



# **HPE Telco Support Services**

## **Solution Support Services**

### **Support service overview**

Things happen. Your business needs to meet its commitments regarding technology uptime whilst maximising the value of any investment.

The HPE Telco offers a range of Software Products and Solutions, each with associated Support Services described in a series of data sheets.

The HPE Telco Support Services range has been specifically designed to support end-to-end solutions delivered by the HPE Telco, providing a comprehensive set of reactive and proactive services that cover all aspects of a solution, to help you improve the stability and operation of an end to end solution to achieve better business outcomes.

Our range and our support service have constantly evolved over the last 25 years and we continue to innovate to meet your emerging needs. We have proven our worth to hundreds of Customers across the globe as we maximise the value that they received from our solutions.

Our Support Services range can help you to improve the return on your investment in a Telco environment with features designed to help provide:

- Faster resolution from specially trained, solution-oriented experts who manage the incident from start to finish.
- Increase stability – Get better system performance and reduce downtime.
- Reduced Total Cost of Ownership (TCO) – Enable quicker time to resolution and limit resource consumption.
- Increased uptime – Gain access to technical resources and HPE experts.
- Aggressive response time objectives – Get up to 15-minute response times.

The **HPE Telco Support Services** range includes dedicated offers aligning with the specific needs of each technology choice that you make, providing you with core support services for HPE Telco Software Products and Solutions and cost-effective value-added services to meet your business and operational needs. Please refer to the [HPE Telco Operational Support Services Overview and Policy Guidelines](#) data sheet for more information regarding the range of support offers available.

The HPE Telco Solution Support Service complements the **HPE Telco Software Product Support Service** and is one of the product line of HPE Telco Support Services offered. Optional, value-added operational services can be offered alongside any active **HPE Telco Solution Support Service** or **HPE Telco Software Product Support** contract and are described in the **HPE Telco Packaged Support Services data sheet**.

## HPE Telco Solution Support Service

The **HPE Telco Solution Support Service** provides an additional layer of technical support for a solution built using our software products. Hewlett Packard Enterprise (HPE) technical resources provide support and work with your support team to help you resolve solution problems with solutions delivered by the HPE Telco.

Because Telco Customers have specific operational needs, the HPE Telco Solution Support Service includes four distinct offers:

- **HPE Telco Solution Support Foundation**, a 9x5 support offer designed to cover non-critical environments.
- **HPE Telco Solution Support Premium**, a 24x7 support offer designed to cover non-business critical production environments.
- **HPE Telco Solution Support Business Critical**, a 24x7 support offer with aggressive Service Level Objectives designed for business-critical production environments.
- For those business scenarios where the HPE Telco Business Critical Support offer is not sufficient, **HPE Telco Solution Support Mission Critical** may be offered by agreement.

For solutions covered by an HPE Telco Solution Support Service contract, the service includes remote diagnosis and support to resolve issues related to the configuration, integration or Customer specific development or customisation delivered by the HPE Telco. In addition, HPE provides electronic access to related support information, enabling any member of your staff to locate this commercially available information.

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

### Service features: Solution support, escalation management

**Table 1. Service features**

Feature	Delivery specifications
<b>Solution Support</b>	
<b>Remote problem diagnosis and support</b>	Once the Customer has placed a case and HPE has acknowledged the receipt of this case, HPE will work during the coverage window to isolate the incident and to remotely troubleshoot, remedy and resolve the incident with the Customer. HPE may initiate and perform remote diagnostics using electronic remote support solutions to access covered solutions or HPE may use other means available to facilitate remote incident resolution.
<b>Solution support language</b>	Support delivery language is provided in English and in local language on first access for most major countries. Depending on language knowledge and resource availability, local support language may be available. Support outside standard local business hours may be provided in English only.
<b>Solution support</b>	HPE provides corrective support to resolve identifiable and Customer-reproducible solution problems, support to help you identify problems that are difficult to reproduce and assistance in troubleshooting problems and determining configuration parameters for supported configurations. Once a Solution Support case is logged, an HPE Telco Support Engineer will respond to the case within the contractual response time. Please note that the HPE Telco Solution Support Service compliments the HPE Telco Software Product Support Service, a valid product support contract is required for any product support issues identified.
<b>Solution support delivery</b>	HPE provides a consistent worldwide support delivery model for solving complex problems quickly and efficiently. HPE Telco Support Engineers are servicing support from: Asia, Australia, Europe, Latin America, and North America. Support will be provided from a location of HPE's choice based on time zone and availability.
<b>Escalation management</b>	HPE has established formal escalation procedures to facilitate the resolution of complex incidents. HPE management co-ordinates incident escalation, enlisting the skills of appropriate HPE resources to assist you with problem solving. For Third-Party Products part of HPE solutions for which HPE is providing support and update services, HPE will follow the agreed-upon escalation processes established between HPE and the Third-Party vendor to assist with case resolution. Escalation management uses HPE escalation procedures; an HPE professional escalation manager coordinating the escalations with key problem-solving experts throughout HPE.



