HP Proactive Care Service

HP Services

HP Proactive Care Service (Proactive Care) offers an integrated set of proactive and reactive services designed to help you improve the availability and performance of your converged infrastructure. In a complex environment, many components need to work together effectively. Proactive Care has been specifically designed to support these complex environments, providing an end-to-end environment support solution that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks.

In the event of a service incident, Proactive Care provides access to technical solution specialists who can help you to rapidly resolve critical issues. HP employs accelerated escalation procedures to resolve complex incidents. In addition, your support team of HP specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity.* The service includes onsite hardware repair if it is required to resolve the issue. You can choose from a range of hardware reactive support levels to meet your business and operational needs.

Proactive Care helps you avoid issues by providing such services as firmware release and software patching analysis and recommendations, so that your environment is current and compatible. You will receive a regular Proactive Scan of covered products which can help you to uncover configuration, availability, and security problems more proactively. Proactive Care also provides regular incident reporting to help you avoid repeat problems.

If you require further personalization or technical assistance, you can augment your Proactive Care Service by purchasing the following additional service options:

•Personalized support

•Availability and performance improvement

•Insight Software optimization

•Technical skills on demand

*Remote support technology is a customer-installable prerequisite for HP Proactive Care Service.

Service benefits

Proactive Care helps you to maximize return on your investment in a converged infrastructure with:

- Accelerated incident resolution from rapid access to trained, solution-orientated resources that manage the case end to end
- Avoidance of problems caused by an infrastructure that is not at the current revision level
- Improved performance through regular Proactive Scans to help ensure that systems are configured consistently with HP best practices
- Reduction of incidents by anticipating issues through real-time monitoring of the environment and case history trend reporting

Through the availability to purchase options, Proactive Care helps you by providing:

- Increased accountability and personalization through the assignment of an account support team that will provide support planning and reviews
- Maximize return on IT assets through performance and availability analysis
- Simplified operations from fully utilizing management software
- Flexible resourcing through access to skills on demand that can help with peak workload and project requirements

Service feature highlights

Table 1. HP Support team

Core features

- Remote support team:
  - Technical account manager (TAM)
  - Technical solution specialist

Table 2. Proactive features

Core features	Optional features

• Firmware release and software patching analysis and recommendations
• Proactive scans
• Incident reporting
• Remote support solution
  – Remote support technology installation assistance
  – HP Support Center
	• Personalized support
	  – Account support plan
	  – Support review Meeting
	  – Personalized escalation management
	• Performance and availability improvement
	  – Performance and capacity analysis
	  – Availability analysis
	• Insight software optimization
	• Technical skills on demand

Service feature highlights *continued*

Table 3. Reactive features

Core features

- Remote support service coverage window (24x7)
- HP Advanced Solution Center
- Response to critical hardware and software incidents (24x7)
- Accelerated escalation management
- Remote hardware and software incident diagnosis and support
- HP electronic remote support solution
- Incident collaboration for non-HP products
- Access to electronic support information and services
- Replacement parts and materials
- Work to completion

Reactive service-level choices

- Hardware and software reactive support
- Hardware reactive support options:
  - HP Next Business Day Proactive Care Service
  - HP 4-hour 24x7 Proactive Care Service
  - HP 6-hour call-to-repair Proactive Care Service
- Hardware onsite support
- Onsite response time for hardware support
- Hardware call-to-repair time commitment
  - Upfront audit (call-to-repair time commitment only)
  - Enhanced parts inventory management (call-to-repair time commitment only)
- Software reactive support features
  - Non-critical software response
  - Software product and documentation updates
  - License to use software updates
  - HP recommended software and documentation updates method

Additional core feature for Proactive Care with defective media retention services

  - Defective media retention

Specifications

Table 1. HP Support team

Feature	Delivery specifications
Core features	
Remote support team	The Customer receives support from the HP Advanced Solution Center. This center provides access to the following trained technical specialists.
Technical account manager (TAM)	The TAM provides the Customer with proactive services and is a non-dedicated remote resource who provides firmware and software update analysis and recommendations, as well as the Proactive Scans. The TAM provides a service overview at the start of the contract and is also available to discuss incident reports. The TAM manages the delivery of proactive services end to end and engages additional specialist resources as required.
Technical solution specialist	A remote technical solution specialist provides incident support. The technical solution specialist is the first resource to work with the Customer to resolve a technical issue. The technical solution specialist will engage additional specialist resources to help resolve the issue, at the discretion of HP. If additional resources are used, the technical solution specialist will remain engaged throughout the process to help ensure a consistent experience for the Customer.

