





Hewlett Packard Enterprise Support Services Definitions

Acronym/Name	Description
1/1/0	Support service or warranty covers 1-year parts, 1-year labor. Onsite service is not included
3/3/0	Support service or warranty covers 3-year parts, 3-year labor. Onsite service is not included
1/1/1	Support service or warranty covers 1-year parts, 1-year labor and 1-year onsite
3/3/3	Support service or warranty covers 3-year parts, 3-year labor and 3-year onsite
13x5	Support service is available 13 hours per day, five days a week, excluding HPE holidays
13x7	Support service is available 13 hours per day, seven days a week, including HPE holidays
2 hour SW phone-in response	Once a software problem is logged, an HPE representative will respond to the call within two hours. See datasheet for more details
24x7	Service is available 24 hours per day, Monday through Sunday, including HPE holidays
4 hour response	HPE will use commercially reasonable efforts to respond (either via onsite maintenance or hardware exchange) within 4 hours of receiving and acknowledging the service request. See datasheet for more details
4 hour HW response	See 4 hour response
6 hour call to repair	An HPE authorized representative will use commercially reasonable efforts to repair the device within 6 hours of the coverage window after the call has been received and acknowledged by HPE provided materials are available. See specific datasheet for more details.
9x5	Service is available 9 hours per day, five days a week excluding HPE holiday
Account Support Manager (ASM)	The Account Support Manager is an account assigned resource who collaborates with the Customer to understand their specific needs and tailor their support experience accordingly. See datasheet for more details
Comprehensive Defective Material Retention (CDMR)	The Comprehensive Defective Material Retention option allows the customer to retain components in addition to the drive that have been designated by HPE as having data retentive capabilities, such as memory modules. See datasheet for more details
Call to Repair (CTR)	For critical incidents, HPE will use commercially reasonable efforts to return the covered hardware to operating condition within a fixed time after the initial service request has been received and acknowledged. See datasheet for more details

Data Recovery	Helps recover data lost due to mechanical failure, malware, human error, or operating system error
Defective Media Retention (DMR)	Defective Media Retention provides a replacement drive while allowing customers to keep their malfunctioning drive on which their sensitive data is stored
Educational Services	<p>Education Services enables your customers to learn from the technology experts, interacting with instructors that are leaders in their fields and with access to teams that create the technology and contribute to standards. Training is available across all HPE technologies including Big Data, Cloud and HPE Helion, ConvergedSystems, Data Center Management, DevOps, HP-UX / HPE Integrity, IT Service Management, Linux, Microsoft, Networking, NFV, NonStop, Project Management, ProLiant / BladeSystem, Security, Storage and VMware.</p> <p>Education Services are sold via Training Credits. Customers can purchase days of training with our Technology Training Credits where one day of training is equal to one unit. Customers can also purchase our Total Education monetary Training Credits, which enable customers to purchase dollars of training that can be applied to any training offered by Education Services.</p>
Education Services (Standalone)	These Training credits are either generic, and do not apply to a specific technology (example: Security training would apply to all customers) or the training is aligned to a technology that is not represented in SSC (example: NonStop)
Exchange	Provides a replacement product or part to be delivered free of freight charges to your location
Foundation Care	Offers basic hardware and software reactive support to resolve issues quickly and keep your business up and running.
In warranty	Service purchased within the specified warranty period to extend the duration or upgrade the support level
Installation	Provides installation support for HPE products which are carried out by HPE authorized representatives as per product documentation
HPE	Hewlett Packard Enterprise
Mon-Fri (13hrs)	Coverage window is Monday through Friday, 13 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HPE, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Mon-Fri (9hrs)	Coverage window is Monday through Friday, 9 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HPE, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Mon-Sun (13hrs)	Coverage window is Monday through Sunday, 13 hours each day, subject to local availability. Calls received outside this coverage window will be logged at the time the call is placed to HPE, but will not be acknowledged as described in 'General provisions' until the next day for which the customer has a coverage window
Next Business Day (NBD)	An HPE authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the next business day after the call has been received and acknowledged by HPE
Next Coverage Day (NCD)	An HPE authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HPE
Onsite	Onsite Service makes an HPE authorized representative available at the customers' premises to begin hardware maintenance service
Pickup and Return	Provides access to an HPE authorized courier to pick-up the faulty unit, repair, and return the operational unit, if the issue cannot be resolved remotely
Post Warranty	Extends an 'expiring' product warranty or an 'expiring' registered HPE Care Pack service by 1 year; Available only as Fixed Support Service
Premium Care	Support Offers and Packages for TippingPoint Security Products

Preventive Maintenance	HPE support solution designed for devices requiring proactive solutions within defined service features at a lower cost
Proactive Care	Helps customers prevent problems by providing access to technical specialists in the Advanced Solution Center as well as routine proactive reports on the technology for which remote support technology has been deployed
Proactive Care Advanced	Similar to Proactive Care offer plus critical event management and an Assigned Account Support Manager who reviews the proactive reports with the customer as well as providing support planning and technical advice.
Proactive/Reactive support	Includes both proactive support packages as well as reactive, or break/fix, support packages.
Standard Business Hours	Normal business hours not including weekends or holidays
Standard Response	An HPE authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance services within a locally defined onsite response time after the service request has been received and acknowledged by HPE
SVC	Service
Technical Account Manager (TAM)	The Technical Account Manager is a non-dedicated remote resource who provides the customer with firmware and software update analysis and recommendations, manages the delivery of proactive services end to end and engages additional specialist resources as required. See datasheet for more details
Total Education Training Credit	HPE Training Credits for Total Education is a "currency-based account" of funds that you can redeem for purchasing any course from our "Total" suite of education and training offerings including HPE Education Consulting solutions
Training Credits	<p>One Unit of a Training Credit equals one day of training</p> <p>HPE Technology-Specific Training Credits makes purchasing and managing training related to Hewlett Packard Enterprise products and solutions easier than ever. Here's how it works:</p> <ul style="list-style-type: none"> HPE Technology-Specific Training Credits allows customer to buy training units for a specific technology of their choice. Instead of specific classes under one product number, the customer can buy training units for a particular technology (for example, for Cloud or for Security), so they don't have to plan upfront about which specific courses will need or who should attend and where and when to attend. That gives the customer real flexibility to make the training decisions that are best for their organization.
Travel Next Business Day	Provides next-business day onsite service in any of the covered (80) countries for customers who travel internationally
Warranty independent	Services not dependent on the product warranty, such as Software Update and Support service, installation service etc.
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>Share with colleagues</p> </div> <div style="text-align: center;">  <p>Rate this document</p> </div> </div>	

Service levels and response times for Hewlett Packard Enterprise Support Services may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. HPE Support Services are governed by the applicable HPE terms and conditions of service provided or indicated to customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HPE terms and conditions of service or the HPE Limited Warranty provided with your HPE Product. See Hewlett Packard Enterprise Support Services Data Sheet and terms and conditions for complete details, or visit www.hpe.com/services/ssc.

© Copyright 2014-2017 Hewlett-Packard Enterprise Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. 4AA5-4980ENW, November 2015, Rev 1