

HP Critical Advantage Service

HP Services

Data sheet

Service description

HP Critical Advantage (CA) Service is a comprehensive support solution designed to help businesses maximize their return on investment in complex infrastructure that supports critical applications. CA offers an integrated set of proactive and reactive services designed to help you improve performance, availability, and functional use of your technology.

CA includes proactive and reactive support for the products in your IT environment*. CA is purchased and entitled on a per-product basis, and you have the flexibility of choosing the appropriate hardware reactive support level, depending on your needs. In addition, each CA service level provides reactive software support and updates for HP software and the third-party software you've purchased from HP.

CA provides an assigned account team composed of highly trained IT professionals who form close working relationships with designated members of your IT management staff. The account team develops a clear understanding of your IT environment*, your IT goals, and your overall business objectives. A mutually agreed-upon support strategy is then designed and documented in an account support plan. The account team meets with you annually to discuss progress against the plan and to update the plan in order to track continued alignment with your business goals. In addition, your assigned account team is equipped with HP developed remote support technologies and tools to help you minimize downtime and improve productivity.

In a complex environment, many components need to work seamlessly together. CA has been specifically designed for this purpose. It provides an end-to-end environment support solution covering servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks. CA provides proactive deliverables across the components in the infrastructure supported by

CA to help you achieve maximum utilization, uptime, and use of the technology by addressing the most common challenges in managing these environments. CA provides a core set of proactive services for your IT environment*. CA also includes flexible proactive service credits that grow as your total investment in the CA Service grows within your IT environment*. The account team will then use these credits to provide further proactive services that are selected for your IT environment* based on your specific needs. Also, you have the option of purchasing additional CA proactive service credits, in case you need additional proactive services to be performed by the account team.

CA includes reactive support for your hardware and software, as well. When problems occur, you will receive rapid response from the HP Global Mission Critical Solution Center (GMCS), whose staff members are trained to provide advanced technical support and are familiar with your specific IT environment*. For hardware issues, the GMCS will dispatch trained hardware specialists to resolve incidents on site, if required.

CA is available at time of product purchase, or it can be purchased as a contract for existing HP customer IT environments*.

*IT environment, for the purposes of this document, is the IT infrastructure supported by CA. The extent of infrastructure covered by CA will be those products on which the service has been purchased. You may choose to cover all or a portion of your IT infrastructure with CA. If CA is purchased for a server, enclosure, storage device, or network device, all hardware components within the device must be at the same CA service level.



Service benefits

CA helps you maximize performance, availability, and functional use of virtualized infrastructure environments with:

- Access to an assigned team of HP specialists who understand your IT needs in supporting your business
- Advice on technology deployment
- A core set of proactive services that can be used to help you establish a support plan to address issues across your IT environment*
- A choice of proactive services, selected as needed to meet your particular business situation

CA helps you resolve problems quickly, with:

- A single point of accountability across your IT environment*

- Collaborative incident management processes for selected vendors' products not covered under the CA contract, such as SAP**
- Rapid connection to technical specialists for critical incidents
- A flexible range of hardware support response or repair time commitments to suit your business requirements and budget
- Real-time monitoring of your IT environment*

* IT environment is the IT infrastructure supported by CA

** Selected vendors are noted in the Critical Advantage Service data sheet addendum. Capabilities are dependent on your service-level agreement (SLA) with the third-party vendor. Please consult an HP representative for more detail.

Service Feature Highlights

Table 1. HP account team

Core features

Assigned account team:

- Account Support Manager (ASM)
- Global Mission Critical Solution Center Remote Support Account Advocate (RSAA)
- Mission Critical Hardware Specialist (MCHS) (call-to-repair time commitment only)

Table 2. Proactive features

Core features

Account management core deliverables:

- Account support plan
- Support planning and activity review
- Operational and technical advice
- Remote support solution core deliverables:
 - Setup and maintenance of electronic remote support solution
 - HP IT Resource Center
- Firmware and software revision analysis
- Virtual and physical technology review
- Critical Advantage credits and flexible proactive services