Specifications

Table 2. Proactive features

Feature	Delivery specifications
Core features	
Firmware release and software patching analysis and recommendations	System performance and stability require maintenance at the correct levels of software and firmware revisions. Semi-annually, HP reviews the products under the Proactive Care contract to verify that they are at the recommended revision levels. HP provides recommendations as to applicable software versions, patches, and firmware revisions. HP will perform the following core deliverables as part of the firmware updates and software patching analysis and recommendation activity.
Firmware release and recommendations	Analysis: For HP BladeSystem environments and HP ProLiant servers, the firmware analysis includes the enclosure and all its components, including server and storage blades, power and cooling components, networking, interconnects, and HP Virtual Connect technology. The analysis also covers any drivers related to firmware updates. For storage and network devices, the firmware analysis includes any supported devices covered by the Proactive Care contract. Installation: For firmware defined by HP as non-customer installable and which cannot be installed remotely, HP can provide onsite installation. HP installs these firmware revisions, if requested by the Customer, either during standard HP business hours or during non-standard HP business hours at no additional charge to the Customer. For firmware defined by HP as customer installable, HP provides telephone assistance, if requested by the Customer, during the related hardware device coverage window. Installation of customer-installable firmware and/or increased frequency of analysis is available through the purchase of credits, as described in the 'Technical skills on demand' optional features section. The TAM will inform the Customer of the number of credits required for this service.
Software patch analysis and recommendations	Analysis: Revision and patch analysis, as well as advice, is provided for server operating system, virtualization software, storage/SAN software, and network software. A list of operating system and virtualization software covered under Proactive Care can be found at the following website: www.hp.com/go/proactivecaretechnology For Microsoft® operating systems, HP delivers a written Microsoft Service Pack Bulletin, which addresses the features of the latest Microsoft operating system and server application service packs. In addition, HP provides notification on Microsoft Security Releases and HP Microsoft-supported products. For the Linux operating system, HP reviews Linux patch notifications from the Linux suppliers and provides recommendations of patches that are applicable to the Customer's environment, for Customer installation. For virtualization software, HP reviews patch notifications from suppliers and provides recommendations of patches that are applicable to the Customer's environment. Where the Customer has not purchased Proactive Care on the operating system or virtualization software* but has purchased the service on an underlying server, HP provides annual software update notification only. Installation assistance: HP provides telephone assistance, if requested by the Customer, to assist with the installation of software patches. Installation of software revisions and patches and/or increased frequency of analysis are available through the purchase of Proactive Care credits as described in the 'Skills on demand' optional features section. The TAM will inform the Customer of the number of credits required for this service. * A list of Proactive Care Service supported technology with selected operating system and virtualization software can be found at the following website: www.hp.com/go/proactivecaretechnology Please consult an HP representative for more details.
Proactive Scan	Twice a year, HP performs a Proactive Scan of covered products in the supported computing environment. For HP servers, this service provides a technical assessment that is designed to help identify the security, performance, configuration, and availability problems of the Customer's system before they impact the Customer's business operations. For storage and network products covered by the Proactive Care Service, HP reviews support advisories, analyzes them for applicability to the Customer's environment, and makes specific recommendations that HP believes will help reduce risk or improve operations. For servers, HP or licensed third-party software tools are used to collect and analyze configuration and system data to uncover trends that will enable HP to make recommendations. This analysis uses diagnostic tools to compare the computing environment to system management practices. HP then prepares a report that details the findings, and highlights the risks and issues that require resolution or investigation; identifies deviations from HP best practices; and recommends a suitable course of action. The diagnostic tools assess the computing environment for a single operating system on all physical servers or partitions in the Customer's environment. For HP servers, storage, and networking products, HP distributes the Proactive Scan report via secured email and makes it available through a portal. The TAM will discuss the implications and recommendations with the Customer. Implementation of the recommendations is the responsibility of the Customer. There will be additional charges if the Customer requests that HP perform the implementation of the recommendations.
Incident reporting	The Customer receives a report detailing the Customer's incident history and incident trend analysis. For some technologies, the report may be augmented with additional information. The report is distributed via email and made available via a portal on a quarterly basis. Should the Customer wish to discuss any of the data in the reports, the Customer can submit a request to the TAM.