**Service Level Objectives**

The Solution Support offers are mainly differentiated by the Response, Resolution and Fix services level objectives.

**Table 2.** Service target time

Feature	Delivery specifications
<b>Response time</b>	Response time is the elapsed time from when the Customer contacts the HPE Telco Support Service with a request for assistance, when the initial call has been received and acknowledged by Hewlett Packard Enterprise, to the point that the Customer is engaged with an HPE Telco Support Engineer. Response time goals are provided as typical initial response times. HPE uses commercially reasonable efforts to meet response time goals. Response time goals in no way create a legal requirement or obligation for HPE to always provide such response in the stated time.
<b>Resolution time</b>	Resolution time is the elapsed time from when the Customer contacts the HPE Telco Support Service with a request for assistance, to the point when HPE Telco has provided a workaround or resolved the problem without the need for a software fix. Resolution time does not take into account the time the HPE Telco Support Engineer is awaiting Customer actions. Resolution time goals are provided as typical resolution times. HPE uses commercially reasonable efforts to meet resolution time goals. Resolution time goals in no way create a legal requirement or obligation for HPE to always provide a resolution in the stated time.
<b>Fix time</b>	Fix time is the elapsed time from when the Customer contacts the HPE Telco Support Service with a request for solution assistance, to the point when HPE Telco has permanently resolved the problem. Resolution may be achieved via a configuration change, software change or software update or upgrade as necessary. Please note that access to Patches, Updates and Upgrades to HPE Telco Software or Third-Party Software may be dependent on having a separate software support contract for the software product concerned. Fix time does not take into account the time the HPE Telco Support Engineer is awaiting Customer actions. HPE uses commercially reasonable efforts to meet fix time goals. Fix time goals in no way create a legal requirement or obligation for HPE to always provide a fix in the stated time.

Any Customer or Third-Party action or inaction impacting the support process will suspend the time calculation (if applicable) until they are completed or resolved.

**Table 3.** Incident severity levels

Severity	Delivery specifications
<b>Severity 1 – Critical Down</b>	<p>Critical down or severe business impact (outage/critical down situations):</p> <ul style="list-style-type: none"> <li>Production environment/application down/at severe risk;</li> <li>Production data inaccessible, unrecoverable corruption/loss risk;</li> <li>Performance of a production system has degraded to an unusable level;</li> <li>Immediate risk of reoccurring outage where no solution or workaround has been found or applied;</li> <li>Production system with severe business risk due to redundancy component/system failure;</li> </ul> <p>These include conditions that severely affect service operation, capacity, traffic, billing, maintenance, administration capabilities, non-conformity with legal and/or security requirements or risks; and require immediate corrective action for which there is no workaround or redundancy for a production environment.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport network or functional failure resulting in a greater than 85% subscriber failure</li> <li>• Important reductions in capacity or traffic-handling capability such that expected loads cannot be handled</li> <li>• Loss or corruption of billing records</li> <li>• Loss of safety or emergency capability (emergency 911 or 112 calls)</li> <li>• Critical security defect: CVSSv3 Base Score (Common Vulnerability Scoring System) severity rating from 9 to 10</li> </ul>