Optional features

Additional HP Critical Advantage service credits

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Table 3. Reactive features

Core features	Reactive service-level choices	Additional core feature for CA with defective media retention (DMR) services
<ul style="list-style-type: none"> • Service coverage window (24x7) • Global Mission Critical Solution Center: <ul style="list-style-type: none"> – Response to critical hardware and software incidents (24x7) – Accelerated escalation management – Remote hardware and software incident diagnosis and support – HP electronic remote support solution – Assistance on non-HP products – Access to electronic support information and services – Parts and materials – Work to completion 	<ul style="list-style-type: none"> • Hardware and software reactive support • Hardware and software reactive support options: <ul style="list-style-type: none"> – HP Critical Advantage L1 Service – HP Critical Advantage L2 Service – HP Critical Advantage L3 Service • Hardware onsite support for HP Critical Advantage L1 and L2 Services • Hardware call-to-repair (CTR) time commitment for HP Critical Advantage L3 Service <ul style="list-style-type: none"> – Upfront audit (CTR time commitment only) – Enhanced parts inventory management (CTR time commitment only) • Software reactive support features <ul style="list-style-type: none"> – Non-critical software response – Software product and documentation updates – License to use software updates – HP recommended software and documentation updates method 	<ul style="list-style-type: none"> • HP Critical Advantage L1 w/DMR Service • HP Critical Advantage L2 w/DMR Service • HP Critical Advantage L3 w/DMR Service <ul style="list-style-type: none"> – Defective media retention

Table 4. Hardware service-level options

Hardware coverage window options	Hardware reactive support options
<ul style="list-style-type: none"> • Hardware coverage window options: <ul style="list-style-type: none"> – Standard business hours, standard business days (9x5) – 13 hours, standard business days (13x5) – 16 hours, standard business days (16x5) – 24 hours, standard business days – Coverage extension for additional hours – Coverage extensions for additional days 	<ul style="list-style-type: none"> • Onsite response time for hardware support • Onsite response time options: <ul style="list-style-type: none"> – 2-hour onsite response – 4-hour onsite response – Next-day onsite response • Call-to-repair (CTR) time commitment • CTR time commitment options: <ul style="list-style-type: none"> – 6-hour CTR time – 8-hour CTR time – 24-hour CTR time

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Specifications

Table 1. HP account team (available as part of CA Care Pack and CA Contractual services)

Feature	Delivery specifications
Core features	<p>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. Members of the assigned account team are:</p> <ul style="list-style-type: none"> • Account Support Manager (ASM) • Remote Support Account Advocate (RSAA) • Mission Critical Hardware Specialist (MCHS), only for hardware CTR time commitment service levels <p>The assigned account team is the Customer's advocate and technical focal point for the ongoing support of the IT environment. To help meet Customer objectives, the team works with the Customer to develop—and routinely review—a mutually agreed-upon account support plan. Additional activities are:</p>
Assigned account team	<ul style="list-style-type: none"> • Coordination of proactive activities • Coordination of additional HP resources when specific skills are needed • Conducting support planning and activity reviews • Monitoring of issues, patches, and advisories that could impact the Customer's environment • Accelerated escalation management • Business recovery and technical resolution of events • Operating system patch analysis recommendation • Firmware and driver analysis and recommendation • Recommendation of preventive activities • Installation of agreed-upon non-customer-installable hardware changes and firmware updates, as required by the hardware advisory notification for selected devices

Specifications

Table 2. Proactive features (available as part of CA Care Pack and CA Contractual services)