Specifications

Table 2. Proactive features *continued*

Feature	Delivery specifications
Core features *continued*	
Remote support solution core deliverables	HP will perform the following core deliverables as part of the remote support solution activity.
Remote support technology installation assistance	Remote support technology is a customer-installable prerequisite for the HP Proactive Care Service and is made available to the Customer at no additional cost.
	To help ensure a successful outcome from HP's remote monitoring and support solutions, HP will provide up to 8 hours of technical assistance, onsite or remote at HP's discretion, to help with the installation and configuration of the initial remote support technology installation.
	As part of this activity, HP explains the features and benefits of the remote support solution and recommends the appropriate configuration based on the type and number of devices supported in the Customer's Proactive Care environment.
	The Customer is responsible for adding additional devices to the configuration, installing upgrades in the future, and maintaining the Customer contact details configured in the remote support solution and to maintain eligibility for this service.
HP Support Center	HP provides a comprehensive online resource for instant, customized knowledge, tools, and services. This one-stop IT site offers self-solve tools; personalized, reliable assistance; online help and forums; and instant access to comprehensive multivendor, multiplatform IT content available.
Optional features	**Optional features are available at an additional charge.**
Personalized support	If the Customer wishes to personalize their Proactive Care support experience, HP assigns an account team to the Customer's organization. The team—composed of trained and experienced IT specialists—works with the Customer to address the Customer's business and IT objectives. The assigned account team consists of:
	•An account support manager (ASM)
	•A designated technical account manager (designated TAM)
	The HP account support manager (ASM) engages with the Customer onsite, while the HP designated technical account manager (designated TAM) is a remote resource assigned to the Customer from the HP Advanced Solution Center who provides proactive services.
	The HP ASM is the Customer's trusted advisor and technical focal point for ongoing support of the IT environment. To help meet the Customer's objectives, the ASM works with the Customer to develop—and routinely review—a mutually agreed-upon account support plan. The ASM will also conduct semi-annual reviews of the planned services provided to the Customer.
	The account support plan, support review meetings, and personalized escalation management are all part of the personalized support optional features.
Account support plan	The account support plan is developed by the HP ASM after meeting with designated members of the Customer's IT management staff. It is aligned with the Customer's business goals, IT goals, and critical success factors to help improve the operation of the Customer's IT environment. The plan details the services HP will provide by documenting the Customer's environment and describing the in-depth plan to assist the Customer in meeting internal service-level agreements (SLAs). Key objectives of the account support plan are to help the Customer mitigate risk and drive continual improvement. In addition, the account support plan defines roles and responsibilities.
Support review meeting	Semi-annually, the ASM and designated TAM conduct a review session with the Customer. During this session, the Customer, ASM, and designated TAM review the support provided by HP over the previous period and the outcome of Proactive Care Service activities. The review session draws on the Proactive Scan and incident reports, which are provided as the core features of the Proactive Care Service.
	These review sessions also provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the impact these changes will have on the Customer's support requirements. Any additional support requirements can also be identified and discussed. The review session also provides an open communication forum to help the Customer share business and IT goals and to help align the Proactive Care Service with the Customer's needs on an ongoing basis. The ASM may share HP best practices and provide IT operational and technical advice regarding the Customer's current and future operational needs and projects. The ASM can also provide additional reviews if required by the Customer. Each additional review will require the purchase of 10 additional service credits. Refer to the 'Technical skills on demand' section for details.
Personalized escalation management	When the Customer purchases the personalized support option, the ASM will work with the Customer to build a communications tree of people who should be notified and updated by the HP critical event manager (CEM)* during a Critical-Down Severity 1 incident. In addition to the accelerated escalation management procedures, at predetermined incident milestones, the CEM will engage with the designated contact points to review HP's resolution plan and progress during Severity 1 incidents.
	*Refer to the core reactive features for the CEM definition.