**Table 3.** Incident severity levels (continued)

Severity	Delivery specifications
<b>Severity 2 – Critical Degraded</b>	<p>Critical degraded (limited Business impact or Business risk):</p> <p>Production environment readily available but some functions may be severely limited, degraded or impaired, which require immediate attention;</p> <p>Some performance degradations but system still usable and not endangering production;</p> <p>Workarounds in place to prevent reoccurrence of outage but final fix pending;</p> <p>Failures where we have redundancy with limited business impact;</p> <p>POCs with revenue impact;</p> <p>The urgency is less than in critical situations because of a lesser immediate or impending effect on system performance, users, telecom service subscribers, the Customer operation and revenue.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Partial system outage or the system is partially accessible leading to perceivable service degradations. Functional failure results in a greater than 65% subscriber failure</li> <li>• Major malfunctions of feature/function and/or non-conformity with legal and/or security requirements, standards and/or specification</li> <li>• Major restrictions in operability of the network or short degradations of network resources (i.e., CPU Memory utilisation)</li> <li>• Disturbance affecting the revenue management system or the network management system</li> <li>• Exchange/Node restarts resulting in some loss of end-user functionality</li> <li>• Major documentation errors or inconsistencies</li> <li>• High security defect: CVSSv3 Base Score (Common Vulnerability Scoring System) severity rating from 7 to 8.9</li> </ul>
<b>Severity 3 – Normal</b>	<p>Normal: No Business Impact:</p> <p>Non-production system (e.g., test system) down or degraded;</p> <p>Production system or production application degraded with workaround in place; non-critical functionality lost or impaired.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Degradation below specifications of a system or application that do not significantly impair system function or the Customer services</li> <li>• Low category function does not work properly or has non-destructive error</li> <li>• Disturbance with a minor impact on the performance of the system or parts of the system</li> <li>• Non-business critical system defect, potentially resulting in the intermittent failure of any function</li> <li>• Documentation errors or inconsistencies</li> <li>• Reliable alternative solution in place with no operating impact</li> <li>• Minor degradations not leading to service degradation for the purchaser’s Customers or partners perception</li> <li>• Small restarts or resets resulting in the loss of some functionality</li> <li>• Minor restrictions in operability</li> <li>• Intermittent failure of any function</li> <li>• Low/Medium security defect: CVSSv3 Base Score (Common Vulnerability Scoring System) severity rating from 0.1 to 6.9</li> </ul>



### HPE Telco Solution Support Service Level Objectives

Where the solution includes HPE Telco Software Products or Third-Party Products covered by separate software support contracts, the Service Level Objectives for those products may differ from the Service Level Objectives for the HPE Telco Solution Support Service. Any differences will be highlighted within the HPE Telco Solution Support Service Statement of Work.

**Table 4.** HPE Telco Solution Support Foundation (9x5) SLOs

Foundation 9x5	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Response time goals	2 business hours	6 business hours	1 business day
Resolution time goals	5 calendar days	14 calendar days	N/A
Fix time goals	60 calendar days	120 calendar days	180 calendar days

**Note:**

9x5 offer may not be appropriate in certain commercial environments. Please contact your HPE sales representative to discuss.

Hewlett Packard Enterprise delivery staff will provide the required 9x5 deliverables during standard local HPE business hours excluding HPE holidays.

**Table 5.** HPE Telco Solution Support Premium (24x7) SLOs

Premium 24x7	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Response time goals	1 hour	4 hours	1 business day
Resolution time goals	24 hours	5 calendar days	N/A
Fix time goals	60 calendar days	120 calendar days	180 calendar days

**Table 6.** HPE Telco Solution Support Business Critical (24x7) SLOs

Business Critical 24x7	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Response time goals	15 minutes	30 minutes	1 business day
Resolution time goals	4 hours	8 hours	N/A
Fix time goals	28 calendar days	56 calendar days	120 calendar days

### Software upgrades and maintenance releases

**Table 7.** Software upgrades and options

Feature	Delivery specifications
Software upgrades and maintenance releases	<p>HPE Telco Software upgrades and maintenance releases are only provided with a separate HPE Telco Software Product Support contract.</p> <p>For Third-Party Products part of the HPE solutions, HPE can provide instructions on how to obtain any Third-Party update provided under this service option – from HPE or delivered directly from the Third Party. Access upgrades and maintenance releases for Third-Party Software may be dependent on having a separate software support contract for the software product concerned.</p>



## Scope of solution covered

The HPE Telco Solution Support Service includes remote diagnosis and support to resolve issues related to the solution configuration, integration or Customer specific development or customisation delivered by the HPE Telco.

