



# HPE 8Y Foundation Care Service

## Support Services

HPE 8Y Foundation Care Service is available for purchase only by authorized HPE OEMs and provides comprehensive hardware services aimed to help increase the availability of the covered HPE hardware products installed in the OEM's end customer infrastructure. Hewlett Packard Enterprise technical resources work with the OEM Services team to help resolve HPE hardware problems with authorized OEM's end customers. Any references below to "Customer" shall mean OEM's end customer. OEM will contractually require its Customers to comply with any Customer obligations, prerequisites, or responsibilities as identified below.

For eligible HPE hardware products covered by HPE 8Y Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue as more specifically defined below. Contact HPE for more information and determination regarding which hardware platforms and server options are eligible for 8Y Foundation Care Service

In addition, HPE Foundation Care provides electronic access to eligible hardware product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to

availability of information from the original manufacturer.

OEMs can choose from a set of reactive support levels to help meet your Customer's business and operational needs.

### Service feature highlights

#### Choice of Foundation Care service-level options

- Escalation management
- HPE electronic remote support solution
- Access to electronic support information and services

#### Hardware support

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products\*  
Limitations apply—see below
- Access to technical resources
- Installation advisory support

#### Optional service features

- Defective media retention (for eligible hardware products only)

## Specifications

Table 1. Service features

Feature	Delivery specifications										
<b>HPE Foundation Care service-level options</b>	<p>The HPE 8Y Foundation Care service-level options and corresponding support coverage windows and response times noted below are provided for the hardware products detailed in Table 1 below, subject to the limitations set forth in this datasheet. All coverage windows are subject to local availability. Product eligibility may vary. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability and product or product options eligibility.</p> <p>For products covered by Foundation Care, Hewlett Packard Enterprise offers two distinct service levels:</p> <ul style="list-style-type: none"> <li>• HPE Foundation Care NBD Service</li> <li>• HPE Foundation Care 24x7 Service</li> </ul> <p>8Y Foundation Care service covers following HPE OEM Long Life products</p> <p>Table 1</p> <table border="1"> <thead> <tr> <th>Product SKU</th> <th>SKU Description</th> </tr> </thead> <tbody> <tr> <td><b>776320-B21</b></td> <td>HP OEM BL460c Gen9 10GB/20GB CTO Blade</td> </tr> <tr> <td><b>776319-B21</b></td> <td>HP OEM DL360 Gen9 8-SFF CTO Server</td> </tr> <tr> <td><b>776318-B21</b></td> <td>HP OEM DL380 Gen9 8-SFF CTO Server</td> </tr> <tr> <td><b>824171-B21</b></td> <td>HP OEM DL380 Gen9 24-SFF CTO Chassis</td> </tr> </tbody> </table> <p>Table 1 is provided for convenience purposes only and is subject to change.</p> <p>As noted above, please contact your local HPE sale office for information on product eligibility and availability. The service levels above can also include an option that provides for hardware defective media retention (DMR) as an additional feature. See table 2 for details on DMR.</p> <p>The details of the HPE Foundation Care service levels are outlined in the text that follows.</p>	Product SKU	SKU Description	<b>776320-B21</b>	HP OEM BL460c Gen9 10GB/20GB CTO Blade	<b>776319-B21</b>	HP OEM DL360 Gen9 8-SFF CTO Server	<b>776318-B21</b>	HP OEM DL380 Gen9 8-SFF CTO Server	<b>824171-B21</b>	HP OEM DL380 Gen9 24-SFF CTO Chassis
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<b>HPE Foundation Care NBD Service</b>	<p>Hardware support:</p> <ul style="list-style-type: none"> <li>• Coverage window: Standard business hours, standard business days: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.</li> <li>• Onsite response time: Next-business-day onsite response: For incidents with covered hardware that cannot be resolved remotely, HPE will use commercially reasonable efforts to respond onsite the next business day. A Hewlett Packard Enterprise 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 from the OEM and acknowledged by HPE. Onsite response time specifies the period of time that begins when the initial call from the OEM has been received and acknowledged by HPE, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HPE has determined that no onsite intervention is required. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</li> </ul>										
<b>HPE Foundation Care 24x7 Service</b>	<p>Hardware support:</p> <ul style="list-style-type: none"> <li>• Coverage window: 24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.</li> <li>• Onsite response time: 4-hour onsite response: For incidents with covered hardware that cannot be resolved remotely, HPE will use commercially reasonable efforts to respond onsite within 4 hours. A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within four hours of the call having been received from OEM and acknowledged by HPE. Onsite response time specifies the period of time that begins when the initial call has been received from OEM and acknowledged by HPE, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HPE has determined that no onsite intervention is required.</li> </ul>										