Specifications

Table 2. Proactive features *continued*

Feature	Delivery specifications
Optional features *continued*	**Optional features are available at an additional charge.**
Performance and availability improvement	The deliverables described in the text that follows are included in this optional service.
Performance and capacity analysis	In order to improve IT asset utilization and meet future demands on the Customer's IT system, HP provides an annual performance and capacity analysis. This service provides an analysis of infrastructure capacity utilization and performance for virtualized environments and related servers, storage, network devices, and select hypervisors (refer to the 'Scope of products covered' section). HP collects utilization data, analyzes that data, and provides the Customer with a report comparing the Customer's results against HP best practices, including recommendations for improvement. The performance and capacity analysis consists of: • A planning workshop to determine the scope of the environment that will be analyzed • Data collection, analysis, and report generation • Presentation of findings and discussion of recommendations The service applies to one segment of the Customer's IT environment. A segment constitutes 1 populated enclosure, 8 standalone servers, or 1 storage array. Associated SAN switches and the network utilized by that environment are covered. If there is more than one segment to be analyzed, the Customer should purchase an additional instance of this service for each additional segment. In order to deliver the service, the following requirements must be met: • The Customer must allow HP to install additional data collection tools, as specified by HP. • The Customer must provide HP with network performance and configuration data on specified devices in order for network information to be included in the analysis. • For HP Storage EVA/XP storage environments, the required HP tools must already be installed and configured in the Customer's environment. For storage, the service is available for select models only (refer to the 'Scope of products covered' section). Detailed implementation planning or implementation of any of the recommendations is not included in the scope of this service but is available from HP at an additional charge.
Availability analysis	HP provides an annual availability analysis of the Customer's virtual environment. HP uses a combination of data collection, interview(s) with key Customer personnel, and a walkthrough of the Customer's data center to profile and document the Customer's virtualized environment. The service examines key attributes of the Customer's hardware, software, management processes, and physical site. HP compares the Customer's approach to a range of HP best practices for IT architecture, configuration, and management processes. HP presents the Customer with findings in a report highlighting the risks, opportunities, and recommendations for improving availability. The availability analysis consists of: • A planning workshop to determine the scope of the environment that will be analyzed • Data collection, analysis, and report generation • Presentation of findings and discussion of recommendations The service applies to one segment of the Customer's IT environment. A segment constitutes 1 populated enclosure, 8 standalone servers, or 1 storage array. Associated SAN switches and the network utilized by that environment are covered, but a detailed SAN performance is not included. If there is more than one segment to be analyzed, the Customer should purchase an additional instance of this service for each additional segment. The Customer must have HP Systems Insight Manager (SIM) Software installed with Remote Data Collection enabled. Detailed implementation planning or implementation of any of these recommendations is not included in the scope of this service but is available from HP at an additional charge.

Specifications

Table 2. Proactive features *continued*

Feature	Delivery specifications
Optional features *continued*	**Optional features are available at an additional charge.**
Insight Software optimization	HP provides a technical and operational analysis to the Customer intended to identify possible optimization activities to help improve the performance and ongoing management of HP Insight Software managed environments and achieve more effective use of and benefit from their HP Insight Software managed environment.
	As part of this analysis, HP works with the Customer remotely and onsite using tools such as the HP Systems Insight Manager Sizer and HP Firmware Deployment to gain an understanding of the configuration and topology of HP Systems Insight Manager, HP Insight Control, HP Integrated Lights-Out (iLo), HP Remote Desktop Protocol (RDP), and SQL on the Customer's central management server (CMS). HP also provides analysis of the technology management practices used in the Customer's IT environment. The analysis takes into consideration the use of virtualization management consoles that have Insight Software plug-ins, such as Microsoft System Center and VMware vCenter.
	When the analysis is complete, HP presents the Customer with a comprehensive HP Insight Control Suite assessment report, which includes recommended firmware levels, and CMS, RDP, SQL, HP Version Control Repository Manager (VCRM), and Insight Control best practices.
	The report is used to guide optimization activities. The areas that optimization activities might cover will vary from customer to customer but may include:
	• HP System Insight Manager (SIM) • Server deployment • Remote management (iLO) • Power management • Performance management • Virtual machine management • Server migration • HP Matrix Operating Environment including Insight orchestration) • Central management server (CMS)
	The service is purchased once for the environment. (Please see the 'Service limitations' section for the definition of a Proactive Care environment.) HP will review the environment and, depending on the complexity, will advise the Customer if additional service credits must be purchased in order to perform all the requested activities.
Technical skills on demand	If the Customer wishes to access technical skills on demand, this can be provided through the Proactive Care Service. This option provides a flexible way to augment the Customer's IT team skills and provide capacity on an as-needed basis. HP provides a range of technical services that are presented to the Customer in the form of a menu. These services are redeemed using Proactive Care credits, with each menu item having a credit value. Credits can also be used for custom activities that can be scoped to suit the Customer's requirements. The menu of technical services is regularly updated to reflect the latest skills needed by customers. Please contact an HP representative for a copy of the current services menu.

Specifications

Table 3. Reactive features

Feature	Delivery specifications
Core features	
Remote support service coverage window (24x7)	The default coverage window for Proactive Care Service remote support is 24 hours per day, Monday through Sunday including HP holidays.
HP Advanced Solution Center	The Proactive Care Service provides 24x7 remote support access to the HP Advanced Solution Center. This center provides skilled technical resources and rapid response.