A Customer specific HPE Telco Solution Support Statement of Work will define the scope of the Solution covered by the HPE Telco Solution Support Service.

An HPE Telco Solution Support Statement of Work will list the technology assets and environments within the scope of the solution which can include:

- HPE Telco Software Products (subjects to a separate HPE Telco Software Product Support contract).
- Open-Source Technology delivered by the HPE Telco.
- Third-Party Software delivered by the HPE Telco.
- Applications developed and delivered by the HPE Telco to meet specific Customer requirements.
- HPE Telco Software Product customisation or configuration delivered by the HPE Telco to meet specific Customer requirements.
- Other HPE Technology Assets.

An HPE Telco Solution Support Statement of Work will list the Integration technology within the scope of the solution which can include:

- Configuration of Software Products or developed applications delivered by the HPE Telco to facilitate a business process, workflow or data exchange within the solution or to an external system with a defined interface.

An HPE Telco Solution Support Statement of Work will list the configuration within the scope of the solution which can include:

- Configuration of Software Products or developed applications delivered by the HPE Telco to meet an agreed specification.

An HPE Telco Solution Support Statement of Work will list any exceptions to standard SLO that may be applicable to Third-Party or Open-Source technology within the solution.

An HPE Telco Solution Support Statement of Work will list any dependencies on separate support contracts that must be maintained for both HPE Telco Software products and Third-Party Software Products.

Changes made to the supported solution by the Customer or its agents during the duration of the HPE Telco Solution Support Service contract are excluded from the support service unless explicitly accepted by HPE under an agreed change control process.

## Engaging with support

### Incident reporting

HPE Telco Support Service provides a one-stop resource for your support needs. Available 24x7, we log, track and update HPE Telco Solution Support cases electronically, in an enhanced and secure environment, meeting your privacy needs.

**Table 8.** How to engage HPE Telco Solution Support

Feature	Delivery specifications
<b>Direct Access</b>	<p><b>HPE Telco Software Product Support Service</b> access is provided through <a href="#">HPE Support Centre</a> or <a href="#">telephone</a> or by calling a manned support line for assistance in resolving software problems.</p> <p>When calling the help desk, if there is an Interactive Voice Recognition menu being used, then use the words: '<b>Telecom Software Solutions.</b>' If not, you can choose '<b>Software</b>' or '<b>Other.</b>'</p>
<b>Integrated Access</b>	<p>HPE Case Exchange (GSEM) provides a secure, SIS-compliant electronic connection between a Customer's workflow system and HPE's. The implementation of this case exchange requires a specific implementation project.</p>