Feature	Delivery specifications
<b>Escalation management</b>	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 to assist the OEM with problem solving.
<b>HPE electronic remote support solution</b>	For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. 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. A Hewlett Packard Enterprise support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the Hewlett Packard Enterprise support specialist to provide more efficient troubleshooting and faster problem resolution.
<b>Access to electronic support information and services</b>	<ul style="list-style-type: none"> <li>• Certain capabilities made available to registered users with linked entitlements, such as, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users</li> <li>• Expanded Web-based searches of technical support documents to facilitate faster problem solving</li> <li>• Certain HPE proprietary service diagnostic tools with password access</li> <li>• A Web-based tool for OEM's submitting questions directly to HPE; 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; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone</li> <li>• HPE and third-party hosted knowledge databases for certain third-party products, where the OEM can search for and retrieve product information, find answers to support questions, participate in support forums; this service may be limited by third-party access restrictions</li> </ul>
<b>Hardware support</b>	Once the OEM has placed and Hewlett Packard Enterprise has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HPE will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the OEM. Prior to any onsite assistance, HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.
<b>Remote problem diagnosis and support</b>	HPE will provide to OEM's telephone assistance during the service coverage window for installation of customer-installable firmware and Customer Self Repair parts. Regardless of the purchased coverage window, incidents with covered hardware can be reported to HPE by the OEM via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solution 24 hours a day, 7 days a week. HPE retains the right to determine the final resolution of all reported incidents. Customer may not report calls via telephone or web portal and should notify OEM directly.
<b>Onsite hardware support</b>	<p>For hardware incidents that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard Enterprise authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HPE 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 HPE.</p> <p>Once a Hewlett Packard Enterprise authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>'Fix-on-Failure': In addition, at the time of onsite technical support delivery, HPE may:</p> <ul style="list-style-type: none"> <li>• Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HPE-supplied hardware replacement parts</li> <li>• Install available firmware updates defined by HPE as non-customer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE</li> </ul> <p>'Fix-on-Request': In addition, at the Customer's request, HPE will install during coverage hours critical firmware updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.</p>

Feature	Delivery specifications
<b>Replacement parts and materials</b>	<p>Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.</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. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact Hewlett Packard Enterprise for more information. If a consumable part is eligible for coverage, as determined by HPE, onsite response times do not apply to repair or replacement of the covered consumable part.</p> <p><b>Maximum supported lifetime/maximum usage:</b></p> <p>Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
<b>*Firmware updates for selected products (Limitations Apply)</b>	<p>Subject to the limitation below, As Hewlett Packard Enterprise releases entitled firmware updates to HPE hardware products, OEM must ensure these updates are only made available to Customers with an active agreement with OEM that entitles them to receive these updates.</p> <p>HPE will only provide firmware updates for five (5) years from the date of HPE product discontinuance for eligible products under this support offering. Therefore, any provision of firmware updates under this offering is limited to the above for any discontinued products or products that reach discontinuance during the applicable support coverage period.</p> <p>As part of this service, Customers will have the right to use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE's current standard sales terms and other limitations set forth in this datasheet.</p> <p>HPE will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the OEM is responsible for using any such access tools in accordance with the terms of this data sheet and its OEM agreement with HPE. HPE may take additional reasonable steps, including audits, to verify the OEM's adherence to the terms of their agreements with HPE, including this data sheet.</p>

## Specifications (Optional)

Table 2. Optional service features

Feature	Delivery specifications
<b>Defective media retention</b>	<p>The Foundation Care portfolio also offers the following additional service levels:</p> <ul style="list-style-type: none"> <li>• HPE Foundation Care NBD wDMR Service</li> <li>• HPE Foundation Care 24x7 wDMR Service</li> </ul> <p>For eligible products, the defective media retention 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.</p>

## Product Option Coverage Limitations

This service provides coverage for eligible Hewlett Packard Enterprise-branded hardware products and HPE-supported and -supplied components such as memory and DVD-ROM drives listed in Table 1. Any product options eligible for purchase under this offering must be purchased with the main product(s) at the time of order. Product options are not orderable separately and cannot be added to the main product order after order placement. Other product options that may be available for purchase with the products set forth in Table 1 may not be covered by this service, as well as any attached accessories are also not covered by this service; certain exceptions may apply. Please contact your Hewlett Packard Enterprise sales representative for more information regarding what products, product options, accessories, and components are eligible for coverage under this service.

## Other Limitations

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 Customer. Hewlett Packard Enterprise will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Consumable items including, but not limited to, removable media, customer-replaceable batteries, maintenance kits, and other supplies, as well as user maintenance, are not covered by this service.

For some servers, networking, and storage products, CPUs, disks, options, and other major internal and external components will be covered if support has been configured accordingly and they are included in the contract's equipment list under the hardware support section (if applicable).

## Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

For hardware onsite response time options, Hewlett Packard Enterprise strongly recommends that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HPE install customer-installable firmware updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the OEM, and the OEM 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 HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows HPE to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

In addition, HPE reserves the right to downgrade service 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 HPE.