Feature	Delivery specifications
Core features	
Account management core deliverables	<p>HP will perform the following core deliverables as part of account management activity.</p>
Account support plan	<p>The account support plan is developed by the ASM after meeting with the designated members of the Customer's IT 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 Customer in meeting internal service-level agreements (SLAs). Key objectives of the account support plan are to help the Customer mitigate risk and drive continuous improvement. In addition, the account support plan defines roles and responsibilities and documents the Customer's CA environment. Annually, the ASM reviews the plan with the Customer and makes the necessary adjustments to match the Customer's ongoing needs and service alignment.</p>
Support planning and activity review	<p>Annually, the ASM and RSAA conduct a support planning and review session. During this session, the Customer, ASM, and RSAA review the support provided by HP over the previous period, including key topics arising from the support activity report and the outcome of CA service activities. These reviews 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 be identified and discussed.</p> <p>These reviews provide an open communication forum to help the Customer share business and IT goals and to help align the CA Service with the Customer's needs on an ongoing basis. During this review, 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.</p> <p>During the review, HP provides the Customer with an annual support-activity report documenting reactive support-call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.</p>
Operational and technical advice	<p>The ASM builds a strong working relationship with designated members of the Customer's IT management staff and helps to align the Customer's IT goals with the Customer's resources while enhancing the capabilities of the Customer's IT infrastructure. In addition to the guidance and advice provided by the ASM during ongoing operations, HP can help minimize risk and potential business disruptions through change management advice.</p>
Remote support solution core deliverables	<p>HP will perform the following core deliverables as part of the remote support solution activity.</p>
Setup and maintenance of electronic remote support solution	<p>HP provides an electronic remote support solution. This solution is a prerequisite for this service and is available in standard and advanced configurations. 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 CA environment. HP assists the Customer with the setup and maintenance of the solution, as well as any prerequisite software the solution requires.</p>

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Specifications

Table 2. Proactive features (available as part of CA Care Pack and CA Contractual services) continued

Feature	Delivery specifications
Core features	
HP IT Resource Center	HP provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available.
Firmware and software revision analysis	<p>System performance and stability require maintenance of the correct levels of software and firmware revisions. Annually, HP reviews the products under the CA contract to verify that they are at the recommended revision levels. The HP account team provides a recommendation as to applicable software and firmware revisions and offers upgrade planning advice for the recommendations. This feature covers all HP firmware and software under the CA contract and selected OS* and hypervisors*.</p> <p>Where the Customer has not purchased Critical Advantage on a selected OS or hypervisor* but has purchased Critical Advantage on the underlying server, HP provides annual software update notification only.</p> <p>For Microsoft® operating systems, HP delivers a written Microsoft Service Pack Bulletin annually that addresses the features of the latest Microsoft operating system service packs.</p> <p>For the Linux OS, HP reviews Linux patch notifications from Linux suppliers annually and provides recommendations of patches applicable to the Customer's environment for Customer installation, based on Red Hat and SUSE Linux versions.</p> <p>For VMware and Microsoft Hyper-V Hypervisors, VMware vCenter, and Microsoft System Center Virtual Machine Manager, HP reviews patch notifications from the suppliers annually and provides recommendations of patches applicable to the Customer's environment.</p> <p>For HP BladeSystem environments, the analysis includes the enclosure and all its components, including server and storage blades, power and cooling components, networking, interconnects, and Virtual Connect. The analysis also covers any drivers related to firmware updates.</p> <p>* Selected OS and virtualization software, as noted in the Critical Advantage Service data sheet addendum. Please consult an HP representative for more detail.</p>
Firmware and software revision installation assistance	<p>For firmware defined by HP as non-customer-installable, HP can provide onsite installation. HP installs these firmware revisions, if requested by the Customer, either during standard HP business hours or outside standard HP business hours at no additional charge to the Customer. HP provides telephone assistance for the installation of customer-installable firmware and software revisions, if requested by the Customer, during the related hardware device coverage window.</p> <p>Installation of customer-installable firmware and software revisions and/or increased frequency of analysis are available through the use of CA credits as described in the 'Critical Advantage credits and flexible proactive services' section below. The ASM will provide a custom quote, if requested.</p>
Virtual and physical technology review	Annually, HP provides a review of the virtual and physical environment. The review provides a technical and supportability review of the IT environment, including product-specific compliance to environmental specifications. The environment review and Customer interviews identify key areas requiring further attention. The ASM works with the Customer to plan how to address these areas using appropriate proactive services with CA credits (see 'Critical Advantage credits and flexible proactive services' section below).
Critical Advantage credits and flexible proactive services	As part of the CA purchase price, the Customer receives CA service credits. The total number of CA service credits scales with the amount and type of products that are covered by the CA contract. The ASM can provide recommendations on the appropriate activity for the Customer's specific situation. Please consult an HP representative for more detail on available CA credits that the Customer can use to choose from a range of proactive services.
Optional features	Optional features are available at an additional charge.
Additional HP Critical Advantage service credits	<p>Customers who require additional proactive help from the members of the account team may purchase additional HP Critical Advantage service credits. Topics addressed may be either technical or operational. The ASM can assist in determining these activities based on the Customer's needs.</p> <p>This option provides ten (10) Critical Advantage service credits. The Customer can order multiple quantities of this option, if needed. Additional agreed-upon activities are provided during standard HP business hours.</p>