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications

Core features *continued*

Feature	Delivery specifications
Response to critical hardware and software incidents (24x7)	The Customer can access the dedicated phone number 24 hours per day, Monday through Sunday. When the Customer calls with a critical hardware or software problem (Severity 1 or 2), the Customer is either connected to a technical solution specialist or the Customer will receive a call back within 15 minutes. The technical solution specialist is trained in the business recovery of complex computing environments, and has access to HP's full array of technical knowledge and resources to help resolve the issue and escalate the incident to higher levels of expertise if required. In the event of a hardware issue that may require an onsite presence, a hardware specialist is dispatched to the Customer's site in accordance with the hardware reactive service level of the affected device. In addition to the initial troubleshooting process, the technical solution specialist performs failure data collection and incident definition. The technical solution specialist employs escalation procedures and engages additional technical specialists, if necessary. Hardware support onsite response times and call-to-repair time commitments, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level. Incident severity levels are defined in the "General Provisions" section.
Accelerated escalation management	HP employs integrated, accelerated escalation procedures to resolve complex support incidents as defined by the critical event manager (CEM). The procedures are managed by a CEM, who coordinates overall incident response. If the situation requires additional resources or skills, the CEM coordinates incident escalation and rapidly enlists key HP incident-solving specialists. Incident severity levels are defined in the 'General provisions' section.
Remote hardware and software incident diagnosis and support	Once the Customer has placed a service request call and HP has acknowledged* receipt of the call, HP will work during the hardware or software coverage window to isolate the hardware or software problem and to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostic tests using Insight Remote Support to access covered products, or HP may use other means available to facilitate remote problem resolution. Incidents with covered hardware or software can be reported to HP via telephone or Web portal, as locally available, or via HP Insight Remote Support as an automated equipment reporting event 24 hours per day, Monday through Sunday. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported problems. * Please see the 'General provisions' section for more details.
HP electronic remote support solution	The HP electronic remote support solution provides robust troubleshooting and repair capabilities and can include remote system access solutions. It may also offer a convenient central point of administration as well as an enterprise view of any open incidents and report history. An HP support specialist will use the remote system access only with the Customer's prior written authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.
Collaborative call management on non-HP products	HP will take calls on selected non-HP software products* installed on HP servers that are covered under the Proactive Care Service and attempt to resolve the problem by applying known remedies available to HP. If HP determines that a problem is caused by selected third-party software and the problem is not resolved by the Customer applying known, available fixes as defined in the Basic Software Support deliverables in the HP Collaborative Support Service data sheet, HP will, at the Customer's request, initiate a service call with the third-party software vendor, provided appropriate support agreements have been put in place between the Customer and the vendor to enable HP do so. Once the software vendor is engaged, HP will close the HP call, but the Customer can resume the service issue with HP if needed by referencing the original call identification number. Please refer to the HP Collaborative Support Service data sheet for additional details. In addition, Proactive Care includes the following additional vendor products, as these products are critical to providing solution support and it is not possible to purchase HP support directly for them. The following vendor products are covered: • SAP (all products) • Oracle (Oracle Database products and Solaris OS only) For these select vendor products, HP may provide collaborative problem call management if so requested by the Customer. The level of HP collaboration with the vendor is dependent on the Customer's service level with that vendor. *Refer to the website located at: www.hp.com/go/collaborativesupport

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

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Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Core features *continued*	
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to: • Certain capabilities that are made available to registered users, such as downloading selected HP firmware, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents, to facilitate faster problem-solving • Certain HP proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.
Replacement parts and materials	HP will provide HP-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. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. 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. 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 or the technical product data sheet will not be provided, repaired, or replaced as part of this service.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. With scheduled onsite response, work will resume on the next day for which the Customer has a service coverage window (may vary by geographic location). Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
Reactive service-level choices	
Hardware and software reactive support	The Proactive Care portfolio offers three distinct hardware service levels: • HP Next Business Day Proactive Care Service • HP 4-hour 24x7 Proactive Care Service • HP 6-hour Call-to-Repair Proactive Care Service Each Proactive Care Service level includes proactive and reactive support for hardware and software products. For each Proactive Care service level, HP provides all the core proactive service features noted in tables 1 and 2, as well as the core reactive service features noted in table 3. Please note that 24x7 reactive software support is included in each of the above service levels. The variations in the Proactive Care reactive service levels are outlined below. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Hardware and software reactive support options	

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications

HP Next Business Day Proactive Care Service

HP provides the following reactive service levels for the specific devices covered under this option:

Hardware support coverage window:

– Standard business hours, standard business days (9x5): Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.

Hardware support onsite response time:

– Next-day onsite response: An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. Requests received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.

Software technical support, with a 24x7 coverage window: Service is available 24 hours per day, Monday through Sunday including HP holidays. Service features are defined in the 'Software reactive support features' section.

HP 4-hour 24x7 Proactive Care Service

HP provides the following reactive support levels for the specific devices covered under this option:

Hardware support coverage window: - 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays.

Hardware support onsite response time:

– 4-hour onsite response: An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been logged. Service features are defined in Hardware On-site Support and Response time below.

Software technical support, with a 24x7 coverage window: Service is available 24 hours per day, Monday through Sunday including HP holidays. Service features are defined in the 'Software reactive support features' section.