**Table 8.** How to engage HPE Telco Solution Support (continued)

Feature	Delivery specifications
<b>HPE Support Centre (HPE SC) Access and Features</b>	<p>HPE Support Centre (HPE SC) provides personalised access to support forums, support case submittal, patch management, software upgrades and warranty/contract coverage.</p> <p>HPE SC access and functionality are enabled after registration or sign in to HPE Passport. The linking of the Customer Service Agreements and Support Account Reference enables all available features.</p> <p>Through HPE SC, a Customer can:</p> <ul style="list-style-type: none"> <li>• Create a support case through an online web page</li> <li>• Subscribe to product-related service notifications</li> <li>• Access expanded web-based searches of entitled technical documents and manuals to facilitate faster problem-solving</li> <li>• Access Hewlett Packard Enterprise and available Third-Party hosted knowledge databases, which can be searched for selected Third-Party Products in order to retrieve product information, get answers to support questions and participate in support forums; this service may be limited by Third-Party access restrictions</li> <li>• Electronically download the latest software patches for HPE Telco software products (subject to an applicable HPE Telco Software Product Support contract)</li> </ul> <p>For more information, visit <a href="http://support.hpe.com/portal/site/hpsc">support.hpe.com/portal/site/hpsc</a> or contact your HPE Telco Customer Support Business Manager.</p>
<b>Enhanced call handling</b>	<p>The Customer can contact HPE Telco Support 24 hours a day, 7 days a week.</p> <p>HPE Telco Support will acknowledge a case by communicating the case ID to the Customer and confirming the Customer's incident severity and time requirements for commencement of remedial action. HPE Telco Solution Support Service response time may differ depending on incident severity and SLO. The Customer determines the initial incident severity level. See Tables 2 to 6 for more information.</p> <p>Once a service request has been placed and Hewlett Packard Enterprise has acknowledged receipt of the case, HPE will work to isolate the issue and to troubleshoot, remedy and attempt to resolve the issue remotely with the Customer. An HPE Telco Support Engineer may initiate and perform remote diagnostic tests using innovative automation tools to access covered products or may use other means available to facilitate remote issue resolution.</p>
<b>Case severity assessment</b>	<p>The HPE Telco Support Engineer assesses the severity of the request, based on the Customer's description of the problem and confirms the severity level as described in <a href="#">Table 3</a>.</p> <p>If the HPE Telco Support Engineer cannot reach the Customer, HPE is allowed to lower the case severity at least temporarily. HPE Telco Solution Support Service Targeted Response Time, Resolution Time and Fix Time goals are also described in the Tables 4 to 6. These tables are only applicable to HPE Telco Solution Support Services. For Third-Party Products part of HPE solutions, SLO targets (if any) are defined separately within a Customer agreement.</p>
<b>Case closure</b>	<p>The HPE Telco Support Engineer will close a case with the agreement of the Customer, when a root cause is provided or the issue is fixed. A short summary of the root cause of the Customer reported problem is captured in the case closure notes. Case closure notes are visible to the Customer via the HPE SC portal.</p>

**Support expertise**

**Table 9.** Specifications: HPE support resources

Feature	Delivery specifications
<b>HPE Telco Customer Support Business Manager</b>	<p>Where assigned, the Customer Support Business Manager develops optimised, competitive offers that provide maximum value and are available during standard HPE business hours to perform periodic reviews with Customers and recommendations, on request. As a Customer advocate, the Customer Support Business Manager maintains end-to-end ownership and accountability for the support engagement.</p>
<b>HPE Telco Customer Support Technical Lead</b>	<p>Where assigned, the Customer Support Technical Lead is the:</p> <ul style="list-style-type: none"> <li>• Primary technical contact for all reactive and proactive support</li> <li>• Intimately familiar with a Customer's environment</li> <li>• Work closely with the Customer on case reviews and prioritisation, proactive advice on potential issues that may impact the Customer environment</li> </ul>



**Table 9.** Specifications: HPE support resources (continued)

Feature	Delivery specifications
<b>HPE Telco Support Services Delivery Manager</b>	Responsible for a team of HPE Telco Support Engineers and aligned to a set of HPE Telco Software Products or Solutions, the HPE Telco Support Services Delivery Manager is accountable for the end-to-end delivery of HPE Telco Solution Support Services and for the meeting Customer service commitments and expectations.
<b>HPE Telco Support Engineer (HPE Telco SE)</b>	The HPE Telco Support Engineer provides remote incident support and handles cases from call receipt to call closure. Including: <ul style="list-style-type: none"> <li>• Acting as the HPE Telco Support Service technical interface and problem handling focus point for the support activities related to a Customer case</li> <li>• Owning and leading the actions necessary to answer Customer requests according to the committed SLO</li> <li>• Remaining engaged from case creation through to closure to help ensure a consistent end-to-end support experience</li> </ul> An HPE Telco Support Engineer may engage additional specialist resources, as required, to help achieve resolution
<b>Escalation Manager</b>	The Escalation manager is a professional coordinating a team of experts/managers to answer and resolve Customer escalation.
<b>HPE Telco Customer Experience and Quality Team</b>	The HPE Telco Customer Experience and Quality Team is responsible for monitoring and managing the quality of the end Customer experience: <ul style="list-style-type: none"> <li>• Ensuring a strong Customer-centric culture throughout the HPE Telco business</li> <li>• Receiving and reacting to Customer feedback to create a perfect experience</li> </ul>

## Service pre-requisites

Support is conditional on the installation of any HPE-recommended operating system versions and software patch levels. Customers will ensure HPE-recommended operating system versions and software patch levels are installed.

