

## HPE Partner Branded Support

### HPE Packaged Support Services

HPE Partner Branded Support provides authorized HPE Partner Ready channel partners with Hewlett Packard Enterprise hardware and software services. The service enables partners to support end-user customers who have purchased the partners' own branded support services.

Authorized HPE partners sell their own brand of services covering the eligible HPE products in this program. If a support issue arises, the partner works directly with their customer to perform the initial problem diagnosis, support, and troubleshooting following standard HPE diagnostic and troubleshooting procedures. During coverage hours, HPE technical resources work remotely with channel partner service resources to resolve hardware and software problems that the partner is unable to resolve. HPE will provide any replacement parts needed to resolve the problem.

The service also provides the HPE partner with software updates for selected HPE-supported software products for each system, processor, processor core, or end-user software license, as allowed by HPE or the original manufacturer software license. In addition, the service provides you with electronic access to related product and support information, enabling you to locate this commercially available essential information.

#### Service feature highlights

- Coverage window
- Access to technical resources
- Escalation management
- HPE electronic remote support solution
- Access to electronic support information and services
- Remote problem diagnosis and support
- Replacement parts
- Next business day delivery
- License to use software updates
- Software product and documentation updates



Table 1. Service features

Feature	Delivery specifications
<b>Coverage window</b>	<p>The service coverage window specifies the time during which the Partner may contact Hewlett Packard Enterprise to receive hardware or software technical support and to order replacement parts.</p> <p>Service is available 24 hours a day, seven days a week, including HPE holidays. This coverage window is subject to local availability. Please contact your local HPE partner business manager for further details.</p>
<b>Access to technical resources</b>	<p>The Partner may access HPE support resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving hardware or software problems that are complex or difficult to reproduce.</p>
<b>Escalation management</b>	<p>Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.</p>
<b>HPE electronic remote support solution</b>	<p>As applicable, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities that can help the Partner effectively resolve reported incidents. It can include remote system access solutions, and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HPE support specialist will assist the Partner with the use of HPE remote support tools.</p>
<b>Access to electronic support information and services</b>	<p>As part of this service, HPE provides the Partner with access to certain service and support tools and documentation, including service notifications and select HPE proprietary service diagnostic tools.</p>
<b>Installation advisory support</b>	<p>Remotely delivered advisory support is provided to the Partner who encounters difficulties while performing a product installation or who needs advice on proper installation or updating methods. This service feature does not include walking the Partner through an installation procedure from start to finish.</p> <p>The Partner will be responsible for delivering all installation activities including, but not limited to, end-user customer site preparation and information collection, documentation, installation and startup, configuration and verification, as well as any operational training and orientation for the end-user customer.</p>
<b>Remote problem diagnosis and support</b>	<p>The HPE Channel Partner is fully responsible for providing support to its end-user customers, including all installation and support services. This includes but is not limited to, installation and configuration of the covered HPE hardware and software products, ensuring end-user customer site preparation and pre-requisites are met, and performing any necessary troubleshooting activities that may occur during Partner's performance of its support, including remote diagnosis and repair.</p> <p>If, after performing the initial troubleshooting and diagnostics, the Partner is still unable to resolve an issue, the Partner can then engage HPE via telephone or web portal, 24 hours a day, 7 days a week (where available). HPE will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Partner. HPE will then work remotely, during the local coverage window (24 hours a day, 7 days a week where available), to assist the Partner in isolating the hardware incident and to remotely troubleshoot, remedy, and resolve it. HPE may request that the Partner initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HPE may use other means available to facilitate remote incident resolution. HPE will also provide telephone assistance for the installation of firmware and replacement parts. HPE provides corrective support to resolve identifiable and customer-reproducible software product problems.</p> <p>HPE retains the right to determine the final resolution of all reported incidents.</p>
<b>Replacement parts</b>	<p>Defective parts will be exchanged for replacement parts for covered HPE products. Replaced parts will be at the current revision level available within HPE inventory.</p> <p>Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage: Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick specs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>



Table 1. Service features (continued)