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Specifications

Table 3. Reactive features (available as part of CA Care Pack and CA Contractual services)

Feature	Delivery specifications
Core features	
Service coverage window (24x7)	The default coverage window for CA is 24 hours a day, Monday through Sunday including HP holidays. A response to any critical incident is available 24 hours a day, Monday through Sunday including HP holidays, and is described below in the Global Mission Critical Solution Center response feature definition.
Global Mission Critical Solution Center	CA provides 24x7 access to HP's Global Mission Critical Solution Center. The Customer can access the dedicated mission-critical phone number 24 hours a day, 7 days a week. When the Customer calls with a critical hardware or software incident (severity 1 or 2), the Customer is connected to a remote technical support specialist within the HP Global Mission Critical Solution Center who specializes in business recovery in complex computing environments, and who has full access to information about the Customer's IT environment, systems, and specific support needs. 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.
Response to critical hardware and software incidents (24x7)	In addition to the initial troubleshooting, the specialist performs failure data collection and incident definition. The HP specialist also employs escalation procedures and engages additional technical specialists, if necessary. For critical incidents (severity 1) and at HP's discretion, a post-incident review and root-cause analysis activity may be provided. This activity helps to identify any improvements that could be made by the Customer or HP in order to help avoid the occurrence of similar incidents in the future, or to improve subsequent incident handling. Incident severity levels are defined in 'General provisions.'
Accelerated escalation management	HP employs integrated, accelerated escalation procedures to resolve complex support incidents. For the CA Customer, HP uses support specialists to resolve the Customer's critical incidents (severity 1 or 2). If the situation requires additional resources or skills, HP management coordinates incident escalation and rapidly enlists key incident-solving specialists throughout HP. Incident severity levels are defined in 'General provisions.'
Remote hardware and software incident diagnosis and support	Once the Customer has placed a call and HP has acknowledged* receipt of that call, HP will work during the hardware or software coverage window to isolate the hardware or software incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostic tests using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution. Incidents with covered hardware or software can be reported to HP via telephone or Web portal, as locally available, or via the HP electronic remote support solutions as an automated equipment reporting event 24 hours a day, 7 days a week. 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 incidents. * Please see 'General provisions' for more detail.
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 and an enterprise view of open incidents and history. An HP support specialist will use the remote system access only with the Customer's prior written authorization as agreed in the account support plan. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster incident resolution.
Assistance on non-HP products	If, during the course of problem resolution, it is determined that the problem lies with a product that comes from another vendor and is not supported under CA, HP will refer the Customer to that vendor for further support and problem resolution. With selected vendors, provided that the Customer has a support agreement with the vendor, HP may employ collaborative incident management processes to assist with incident resolution, if so requested by the Customer. Refer to the Critical Advantage Service data sheet addendum for the list of selected vendors. The level of HP collaboration with the other vendor is dependent on the Customer's service level with the vendor. Please contact an HP representative for more detail.

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Specifications

Table 3. Reactive features (available as part of CA Care Pack and CA Contractual services) *continued*

Feature	Delivery specifications
Core features	
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none">• Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, 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• Use of certain HP proprietary service diagnostic tools with password access• Support Case Manager, a tool for submitting questions directly to the HP Global Solution Center. Support Case Manager helps to address problems quickly with a pre-qualification process that routes the support or service request to the engineer 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.• Searches of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums, and download software patches. This service may be limited by third-party access restrictions.
Parts and materials	<p>HP will provide HP-supported 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.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage:</p> <p>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.</p>
Work to completion	<p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, within the coverage window, 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 those parts or resources become available.</p> <p>Work to completion applies to onsite response time hardware service levels only and may not apply to onsite support provided for desktop, mobile, and consumer products.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>
Reactive service-level choices	
Hardware and software reactive support	<p>The CA portfolio offers three distinct service levels:</p> <ul style="list-style-type: none">• HP Critical Advantage L1 Service• HP Critical Advantage L2 Service• HP Critical Advantage L3 Service <p>Each CA service level includes proactive and reactive support. For each CA service level, HP provides all the core proactive service features noted in Tables 1 and 2, and the core reactive service features noted above in Table 3.</p> <p>The variations in the CA reactive service levels are outlined below, in the following paragraphs.</p>
Hardware and software reactive support options:	
hHP Critical Advantage L1 Service	<p>HP provides the following reactive service levels for the specific devices covered under this option:</p> <ul style="list-style-type: none">– 4-hour onsite response for hardware incidents, with a 13x5 coverage window– Software technical support, with a 24x7 coverage window
HP Critical Advantage L2 Service	<p>HP provides the following reactive support levels for the specific devices covered under this option:</p> <ul style="list-style-type: none">– 4-hour onsite response for hardware incidents, with a 24x7 coverage window– Software technical support, with a 24x7 coverage window
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Specifications