HP 6-hour Call to Call-to-Repair Proactive Care Service

HP provides the following reactive support levels for the specific devices covered under this option:

Hardware support coverage window: - 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays.

Hardware Call-to-repair time commitment:

For critical incidents (Severity 1 or 2), HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the initial service request. Service features are defined in the Hardware onsite support and Hardware Call to Repair section below.

Software technical support, with a 24x7 coverage window: Service is available 24 hours per day, Monday through Sunday including HP holidays. Service features are defined in the 'Software reactive support features' section.

Hardware onsite support

For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, and networking and storage products, HP 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 HP.

Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for selected enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

Onsite response time for hardware support

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.

Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in "General Provisions". The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.

Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Reactive service-level choices *continued*	

Feature	Delivery specifications
Hardware call-to-repair time commitment	For critical incidents (Severity 1 or 2) with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment timeframe. For non-critical incidents (Severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the 'General provisions' section. Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HP or at the commencement time for work scheduled in agreement with the Customer, as specified in the 'General provisions' section. Call-to-repair time ends with HP's determination that the hardware is repaired, or when the service request is closed with the explanation that HP has determined that no onsite intervention is required. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced, or, for eligible storage products, that access to the Customer's data has been restored. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the call-to-repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.
Upfront audit (call-to-repair time commitment only)	For products with the hardware call-to-repair time commitment, HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day period after purchase of this service. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows an HP support specialist to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade the hardware service level to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.
Enhanced parts inventory management (call-to-repair time commitment only)	To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for Customers who have selected the call-to-repair option. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible service requests.
Software reactive support features	HP provides the following features for the reactive software support if the Customer purchases a software license and the associated Proactive Care Service coverage from HP.
Non-critical software response	Once a non-critical software service request (Severity 3 or 4) is received, HP will respond to the call within 2 hours after the service request has been logged. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting incidents and resolving configuration parameters. For critical software response (Severity 1 or 2), please refer to the HP Advanced Solution Center feature described earlier in this document.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to 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. For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HP Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates. For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.
License to use software updates	The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms. The license terms shall be as described in the HP 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 such software updates provided under this service.

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Reactive service-level choices *continued*	
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or third-party hosted website.
Additional core feature for Proactive Care with defective media retention services	
	The Proactive Care portfolio offers the following three additional service levels that include hardware defective media retention (DMR) as an additional core feature: • HP Next Business Day with DMR Proactive Care Service • HP 4-hour 24x7 with DMR Proactive Care Service • HP 6-hour Call-to-Repair with DMR Proactive Care Service Please note that for each of these Proactive Care with DMR service options, HP also provides all the core proactive service features noted in tables 1 and 2, as well as the core reactive service features noted in table 3. The hardware reactive elements are the same as those highlighted earlier in this section, with the addition of defective media retention capability for eligible devices.
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement Disk or SSD/Flash Drive is provided by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement.

Specifications

Table 4. Service travel zones

Description	Travel zone specification
Geographic locations	Travel zones and charges, if applicable, may vary in some geographic locations.
Hardware onsite response time	All response times apply only to sites located within 25 miles (40 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP-designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge. Travel zones and charges may vary in some geographic locations. Response times to sites located more than 25 miles (40 km) from an HP-designated support hub will have modified response times for extended travel, as shown in the table below.
Travel zones table for hardware onsite response time	

Distance from HP-designated support hub	4-hour hardware onsite response time	Next-day hardware onsite response time
0–25 miles (0–40 km)	4 hours	Next coverage day
26–50 miles (41–80 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 time of order and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability

Specifications

Table 4. Service travel zones *continued*

Description	Travel zone specification
Hardware call-to-repair time commitment	A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HP-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below:
Travel zone table for hardware call-to-repair time commitment	

Distance from HP-designated support hub	6-hour hardware call-to-repair time
0–50 miles (0–80 km)	6 hours
51–100 miles (81–160 km)	8 hours
More than 100 miles (160+ km)	Not available

Specifications

Table 5. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	To support the Customer, HP uses a powerful suite of tools and technologies for managing complex and diverse IT environments. HP remote support technologies integrate the management of multiple servers, operating systems, and networking and storage devices.
	Leveraging inbuilt monitoring and on-board intelligence, this suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster problem resolution when problems occur.
	The electronic remote monitoring and support provided by these remote support technologies also help HP service specialists resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations against HP standard best practices.
	Recognizing that any remote support solution must provide security for the Customer's IT environment, these remote support technologies comply with industry-standard security tools and practices. HP's rigorous security architecture provides both data integrity and transaction security through a multilevel, layered structure. This includes encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.