Feature	Delivery specifications
<b>Next business day delivery</b>	<p>The parts delivery time specifies the time required to deliver the replacement part. The following parts delivery time is available for eligible products:</p> <ul style="list-style-type: none"> <li>• Next Business Day: Parts will arrive at the Partner's specified location next business day during standard business hours, excluding HPE holidays.</li> </ul> <p>HPE will use commercially reasonable efforts to ship eligible parts to the Partner following receipt and acceptance of the Partner's order to meet the parts delivery time. Locally defined parts delivery times can vary and are dependent on local capabilities.</p> <p>For Next Business Day parts delivery, orders must be received and accepted prior to the locally defined order cutoff time during HPE standard business hours, excluding HPE holidays. Orders received after the local cutoff time during standard business hours will be processed the next business day. Order cutoff times may vary depending on the transportation network used and the destination country.</p>
<b>License to use software updates</b>	<p>The Partner receives a restricted license to distribute software updates to their end-user customers. "Updates" shall mean commercially released patches, enhancements, bug fixes, minor releases, and other incremental software updates released by HPE or third-party software suppliers for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HPE or original manufacturer software license terms.</p> <p>The license terms for the end user shall be as described in the HPE software licensing terms corresponding to the end-user customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p> <p>The Partner's right to distribute updates is limited to the end-user customers they service under HPE Partner Branded Support and must be distributed in a secure manner and in strict compliance with the HPE operations guide. The Partner must not:</p> <ul style="list-style-type: none"> <li>• Retain more than one archival copy of any update</li> <li>• Make copies of any updates, other than to facilitate distribution to end-user customers</li> <li>• Provide updates obtained on behalf of one end-user customer to another end-user customer</li> <li>• Use updates internally or on their own behalf</li> </ul>
<b>Software product and documentation updates</b>	<p>As HPE releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Partner. For selected third-party software, HPE will provide software updates as such updates are made available from the third-party, or HPE may provide instructions on how the Partner 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 Partner when they are required to download, install, or run the latest software revision.</p>

## Service limitations

### Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Software updates are not available for all products. When this service feature is unavailable, it will not be included in this service.

For some products, software updates include only minor improved features, and new software versions must be purchased separately.

Next business day parts delivery may not be available in all geographic locations. Please contact your local Hewlett Packard Enterprise partner business manager for further details. In countries where HPE does not have a direct, local presence the specified parts delivery times will not apply. Parts delivery time will vary and depends on local parts availability and local customs clearance procedures.

The following activities are excluded from this service:

- On-site delivery by HPE of support, including product installation, installation of replacement parts, or installation of firmware and software updates; the service provides for remote hardware and software HPE technical support only
- Standard troubleshooting and problem diagnosis by HPE; the Partner is required to perform standard troubleshooting and problem diagnosis, as specified by HPE, prior to contacting HPE for support
- Services required due to failure of the Partner to incorporate any system fix, repair, patch, or modification provided to the Partner by HPE
- Services required due to failure of the Partner to take avoidance action previously advised by HPE
- Operational testing of applications or troubleshooting of interconnectivity, network, or compatibility problems
- Performance testing or modeling



## Service eligibility

- The Partner must maintain an adequately trained and HPE-certified workforce and only HPE-certified resources may contact HPE for support.
- This service must be purchased for each system, component, processor, processor core, or end-user software license that will require support.
- For the Partner to be eligible to purchase this service to obtain software support, the end-user customer must be properly licensed to use the revision of the software product that is current at the beginning of the support agreement period; otherwise, an additional charge may be applied to bring the product into service eligibility.
- For the Partner to be eligible to purchase this service to obtain hardware support, the product must have been continuously under HPE warranty or support and be at a supported configuration and revision level; otherwise, an additional charge may be applied to bring the product into service eligibility.
- For certain third-party products, instead of purchasing an initial software product license, this service provides the Partner with the ability to download from a website, hosted by HPE or a third-party vendor, the current revision of the software and all software updates released during the support agreement period.