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at Hewlett Packard Enterprise's discretion, HPE or the Hewlett Packard Enterprise authorized service provider will 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 material rates.

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

The Customer is responsible for removing devices that are blocked from physical access and ensuring any covered devices are directly accessible without the use of additional tools or equipment and do not expose the HPE authorized representative to a potential health or safety hazard in order to perform the services. Customer must ensure the covered device(s) are fully and freely accessible to the HPE authorized representative without any hindrance whatsoever prior to the delivery of the service. If Customer fails to meet the foregoing access requirements, HPE is under no obligation to perform the services and HPE shall be entitled to charge the Customer for the support call at HPE's published service rates.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

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

The Customer is responsible for 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 Hewlett Packard Enterprise install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

The Customer is responsible for installing and configuring all supported devices and maintaining the appropriate Hewlett Packard Enterprise Remote Support Technology with a secure connection to HPE. The Customer is responsible for providing all necessary resources in accordance with the HPE 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 HPE remote support solution is installed, the Customer must also maintain the contact details configured in the

remote support solution that HPE will use in responding to a device failure. The Customer should contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HPE 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 Hewlett Packard Enterprise. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

**The Customer will:**

- Take responsibility for registering to use the Hewlett Packard Enterprise or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to Hewlett Packard Enterprise upon request, all original license agreements, license keys, and subscription service registration information, as applicable for this service

If required by Hewlett Packard Enterprise, the Customer or Hewlett Packard Enterprise authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the documentation provided by HPE, or as otherwise directed by HPE. In the event that a covered product changes location, activation and registration (or proper adjustment to existing HPE registration) is to occur within 10 days of the change.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to [hpe.com/mediahandling](https://hpe.com/mediahandling)

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain covered data retentive components that are replaced during support delivery by Hewlett Packard Enterprise
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure

- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HPE with identification information such as the serial number for each component retained hereunder, and, upon HPE request, execute a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HPE to the Customer as loaned, rented, or leased products, the Customer will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## Service limitations

HPE will only provide firmware updates for five (5) years from the date of HPE product discontinuance for eligible products under this support offering. Therefore, any provision of firmware updates under this offering is limited to the above for any discontinued products or products that reach discontinuance during the applicable support coverage period. Hewlett Packard Enterprise retains the right to determine the final resolution of all service requests.

At the discretion of Hewlett Packard Enterprise, 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 certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In such cases, it is Hewlett Packard Enterprise's practice to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to [hpe.com/info/csr](https://hpe.com/info/csr)

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

Any product options eligible for purchase under this offering must be purchased with the main product(s) at the time of order. Product options are not orderable separately and cannot be added to the main product order after order placement.

### **Activities such as, but not limited to, the following 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 Hewlett Packard Enterprise

- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE 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 the opinion of Hewlett Packard Enterprise, 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 Hewlett Packard Enterprise
- Backup and recovery of the operating system, other software, and data
- Installation of any customer-installable firmware and/or software updates
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems

### **Hardware onsite support**

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

Response times are dependent on the location of Customer's site in relation to a designated Hewlett Packard Enterprise support office. To check service availability, please contact your local Hewlett Packard Enterprise Services representative.

For technical hardware issues that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard

Enterprise authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HPE 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 HPE.

### **Defective media retention and comprehensive defective material retention**

The defective media retention service feature option applies only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by Hewlett Packard Enterprise as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service for options designated by Hewlett Packard Enterprise as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and Hewlett Packard Enterprise reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

## General provisions/ Other exclusions

Hewlett Packard Enterprise will acknowledge a call by logging a case, communicating the case ID to the OEM, and confirming the incident severity and time requirements for commencement of remedial action. Note: For events received via the HPE electronic remote support solution, HPE is required to contact the OEM, determine the incident severity with the OEM, and arrange access to the system before the hardware onsite response time period can start.

Hardware support onsite response time may differ depending on incident severity. The OEM determines the incident severity level.

### Incident severity levels are defined as follows:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/ at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on the business

- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

## Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HPE-designated support hub	4-hour hardware onsite response time	Next-day hardware onsite response time
0-50 miles (0-80 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

## Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be purchased with the base product order and at the same service level as the base product if that service level is available on those units or options.

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 Foundation Care Service, contact a local Hewlett Packard Enterprise sales representative and reference the following product numbers

- HPE Foundation Care NBD SVC (H7J32A8)
- HPE Foundation Care NBD wDMR SVC (H7J33A8)

- HPE Foundation Care 24x7 SVC (H7J34A8)
- HPE Foundation Care 24x7 wDMR SVC (H7J35A8)

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local Hewlett Packard Enterprise representative or Hewlett Packard Enterprise reseller regarding which product number will best meet your specific needs.

## For more information

For more information on HPE Foundation Care Service or other Support Services, contact any of our worldwide sales offices or visit the following website:

**[hpe.com/services/support](https://hpe.com/services/support)**

## Data sheet

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.



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