HPE Aruba Networking Foundational Care

Document purpose

This document provides an overview of HPE Aruba Networking Foundational Care support service. It outlines what the service includes, how customers buy it, what entitlements are included, and how HPE delivers the purchased service. The document also states customers' responsibilities, which will help us in delivering services.

This document should be used in conjunction with TAC User Guide, located at the following URL - https://asp-documents.arubanetworks.com/portals/0/TAC_User_Guide.pdf

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What is HPE Aruba Networking Foundational Care

HPE Aruba Networking has developed an enhanced support program which allows customers to choose multiple service level options for their network and the associated hardware and software components. This fee-based service allows access to HPE Aruba Networking support services as outlined below, and enables increased availability of network infrastructure.

Foundational Care support consists of the following three service elements:

- Technical support (delivered in English only but with multi-lingual chat through Ava, the virtual assistant in the HPE Networking Support Portal, formerly known as Aruba Support Portal (ASP))

- Hardware replacement (managed and delivered through the Technical Assistance Center (TAC) or self-serve through the HPE Networking Support Portal)

- Software updates and support (delivered as self-serve through the HPE Networking Support Portal)

Technical support
From case creation to case monitoring, updating and resolution, customers can be informed and empowered through our web-based self-service HPE Networking Support Portal – and phone-based Technical Assistance Center (TAC). These support tools and resources are available 24x7x365.

Customers can initiate a support case through the following methods:

- Virtual assistant in HPE Networking Support Portal

- Live chat through HPE Networking Support Portal

- Online case creation through HPE Networking Support Portal

- Phone

- Product interfaces

- HPE Networking Support Portal

In addition to above, Foundational Care customers may contact TAC directly for the following services:

- Incident monitoring and critical issues response

- Opening and updating of cases

- HPE Networking Support Portal password resets

- Access to product-specific support experts

- Entitlement validation

- Creation of RMAs (as described in hardware entitlement below)

- Software support (as described in software entitlement below)

For all HPE Networking Support Portal features and for information on how to use TAC, please refer to the TAC User Guide at the following link: https://asp-documents. arubanetworks.com/portals/0/TAC_User_ Guide.pdf

Initial response Service Level Objectives (SLO)
Initial response is measured from the point of case creation until a TAC engineer is assigned.

For 9x5 contracts

If a case is opened within local business hours (8 AM – 5 PM)

- Severity 1: within 1 hour

- Severity 2: within 4 hours

- Severity 3: within 1 business day

- Severity 4: within 5 business days

For cases opened after local business hours

- Severity 1-3: next business day

- Severity 4: within 5 business days

For 24x7 contracts and subscriptions

- Severity 1: within 1 hour

- Severity 2: within 4 hours

- Severity 3: within 1 business day

- Severity 4: within 5 business days

Table 1. Severity level guidelines

Severity level	Description
Severity 1 - Critical	Critical system or service outage in a production environment that results in a severe degradation of overall network performance and/or significant reduction in capacity
Severity 2 - High	Intermittent degradation of system or service performance that impacts end-user service quality or impairs network operator control or operational effectiveness; also includes loss of diagnostic capabilities
Severity 3 - Minor	Minor degradation of system or service performance that does not impact end-user service or quality and has minimal impact on network
Severity 4 - Low	No impact on system or network operations, information requests, document errors, or standard questions on configuration or functionality of equipment

Hardware replacement

HPE Aruba Networking provides a hardware replacement service by issuing an advanced return material authorization (RMA) to the customer, to ensure that defective unit or parts can be replaced for business continuity. Service availability is dependent upon the distance of the customer's device location from HPE Aruba Networking designated support hubs.

The service is offered in multiple service level options:

- **Next business day exchange –** HPE Aruba Networking will deliver the replacement part next business day after the approval of RMA; provided the RMA request has been initiated by 5:00 pm local time.

- **4-hour exchange –** HPE Aruba Networking will deliver the part within 4 hours after the approval of RMA; provided the RMA request has been initiated by 5:00 pm local time.

- **Next business day onsite –** HPE Aruba Networking will deliver the replacement part next business day after the approval

of RMA; provided the RMA request has been initiated by 5:00 pm local time. Further, the customer has an option to schedule the arrival of an HPE Aruba Networking authorized field engineer on the day the part is scheduled to arrive. The field engineer's availability is limited from 9:00 am to 5:00 pm local time. HPE Aruba Networking will work with the customer to establish timelines.

- **4-hour onsite –** HPE Aruba Networking will deliver the part within 4 hours after the approval of RMA; provided the RMA request has been initiated by 5:00 pm local time. Further, the customer has an option to schedule the arrival of an HPE Aruba Networking authorized field engineer on the day the part is scheduled to arrive. The field engineer's availability is limited to hours between 9:00 am and 5:00 pm local time. HPE Aruba Networking will work with the customer to establish timelines.

