale, and bandwidth deployments
Environment	Indoor	Indoor	Indoor
Switching	Layer 3	Layer 3	Layer 3
Hardware upgrades/options	Available	Available	Available
Use cases supported	For enterprise branch offices and campus networks, as well as SMBs	Ideal for enterprise network access, aggregation, core, and data center top of rack (ToR) deployments	Ideal for use from edge access to core and into the data including spine-leaf architectures and EVPN-VXLAN fabrics

Services

Product support	NBD HW Only Upgrades available	NBD HW Only Upgrades available	NBD HW Only Upgrades available
CEM	Included	Included	Included
NaaS experience platform	Access included	Access included	Access included
Installation and operations	Not included	Not included	Not included
HPE Aruba Networking Central	Supported Upgrades available	Supported Upgrades available	Supported Upgrades available



APPENDIX 3 – SD-BRANCH SERVICE PACK

SD-Branch	Centrally automates the deployment, management, and operation of wireless, wired, and WAN infrastructure under a single, software-defined framework.
Service description	Provides software-defined, enterprise-grade network services, including management, forwarding, security, and configuration. The controller integrates policy enforcement for WLAN, LAN, and WAN. Functionality from WLAN Gateway ranging up to Advanced SD-Branch capabilities can be enabled through HPE Aruba Networking Central subscription license model.
Environment	Indoor
Firewall throughput	20 Gbps
Hardware upgrades/options	Available
Use cases supported	Large branch and campus / midsize campus / high-density large campus
Port count speed	4 x SFP+ 1G
License	
Controller per AP capacity license	2 included
Other feature licenses	Available
Services	
Product support	NBD HW Only Upgrades available
CEM	Included
NaaS experience platform	Access included
Installation and operations	Not included
HPE Aruba Networking Central	Supported Upgrades available



APPENDIX 4 – UXI SERVICE PACK

UXI	Provides performance monitoring solution to validate network health and user experience through synthetic testing. UXI assumes the role of an end user, evaluating the performance, connectivity, and responsiveness of network services as well as internal and external services.
Service description	Provides network service testing (AP association, network authentication, DHCP, DNS, captive portal) and internal and external service testing of applications using synthetic test templates that measure latency, jitter, packet loss, throughput, VoIP mean opinion scores or web application transactions. Provides a cloud-based dashboard for the service desk that can be used to triage incidents and monitor service performance. Includes one sensor; each sensor will measure up to four networks (wired and/or wireless).
Environment	Indoor
Use cases supported	For use in every industry: retail, workplace, healthcare, hospitality, branch offices, education, large public venues, manufacturing
Hardware upgrades/options	Available
Use cases	Device association, end-to-end application responsiveness, UXI agent for Zebra, incident detection, web application testing
Services	
Product support	NBD HW Only Upgrades available
CEM	Included
NaaS experience platform	Access included
Installation and operations	Not included
HPE Aruba Networking Central	Not supported



APPENDIX 5 – NETWORK POLICY SERVICE PACK

Network Policy	A platform that provides role- and device-based network access control for any user across any wired, wireless and VPN infrastructure.
Service description	HPE Aruba Networking's ClearPass Policy Manager, part of the HPE Aruba Networking Security Portfolio, provides role- and device-based secure network access control for IoT, BYOD, corporate devices, as well as employees, contractors, and guests across any multivendor wired, wireless and VPN infrastructure.
Environment	Indoor
Use cases supported	For on premise use in IOT, BYOD, Corporate, Guest
Hardware upgrades/options	Available hardware and Virtual Machine
Framework and Protocol Support	RADIUS, RADIUS Dynamic Authorization, TACACS+, web authentication, SAML v2.0 RadSec (TLS encoded RADIUS)
Services	
Product Support	Hardware Appliances: NBD Exchange Upgrades available Virtual Appliance: SW 24X7
CEM	Included
NaaS experience platform	Access included
Installation and Operations	Not included
HPE Aruba Networking Central	Not supported



APPENDIX 6 – WIRED DATA CENTER SERVICE PACK

Wired Data Center

Provides physical wired network linking together data center network elements in a limited area, such as a rack, row, pod or data center site. Provides Customer data center endpoints with very high speed wired connectivity (10Gb+) and performance to the WAN edge CPE at a Site, the Internet, Customer resources and any cloud in accordance with applicable design standards.

Service Attributes	DC Leaf	DC Spine
Service description	Provides 10Gbps and higher top-of-rack switching in data center environment, with optional Distributed Services	Provides 100Gbps and higher switching between leaf switches
Environment	Indoor	Indoor
Switching	Layer 3	Layer 3
Switching capacity	Up to 4.8Tbps	6.4Tbps up to 25.6 Tbps (9300)
Hardware upgrades/options	Available	Available
Use cases supported	Data center access switching	Data center spine switching
Airflow options	Port to power or power to port	Port to power or power to port
License		
License Upgrade Option	CX10K Premium	
Services		
Product support	NBD HW Only Upgrades available	NBD HW Only Upgrades available
CEM	Included	Included
NaaS experience platform	Access included	Access included
Installation and operations	Not included	Not included
HPE Aruba Networking Central	Supported Upgrades available	Supported Upgrades available





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