Table 3. Reactive features (available as part of CA Care Pack and CA Contractual services) continued

Feature	Delivery specifications
Core features	
HP Critical Advantage L3 Service	<p>HP provides the following reactive support levels for the specific devices covered under this option:</p> <ul style="list-style-type: none"> – 6-hour call to repair (CTR) time commitment for hardware incidents, with a 24x7 coverage window – Software technical support, with a 24x7 coverage window
Hardware onsite support for HP Critical Advantage L1 and L2 Services	<p>For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP support specialist is engaged and, if necessary, sent to the Customer's site to 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 equivalent to new in performance. Replaced products become the property of HP.</p> <p>Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, 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.</p>
Hardware call-to-repair time commitment for HP Critical Advantage L3 Service	<p>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 (CTR) 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 CTR time commitment will then start at that time. Incident severity levels are defined in 'General provisions.'</p> <p>CTR time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in 'General provisions.' CTR time ends with HP's determination that the hardware is repaired, or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected, that the hardware has been replaced, or, for eligible storage products, that access to the Customer's data has been restored. Verification may be accomplished by the completion of a power-on self-test or standalone diagnostic, or by 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 CTR time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p>
Upfront audit (CTR time commitment only)	<p>For products with the hardware CTR 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 incidents 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 CTR time commitment will not take effect until five (5) business days after the audit has been completed.</p> <p>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.</p>
Enhanced parts inventory management (CTR time commitment only)	<p>To support HP CTR time commitments, an inventory of critical replacement parts is maintained for Customers who have selected the CTR 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.</p>
Software reactive support features	<p>HP provides the following features for the reactive software support if the Customer purchases software license and associated CA Service coverage from HP.</p>
Non-critical software response	<p>Once a non-critical software incident (severity 3 or 4) is logged, 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.</p> <p>For critical software response (severity 1 or 2), please refer to the Global Mission Critical Solution Center feature described earlier in this document.</p>

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Specifications

Table 3. Reactive features (available as part of CA Care Pack and CA Contractual services) *continued*

Feature	Delivery specifications
Core features	
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 an HP software download facility such as Software Update Manager (SUM). SUM allows the Customer to download updates, order physical media (where available), view order status and history, and receive software update notifications via e-mail. SUM helps the Customer proactively manage and plan for software updates.
	For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's Web site.
	For certain products, HP will automatically deliver the software and documentation updates to the Customer on physical media when new revisions are made commercially and generally available.
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.
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. Delivery of software and documentation updates may be via download from an HP hosted or third-party hosted Web site or delivered on physical media (typically CD or DVD).
Additional core feature for CA with defective media retention services	
	<p>The CA portfolio offers the following three additional service levels that include hardware defective media retention (DMR) as an additional core feature:</p> <ul style="list-style-type: none"> • HP Critical Advantage L1 w/DMR Service • HP Critical Advantage L2 w/DMR Service • HP Critical Advantage L3 w/DMR Service <p>Please note that for each of these CA w/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.</p>
HP Critical Advantage L1 w/DMR Service	<p>HP provides the following reactive support levels for the devices covered under this option:</p> <ul style="list-style-type: none"> – 4-hour onsite response for hardware incidents, with a 13x5 coverage window; includes defective media retention capability for eligible devices – Software technical support, with a 24x7 coverage window
HP Critical Advantage L2 w/DMR Service	<p>HP provides the following reactive support levels for the devices covered under this option:</p> <ul style="list-style-type: none"> – 4-hour onsite response for hardware incidents, with a 24x7 coverage window; includes defective media retention capability for eligible devices – Software technical support, with a 24x7 coverage window
HP Critical Advantage L3 w/DMR Service	<p>HP provides the following reactive support levels for the devices covered under this option:</p> <ul style="list-style-type: none"> – 6-hour CTR time commitment for hardware incidents, with a 24x7 coverage window; includes defective media retention capability for eligible devices – Software technical support, with a 24x7 coverage window
Defective media retention	<p>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 the HP Single Order Terms for Support, 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.</p>