Additionally, Customers will ensure HPE-recommended versions of Third-Party Products are installed on supported systems. Appropriate versions of Third-Party Products are determined by HPE Telco Software Product versions and patch levels or by HPE Telco delivered Solution Specifications.

Installation of patches, maintenance releases or new software versions is the responsibility of the Customer. There will be additional charges if the Customer requests that Hewlett Packard Enterprise installs them.

## Customer responsibilities

The successful delivery of any support service is based on a partnership between the Support Service Provider and the Customer. In order to ensure HPE is able to meet its commitments to the Customer, the Customer will:

- Maintain a valid and active HPE Telco Software Product Support contract for all HPE Telco products in scope of the HPE Telco Solution Support Service during the Term of the Solution Support contract.
- Provide high speed remote access with the right level of security (access rights) to all systems, production, and test, which are part of the environment and personnel with sufficient and specific skills to support HPE.
- Have a testing environment where fixes or patches can be tested before implemented in the production environment.
- Provide access to HPE Telco Support personnel to production and test environment in the scope of this HPE Telco Solution Support Service.
- Execute the backup and restore activities according to policies defined during the implementation.
- Inform HPE in a timely manner about changes in Customer business that may impact or cause change to the HPE Telco Support Service or HPE's ability to deliver the HPE Telco Solution Support Service.
- Inform HPE about any service interruption and planned or unplanned maintenance activity.
- Be available for consulting with HPE as needed for HPE to comply with its obligations.
- Install fixes or patches related to support cases following guidelines provided by Hewlett Packard Enterprise.
- Be responsible for all operational tasks (maintenance, release/fix deployment, Data Base admin).
- Be responsible for the Change Management process (Releases, Configurations, etc.,) for the solution and share relevant information with HPE support personnel.





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

The Customer is required to keep HPE reasonably informed of any changes, new requirements, risks or dependencies which may impact HPE's to deliver the services as described.

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

Upon HPE request, Customer will be required to support HPE's remote case resolution efforts. The Customer will:

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

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

The Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or Third-Party vendor's electronic facility in order to access knowledge databases and obtain product information; HPE will provide registration information to the Customer as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility
- Maintain up-to-date and correct contact information within the Hewlett Packard Enterprise or Third-Party electronic facilities
- Retain and provide to Hewlett Packard Enterprise upon request all original software licences, licence agreements, licence keys and subscription service registration information, as applicable for this service
- Take responsibility for acting upon any hardcopy or email notification the Customer may receive in order to download a software upgrade or to request a new software upgrade on media, where this option is available

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitising or removing data from electronic files transmitted to Hewlett Packard Enterprise as part of the support process to ensure the safeguarding of the Customer's data.

## Support terms

**Table 10.** Support terms

Feature	Delivery specifications
<b>Support contract start</b>	The HPE Telco Solution Support Service contract begins on a date to be agreed between the Customer and HPE and defined within the HPE Telco Solution Support Statement of Work associated with contract.
<b>Support contract end</b>	The HPE Telco Solution Support Service contract ends on a date to be agreed between the Customer and HPE and defined within the HPE Telco Solution Support Statement of Work associated with contract.
<b>Support contract assignment</b>	HPE reserves the right to transfer this contract at any time to a third-party Company.
<b>Support cancellation</b>	A support contract can be cancelled or amended by either party with effective dates beginning on the support contract's annual anniversary, with 60 days prior, written notice. Fee adjustments are effective at the next renewal date of the HPE Telco Solution Support Service contract.