Information highlighted in the following sections covers all features available with both HP Proactive Care Pack services and HP Proactive Care Contractual services.

Service limitations

Services provided within the scope of one Proactive Care support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HP business hours. Except as otherwise noted in this document, the scope of HP Proactive Care Service is limited to the products under the Proactive Care support contract.

Scope of products covered

This service is available for selected servers, software, storage devices, storage arrays, network devices, and storage area networks only, as noted at the following website: www.hp.com/go/proactivecaretechnology

The features of this service may differ, or be limited, based on specific devices or software. Please check with an HP sales office for specific limitations and local availability.

General limitations

The HP account team will provide the required proactive deliverables during HP standard business hours, standard business days, either remotely or onsite, at the discretion of HP.

Support outside standard business hours is purchased separately and is subject to local availability.

HP retains the right to determine the final resolution of all service requests.

HP does not act in the capacity of nor take on the responsibility of an insurer of security, and states that no security provides absolute protection. While these services represent HP's efforts at security, rendered in accordance with industry best practices, no security can provide guaranteed protection.

The following activities are excluded from this service:

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP 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 HP's opinion, are required due to improper treatment or use of the products or equipment
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Backup and recovery of the operating system, other software, and data

Hardware call-to-repair commitment

It may take up to 30 days from the Customer's initial purchase date or the date the system arrives, whichever is longer, to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment is in full effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide the Customer with support with a 4-hour onsite response time. Hardware call-to-repair time options are specified in the 'Service feature highlights' section (see table 3). All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives, and other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

In the event that a Customer Self Repair part is provided to return the system to operating condition, the call-to-repair time commitment, if any, shall not apply. In such cases, HP practice is to express ship to the Customer location the Customer Self Repair parts that are critical to the product's operation. For more details on the Customer Self Repair process and parts, please refer to: www.hp.com/go/selfrepair

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Any restoration/recovery of compromised data
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

Hardware onsite support

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

In the event that a Customer Self Repair part is provided to return the system to operating condition, the onsite response time, if any, shall not apply. In such cases, HP practice is to express ship to the Customer location the Customer Self Repair parts that are critical to the product's operation. For more details on the Customer Self Repair process and parts, please refer to: www.hp.com/go/selfrepair

Software

For the Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software product families that currently do not include software updates. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software product families where entitlement to receive and use new versions of software is not included in this service.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on Disk or SSD/Flash Drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

Service prerequisites

For call-to-repair commitment, an upfront audit may be required by HP. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five business days after the audit has been completed. Until such time, service will be delivered at a 4-hour onsite response time service level for the covered hardware.

HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of this service. Also, if HP determines that the best practice for a particular technology is to install firmware and embedded storage and SAN device-resident software updates remotely, then the Customer will be required to install and operate the appropriate HP remote support solution. Please contact a local HP representative for further details on requirements, specifications, and exclusions. The installation and use of HP's remote support solution is a specific requirement for Customer to receive all the features and benefits provided under the Proactive Services offering. If the Customer does not install and operate the appropriate HP remote support solution within thirty (30) days from the start of these services, HP and Customer will discuss and agree upon the appropriate course of action, including whether such services are appropriate for Customer, and HP may elect to terminate the Proactive Services. During any such thirty (30) day period, HP is not obligated to provide any features impacted by customer's inaction, and Customer remains responsible for full payment of all fees associated with the provision of Proactive Services.

Additional charges will be applied for the manual collection of system information for proactive analysis activities. If the Customer does not install and operate the required remote support solution in cases where they are recommended and available, additional charges will also be applied for onsite installation of non-customer-installable firmware and non-customer-installable embedded storage and SAN device-resident software updates. Installation of customer-installable firmware and software is the responsibility of the Customer. There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware problems so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

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To be eligible to purchase this service, the 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 Customer into service eligibility.

Customers who wish to purchase any of the Proactive Care optional services must have an active Proactive Care contract.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP authorized service provider will, at HP's discretion, i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time-and-materials rates.

The Customer will identify a focal point and an internal Customer team to work collaboratively with the HP account team in the development, implementation, and ongoing review of the account support plan.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

• Start self-tests and install and run other diagnostic tools and programs
• Install customer-installable firmware updates and patches
• Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
• Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing and maintaining the appropriate HP remote support solution, with a secure connection to HP, and to provide all necessary resources in accordance with the HP remote support solution release notes, in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host the remote support solution. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HP for remedial activities at the agreed-upon time.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event HP does not receive the defective part or product within the designated time period or if the part or product is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part or product, as determined by HP.