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Specifications

Table 4. Hardware service-level options (available only as part of CA Contractual service)

Service-level option	Delivery specifications
Hardware service-level options availability	Not all hardware service-level options are available on all products. The hardware service-level options the Customer has chosen will be specified in the Customer's contract documentation.
Hardware coverage window	<p>The hardware coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>For critical incidents (severity 1 or 2), on covered hardware devices, please refer to the Global Mission Critical Solution Center feature description. For non-critical incidents (severity 3 or 4), on covered hardware devices, all calls received outside the coverage window will be logged the next day for which there exists a coverage window. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Hardware coverage window options:	
16 hours, standard business days (16x5)	Service is available 16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HP holidays.
13 hours, standard business days (13x5)	Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.
24 hours, standard business days	Service is available 24 hours per day, Monday through Friday excluding HP holidays.
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.
Coverage extensions for additional days	<p>The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following:</p> <ul style="list-style-type: none"> • Saturdays, excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
Hardware reactive support options:	
Onsite response time for hardware support	<p>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 period.</p> <p>Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged* by HP. 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.</p> <p>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 hardware service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p> <p>* Please see 'General provisions' for more detail.</p>
Onsite response time options:	
2-hour onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 2 hours after the call has been received and acknowledged by HP.
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 call has been received and acknowledged by HP.
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 call has been received and acknowledged by HP.
Call-to-repair time commitment	For incidents with covered hardware that cannot be resolved remotely, an HP authorized representative will arrive at the Customer's site to begin hardware maintenance service, after the call has been acknowledged by HP, as specified in 'Service prerequisites.'

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Specifications

Table 4. Hardware service-level options (available only as part of CA Contractual service) continued

Service-level option	Delivery specifications
Call-to-repair time commitment options:	
6-hour call-to-repair time	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the call has been received and acknowledged by HP, if this time falls within the coverage window.
8-hour call-to-repair time	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours after the call has been received and acknowledged by HP, if this time falls within the coverage window.
24-hour call-to-repair time	HP will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours after the call has been received and acknowledged by HP, if this time falls within the coverage window.

Specifications

Table 5. 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 zone table for hardware onsite response time

Distance from HP designated support hub	2-hour hardware onsite response time	4-hour hardware onsite response time	Next-day hardware onsite response time
0–25 miles (0–40 km)	2 hours	4 hours	Next coverage day
26–50 miles (41–80 km)	Established at time of order and subject to availability	4 hours	Next coverage day
51–100 miles (81–160 km)	Not available	4 hours	Next coverage day
101–200 miles (161–320 km)	Not available	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Not available	Established at time of order and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Not available	Established at time of order and subject to availability	Established at time of order and subject to availability

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. 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 zones and charges may vary in some geographic locations.

Please note that 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.

Travel zone table for hardware call-to-repair time commitment

Distance from HP designated support hub	6-hour hardware call-to-repair time	8-hour hardware call-to-repair time	24-hour hardware call-to-repair time
0–50 miles (0–80 km)	6 hours	8 hours	24 hours
51–100 miles (81–160 km)	8 hours	10 hours	24 hours
More than 100 miles (160+ km)	Not available	Not available	Not available

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Table 6. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support CA Customers, HP uses a powerful suite of tools and technologies for managing complex and diverse IT environments. HP remote support technologies integrate management of multiple servers, operating systems, and networking and storage devices. 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 incident resolution when incidents do occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help HP support 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.</p> <p>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 helps provide data integrity and transaction security through a multilevel, layered structure utilizing encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p> <p>The Customer is responsible for maintaining the contact details configured in the remote support solution that HP will use in responding to a device failure.</p>

Information highlighted in the following sections covers all features available with both HP CA Care Pack services and HP CA Contractual services. Please refer to specification tables 4 and 5 for more details on additional features available only as part of HP CA Contractual service.