## Customer responsibilities

For the technical and commercial implementation of this service, the Partner will refer to, and be bound by, the current and any future updated version of the applicable Hewlett Packard Enterprise operations guide.

If the Partner does not act upon the specified Partner responsibilities in this document and the applicable HPE operations guide, at HPE's discretion, HPE will i) not be obligated to deliver the services as described, or ii) perform such service at the Partner's expense at the prevailing time and material rates.

The Partner is responsible for registering to use HPE's electronic facility and maintaining their registration information in order to gain access to restricted product information and to receive proactive notifications or other services available to the Partner.

The Partner must perform all on-site services required to maintain, repair, and support HPE hardware and software products under the HPE service contract.

The Partner is responsible for planning and installing, in a timely manner, critical firmware and software updates, as well as ensuring installation of replacement parts provided by HPE.

The Partner is responsible for acting upon software product updates and obsolescence notifications received from Hewlett Packard Enterprise.

If the end-user customer has licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) or licensed firmware, the Partner must also have, if available, an active Hewlett Packard Enterprise software support agreement to receive, download, install, and distribute related firmware updates. HPE will provide the Partner with firmware updates, as previously described in this document, only if the end-user customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license, as allowed by original HPE or manufacturer software license terms.

In order to enable remote monitoring of end-user customer hardware, HPE strongly recommends that the Partner install and configure the appropriate HPE remote support solution. The Partner must maintain the correct contact details in order to ensure correct routing of system incidents. HPE is not obligated to provide reactive support for end-user customer incidents that are routed to a Partner.

The Partner must own the entire relationship with the end-user customer and retain ownership of the incident after logging a case with HPE, including all communication with the end-user customer and any activities to be carried out at the end-user customer's site. The Partner may request that HPE provide on-site support activities on behalf of the Partner, including resolution of technical incidents and installation of firmware or software updates or patches. At HPE's discretion, HPE will provide on-site support as requested by the Partner, and the Partner agrees to pay HPE additional charges on a time and materials basis.

The Partner will place parts requests through the HPE Channel Services Network (CSN), or the appropriate local process, unless otherwise directed by HPE.



In cases where parts or replacement products are shipped to resolve a problem, the Partner is responsible for returning the defective part or product within a time period designated by HPE. Prior to contacting HPE for support, the Partner is expected to perform standard troubleshooting and problem diagnosis, as specified by HPE. The Partner will eliminate all other potential causes of the reported incident, through incident reproduction or troubleshooting, so it can be determined that the incident is directly related to the products supported by this service. The incident is determined to be a result of either i) a design problem (or that design-level expertise would be needed to determine the exact nature of the problem), or ii) a suspected complex or interoperability problem.

Upon contacting HPE, the Partner is expected to provide a clear, accurate, and complete problem statement and other information, as necessary.

The Partner is responsible for:

- Retaining, and providing to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Using all software products in accordance with current HPE software licensing terms corresponding to the end-user customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Removing all sensitive data before returning any storage media to HPE; HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such storage media

## Coverage

This service provides coverage for selected HPE hardware and software products. For some servers and storage products, CPUs, disks, and other major internal and external components will be covered if support has been configured accordingly, and they are listed in the contract's equipment list (if applicable).

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 Partner. HPE will work with the Partner to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

## General provisions/other exclusions

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the Partner, as applicable.

When this service is provided for a solution that is composed of multiple HPE and/or third-party products, software support will only be offered on updates that are made available for the solution by HPE.

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

- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE authorized personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services that, in the opinion of HPE, are required due to improper treatment or use of the product
- Service required due to causes external to the HPE maintained hardware or software



## Ordering information

All products with individually sold support (i.e., hard drives within a storage array, etc.) must be ordered with the same service level as the product they are contained in, if that service level is available on those units.

Availability of service features 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 Partner Branded Support, contact a local HPE sales representative and reference the following product numbers (x denotes the service length in years):

- H1L06Ax for HPE Next Business Day Partner Branded Support
- H1L06AC for HPE Next Business Day Partner Branded Support (for contract renewals)

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support)