In order for HP to provide collaborative call management, the customer must have an active support agreement with the software vendor that includes the required service level and features that allow Customer to place calls and receive support from the vendor. If vendor requires it, Customer will take any steps necessary to ensure HP can submit calls on Customer's behalf. In addition, Customer must provide HP with the appropriate information needed for HP to initiate a service call with the software vendor on behalf of the customer. HP will not be able to transfer to the vendors and assumes no responsibility for failure to do so. HP's obligations are limited to the placement of support calls only.

HP is not liable for the performance or non-performance of third party vendors, their products, or their support services. Purchase of this service does not assign the support agreement between the Customer and vendor to HP. Customer is still responsible for performance of its obligations under such agreements, including payment of all applicable fees, including any fees that may apply as a result of logging calls with vendor.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates as described in the 'Service prerequisites' section. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

The Customer will:

• Take responsibility for registering to use the HP or third-party vendor's electronic facility in order to access knowledge databases, to obtain product information. HP will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
• Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
• Take responsibility for acting upon any hardcopy or email notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available

- Use all software products in accordance with current HP 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 such software updates provided under this service

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental or lease products the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

General provisions/Other exclusions

HP will acknowledge a service request by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for the commencement of remedial action. Note: For events received via HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Onsite hardware support response times and call-to-repair time commitments, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:

- Severity 1—Critical Down: for example, the production environment is down; a production system or production application is down/at severe risk; data corruption/loss or risk has occurred; business is severely affected; there are safety issues
- Severity 2—Critically Degraded: for example, the production environment is severely impaired; a production system or production application has been interrupted/compromised; there is risk of reoccurrence; there is significant impact on business
- Severity 3—Normal: for example, a non-production system (e.g., test system) is down or degraded; a production system or production application has been degraded with a workaround in place; non-critical functionality has been lost; there is limited impact on the business
- Severity 4—Low: there is no business or user impact
- **Additional HP Proactive Care Service credits purchased through the technical skills on demand option**

The following applies to Proactive Care Service credits:

- Additional HP Proactive Care Service credits can be purchased only if the Customer has already purchased HP Proactive Care Services and has an active contract.
- Additional HP Proactive Care Service credits must be utilized and redeemed against specific service activities within the scope of one Proactive Care environment under the direct day-to-day management of one IT manager, in one country.
- Additional HP Proactive Care Service credits are not transferable.
- Proactive Care Service credits must be used on an annual basis. Any unused credits will expire at the end of each 12-month period. Any unused credits cannot be rolled over to another calendar year or refunded.
- If the Customer cancels a Proactive Care contract before it has reached its termination date, then HP will refund the Customer a pro-rata amount for the unused prepaid support less any applicable early termination fees. If the Customer has purchased additional HP Proactive Care Service credits, then HP will refund the Customer a pro-rata amount for the unused prepaid support based on the unused additional HP Proactive Care Service credits, less any applicable early termination fees. Conversely, HP will invoice the Customer on a pro-rata basis for any credits used but not paid for at the time of contract cancellation.

Ordering information

For products containing individually sold and supported units (e.g., hard drives within a storage array, server blades within a blade enclosure, etc.), all individually sold and supported units must be on contract and at the same level as the base product.

Local availability: The Customer may order support from HP's current support offerings. Some offerings, features, and

coverage (and related products) may not be available in all countries or areas.

To obtain further information or to order HP Proactive Care Service, contact a local HP sales representative and reference the following product numbers (x denotes the service length in years; options are 3, 4, or 5 years).

- HP Proactive Care configurable Care Pack services are available as follows:
- HP Next Business Day Proactive Care Service (H1K90Ax)
- HP 4-hour 24x7 Proactive Care Service (H1K92Ax)
- HP 6-hour Call-to-Repair Proactive Care Service (H1K94Ax)
- HP Next Business Day with DMR Proactive Care Service (H1K91Ax)
- HP 4-hour 24x7 with DMR Proactive Care Service (H1K93Ax)
- HP 6-hour Call-to-Repair with DMR Proactive Care Service (H1K95Ax)

HP Proactive Care Contractual services are available as follows:

- HP Next Business Day Proactive Care Service (H1K90AC)
- HP 4-hour 24x7 Proactive Care Service (H1K92AC)
- HP 6-hour Call-to-Repair Proactive Care Service (H1K94AC)
- HP Next Business Day with DMR Proactive Care Service (H1K91AC)
- HP 4-hour 24x7 with DMR Proactive Care Service (H1K93AC)
- HP 6-hour Call-to-Repair with DMR Proactive Care Service (H1K95AC)

For the complete list of HP Proactive Care non-configurable Care Pack services, please contact your local HP sales representative or HP reseller.

For more information

For more information on HP Proactive Care or other HP Systems Support Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/hps/support
www.hp.com/services/carepack