Service limitations

Services provided within the scope of one CA 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 CA Service is limited to the products under the CA support contract.

Minimum investment threshold

CA Service is only available where the total product net price, per deal, in one Customer's CA environment is greater than a specified minimum threshold amount. Products not covered by CA do not count in calculating the minimum threshold amount as noted in the Critical Advantage Service data sheet addendum. Please consult an HP representative for more detail. If a CA Customer is adding a product or products to an existing CA environment, the minimum threshold will not apply.

HP reserves the right to cancel the CA service obligation and refund the Customer for the CA

Service if the CA Service has been inadvertently sold to a Customer that does not satisfy this minimum threshold.

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 in the Critical Advantage Service data sheet addendum. 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.

Delivery of proactive support outside HP standard business hours, standard business days can be purchased separately and is subject to local availability.

HP retains the right to determine the final resolution of all reported incidents.

HP does not act in the capacity of or 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.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

The following activities are excluded from CA:

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

Hardware call-to-repair commitment

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. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide service with a 4-hour onsite response time. Hardware call-to-repair time options are specified in the service-level options table. 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 those cases HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location. For more detail on the Customer Self Repair process and parts, please refer to: www.hp.com/go/selfrepair

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.

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

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 those cases HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location.

For more detail 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 THE HP SINGLE ORDER TERMS FOR SUPPORT 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 the 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.

If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for the manual collection of system information for proactive analysis activities. 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, if the Customer does not deploy the required remote support solution in cases where recommended and available. 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 in writing by HP and the Customer.

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.

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

For CA, HP requires the Customer to install 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 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.

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 'Service prerequisites.' Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed 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 hard-copy or e-mail 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

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the 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.

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 is 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 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: no business or user impact

Additional HP Critical Advantage service credits

- Additional HP Critical Advantage service credits can only be purchased if the Customer has already purchased HP Critical Advantage services and has an active contract.
- Additional HP Critical Advantage service credits must be utilized and redeemed against specific service activities within the scope of one CA environment under the direct day-to-day management of one IT manager, in one country.
- Additional HP Critical Advantage service credits are not transferable.
- Additional HP Critical Advantage service credits purchased by the Customer will terminate with the end of the current CA contract term and cannot be rolled over at contract renewal time. Unused service credits at the end of the current CA contract term will not be refunded and cannot be added to another contract.
- If the Customer cancels a CA 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 Critical Advantage service credits, then HP will refund the Customer a pro-rata amount for the unused prepaid support based on the unused additional HP Critical Advantage 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 (hard drives within a storage array, 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.

To obtain further information or to order HP Critical Advantage Service, contact a local HP sales representative and reference the following product numbers (please note: x denotes the service length in years; options are 1, 3, 4, or 5 years).

- HP Critical Advantage configurable Care Pack services:
 - HP Critical Advantage L1 Service, HK775Ax
 - HP Critical Advantage L2 Service, HK776Ax
 - HP Critical Advantage L3 Service, HK777Ax
 - HP Critical Advantage L1 with DMR Service, HK778Ax
 - HP Critical Advantage L2 with DMR Service, HK779Ax
 - HP Critical Advantage L3 with DMR Service, HK780Ax
- HP Critical Advantage Contractual services:
 - HP Critical Advantage L1 Service, HK775AC
 - HP Critical Advantage L2 Service, HK776AC
 - HP Critical Advantage L3 Service, HK777AC
 - HP Critical Advantage L1 with DMR Service, HK778AC
 - HP Critical Advantage L2 with DMR Service, HK779AC
 - HP Critical Advantage L3 with DMR Service, HK780AC
- HP Critical Advantage non-configurable Care Pack services (1- and 3-year options available):
 - HP Critical Advantage L2 Service
 - HP Additional 10 Critical Advantage Credit Service

For the complete list of HP Critical Advantage fixed Care Pack services, please contact your local HP sales representative or HP reseller.

For more information

For more information on HP Critical Advantage 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



Get connected

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