**Table 10.** Support terms (continued)

Feature	Delivery specifications
<b>Return to support</b>	<p>If the Customer lets support lapse and subsequently requests for the support service to be re-instated, HPE may, at its discretion:</p> <ul style="list-style-type: none"> <li>• Require the Customer to pay for a full system audit and to perform additional, chargeable ‘transition to support’ activities where the audit identifies changes that have taken place since the previous contract lapsed, this may include hardware or software upgrades</li> <li>• Adjust the support fee for the renewal term based on the finding of any audit performed</li> <li>• Charge the Customer all past support fees for the lapsed period</li> <li>• Adjust the scope of what can be covered based on changes that have been made to the solution or a change in the support status of embedded technology</li> <li>• Require the Customer to pay any fees owed from previous, expired support periods, which bring the account current</li> </ul>
<b>Limitations</b>	<p>HPE is not obligated to provide support for any claims resulting from:</p> <ul style="list-style-type: none"> <li>• Improper software implementation or hardware, operating system or environmental conditions that do not conform to HPE specifications</li> <li>• Customer’s non-compliance with HPE specification, statements of work or this data sheet</li> <li>• Improper or inadequate maintenance or calibration</li> <li>• Customer or Third-Party media, software, interfacing, supplies or other products</li> <li>• Changes on Third-Party Products integrated to the solution that impact the correct operation of the solution as originally delivered</li> <li>• Configuration or Modifications not performed, recommended or authorised by HPE</li> <li>• Virus, infection worm or similar malicious code not introduced by HPE</li> </ul> <p>HPE will not be penalised in case of incidents/events arising out of Force Majeure conditions like earthquake, bomb hazards, flood, fire, etc.</p>
<b>Fair use</b>	<p>The Customer should not engage in Unfair Use of the HPE Telco Support Services and must ensure that their personnel do not as well.</p> <p>Unfair Use includes, without limitation, attempting to use the HPE Telco Support Services to acquire professional services and consultancy which under normal circumstances are offered as chargeable standalone consultancy services.</p>
<b>HPE Telco Support Services terms</b>	<p>This support option is governed by the agreement referenced in the quotation for support services (Terms). All capitalised Terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence.</p>
<b>General consideration/exclusions</b>	<p>The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of HPE Telco Solution Support Services unless otherwise specified as part of a service feature description.</p> <p>To be eligible to purchase this HPE Telco Solution Support Services, you must be properly licensed to use a currently supported revision of all Software Products that form the solution at the time the HPE Telco Solution Support Service agreement coverage begins and for the full duration of the HPE Telco Solution Support Service agreement.</p> <p>HPE may utilise authorised service delivery partners in certain countries where HPE does not have a direct, local presence.</p> <p>HPE retains the right to determine the final resolution of all incidents.</p> <p>HPE typically excludes ‘Test Tickets’ submitted by our Customers from our standard process and reporting (e.g., Customer support tickets submitted with a description of ‘This is a Test Ticket’ or similar). However, when mutual agreed and scheduled by both parties, test tickets can be used to test and validate the support flow and contractual obligations.</p> <p>Unless explicitly included within the definition of the Solution contained within the HPE Telco Solution Support Service Statement of Work, activities such as, but not limited to, the following are excluded from this service:</p> <ul style="list-style-type: none"> <li>• Services required due to your failure to incorporate any system fix, repair, patch or modification provided or recommended to you by HPE</li> <li>• Services that, in the opinion of HPE, are required due to unauthorised attempts by non-HPE personnel to install, repair, maintain or modify hardware, firmware or software</li> <li>• Operational testing of applications or additional tests requested or required by you</li> <li>• Services that, in the opinion of HPE, are required due to improper treatment or use of the solution</li> <li>• Services required due to failure of you to take avoidance action previously advised by HPE</li> <li>• Installation of any software upgrades</li> <li>• Troubleshooting for interconnectivity or compatibility problems</li> <li>• Support for network-related problems</li> </ul>



## Data sheet

## More information

For more information on HPE Telco Software Product Support Services or other HPE Support Services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support).

## Resources

HPE Support Centre: [support.hpe.com/portal/site/hpsc](https://support.hpe.com/portal/site/hpsc)

Telecommunications Service Providers: [hpe.com/us/en/solutions/communications-industry-transformation.html](https://hpe.com/us/en/solutions/communications-industry-transformation.html)

## Learn more at

[HPE.com/us/en/solutions/telecom-support-services.html](https://hpe.com/us/en/solutions/telecom-support-services.html)