- **Call-to-Repair 6-hour –** Once the call has been received and acknowledged, HPE Aruba Networking will start remediation work and return the hardware to operating condition within 6 hours for Severity 1

level tickets. For Severity 2-4 level tickets, HPE Aruba Networking will work with the customer to schedule time for the remediation work to begin.

Table 2. Hardware replacement options

Hardware service levels	Next Business Day (NBD)		4-hours		Call-to-Repair 6-hours
	HW only	**Onsite**	**HW only**	**Onsite**	**HW only**
RMA	Yes	Yes	Yes	Yes	Yes (repair/replace)
RMA delivery option	Next Business Day delivery	Next Business Day delivery	4-hours	4-hours	6-hours
RMA installation	Customer	HPE Aruba Networking rep	Customer	HPE Aruba Networking rep	HPE Aruba Networking rep

Note: Service is available on all locally observed holidays

Geographical requirements

Hardware on-site response times vary based on distance from a designated support hub. See Table 3 below for response times and coverage.

Table 3. Service level response times

Distance from designated support hub	4-hour exchange	Next Business Day exchange
0–100 miles (0–160 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

*May be subject to additional travel charges

Table 4. Call-to-Repair response times

Distance from designated support hub	Call-to-Repair
0–50 miles (0–80 km)	6 hours
51–100 miles (81–160 km)	8 hours
More than 100 miles (160+ km)	Not available

The customer is required to choose one service level of hardware RMA at the time of purchasing HPE Aruba Networking Foundational Care support if they choose to buy a hardware replacement entitlement.

Software updates and support

All software used by the customer is governed by the then applicable HPE Aruba Networking Enterprise User License Agreement. Through HPE Aruba Networking Foundational Care software support, HPE Aruba Networking provides:

- Access to technical resources which include documentation, patches, and feature descriptions

- Licenses to use software updates to ensure compliance with the EULA

- Technical troubleshooting

  – Corrective support to resolve identifiable and customer reproducible software issues

  – Determining configuration parameters for supported configuration

  – Basic advisory assistance on software installation and updates

- Operational support through solutions to known problems and available solutions

  – License validation and assignment to ensure accurate entitlement

Software is defined as follows:

Any software program provided by HPE Aruba Networking (OS with hardware or standalone application) to assist in the operation of HPE Aruba Networking hardware. This includes any copies, updates, upgrades, modifications and enhancements to firmware, operating system, and scripts.

Major release – a release of software that provides additional software functions compared to an existing release

Minor release – an incremental release of software that provides minor additional features

Maintenance release – an incremental release of software that provides bug fixes and other maintenance updates

HPE Aruba Networking Foundational Care for HPE Aruba Networking Central customers

HPE Aruba Networking Central licenses include the following Foundational Care entitlements for all devices registered in Central:

- Technical Support (access to TAC)

- Software Support (software updates and support)

Additionally, customers have the option to buy hardware replacement options at the following service levels:

- **Next business day exchange –** Subject to geographical requirements, HPE Aruba Networking will deliver the replacement part next business day after the approval of RMA; provided the RMA request has been initiated by 5:00 pm local time.

- **4-hour onsite –** Subject to geographical requirements, HPE Aruba Networking will deliver the part within 4 hours after the approval of RMA; provided the RMA request has been initiated by 5:00 pm local time. Further, the customer has an option to schedule the arrival of an HPE Aruba Networking authorized Field Engineer on the day the part is scheduled to arrive. The field engineer's availability is limited to hours between 9:00 am to 5:00 pm local time. HPE Aruba Networking will work with the customer to establish timelines.

Table 5. Hardware replacement options for HPE Aruba Networking Central customers

Hardware service levels	NBD	4-hours
	HW only	Onsite
RMA	Yes	Yes
RMA service level	Next Business Day delivery	4-hour delivery
RMA installation	Customer	HPE Aruba Networks representative

Note: Service is available on all locally observed holidays

How to buy HPE Aruba Networking Foundational Care

Table 6. Foundational Care ordering information

Foundational Care	Service entitlements
Software support	Access to TAC + software updates and support
Hardware support	Access to TAC + hardware replacement (must choose 1 of 5 available service level options)
Software and hardware support	Access to TAC + software updates and support + hardware replacement (must choose 1 of 5 available service level options)
For Central customers – Hardware support option ("Hardware Only")	Hardware replacement (must choose 1 of 2 available service level options). Access to TAC and software support is included for Central registered devices

Table 7. Defective media retention options

Feature	Delivery specifications
Defective media retention	For eligible products, the defective media retention (DMR) service feature option allows you to retain defective hard disk or eligible SSD/flash drive components that you do 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.
Comprehensive defective material retention	In addition to defective media retention, the comprehensive defective material retention service feature option allows you to retain additional components that have been designated by HPE Aruba Networking as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this Service are outlined in the document located at hpe.com/services/cdmr.

Customer responsibilities

General

- If the customer does not act upon the specified customer responsibilities, at HPE Aruba Networking's discretion, HPE Aruba Networking or the HPE Aruba Networking authorized service provider will:

  – not be obligated to deliver the services as described, or

  – 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 HPE Aruba Networking to perform the services. The Customer must also provide accurate and complete shipping information in a timely manner as required by HPE Aruba Networking to deliver the replacement product.

- The Customer must perform other reasonable activities to help HPE Aruba Networking identify and resolve cases, as

requested. This may include the following tasks:

- Start self-tests, install, and run other diagnostic tools and programs

- Install recommended and HPE Aruba Networking approved customer-installable software and firmware updates and patches

- Run data collection "scripts" when they cannot be initiated through remote access or support technology

- Provide all information necessary for HPE Aruba Networking to determine the level of support eligibility and to enable HPE Aruba Networking to deliver timely and professional remote support

- The Customer is responsible for removing devices that block physical access and ensuring any covered devices are directly accessible without the use of additional tools or equipment and do not expose the HPE Aruba Networking authorized representative to a potential health or safety hazard to perform the services.

The Customer must ensure the covered device(s) are fully and freely accessible to the HPE Aruba Networking authorized representative without any hindrance whatsoever prior to the delivery of the service.

Hardware

- The customer must maintain accurate asset records including location of assets in the HPE Networking Support Portal.

- The customer will take responsibility for registering to use the HPE Aruba Networking or third-party vendor's electronic facility to access knowledge databases and to obtain product information. HPE Aruba Networking 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.

- The customer must ship the defective product or parts to HPE Aruba Networking within five (5) business days of receipt of the replacement product or part and must obtain a prepaid insurance receipt, which should be retained by the customer as proof of shipment to HPE Aruba Networking. If the defective product or part is not received by HPE Aruba Networking within 10 business days of the customer's receipt of the replacement product, the customer will be charged the replacement product's list price.

- Customers must verify the device/product related to the support case is registered in the HPE Networking Support Portal.

- 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 HPE Aruba Networking 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.

Software
- The customer will retain and provide HPE Aruba Networking upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.

- The customer will take responsibility for acting upon software product updates and obsolescence notifications received from the HPE Networking Support Portal

- The customer will be responsible for all data backup and restore operations.

- The customer will adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent.

- The customer will use all software products in accordance with current HPE Aruba Networking 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.

- The customer agrees to pay additional charges if the customer requests that HPE Aruba Networking install customer-installable firmware or software 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 Aruba Networking and the customer.

On-site
- Customer must ensure that a customer authorized representative is present when HPE Aruba Networking provides onsite hardware replacement at their site.

- Customer must provide access to the products covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the products.

- Customer must provide access to and use of information, customer resources, and facilities as reasonably determined necessary by HPE Aruba Networking to service the products.

- Customer must notify HPE Aruba Networking if products are used in an environment that poses a potential health or safety hazard to HPE Aruba Networking employees or subcontractors. HPE Aruba Networking may postpone service until the customer makes the environment safe for it to service.

- Customer must ensure that registered devices/products with Foundational Care are in the location identified in the HPE Networking Support Portal. It is the responsibility of the customer to ensure that asset location is included in the contract sales process.

- Onsite RMA and technical support vary by HPE Aruba Networking Foundational Care service levels based upon the location of the device/product that requires service. Moving the device/ product may impact or impair HPE Aruba Networking's ability to deliver the on-site service. Any changes in location of the asset must be communicated to the respective partner or HPE Aruba Networking account manager.

Additional provisions

- On-site response time for hardware issues begins when the initial case has been received and acknowledged by HPE Aruba Networking. The on-site response time ends when the HPE Aruba Networking authorized representative arrives at customer site, or when the reported event is closed with the explanation that HPE Aruba Networking has determined that no on-site intervention is required.

- Call-to-repair time for hardware issues begins when the initial case has been received and acknowledged by HPE Aruba Networking or at the start time for work scheduled in agreement with the customer. Call-to-repair time ends with the determination that the hardware is repaired, or when the incident is closed with the explanation that HPE Aruba Networking has determined that no on-site intervention is required.

- The hardware call-to-repair time commitment is subject to the customer providing immediate and unrestricted access to the system, as requested by HPE Aruba Networking. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied.

- A hardware call-to-repair time commitment does not apply to software products or when a customer chooses to have HPE Aruba Networking prolong diagnosis rather than execute recommended recovery procedures.

- The hardware call-to-repair time commitments and on-site response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

- The following activities or situations will suspend the hardware call-to-repair time calculation (if applicable) until they are completed or resolved:

  – Any customer or third-party action or inaction impacting the repair process.

– Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures.

– Any other activities not specific to hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system.

• The customer acknowledges and agrees that HPE Aruba Networking may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

• At the discretion of HPE Aruba Networking, service will be provided using a combination of remote diagnosis and support, services delivered on-site, 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 Aruba Networking as customer replaceable parts, or an entire replacement product. HPE Aruba Networking will determine the appropriate delivery method required to provide effective and timely customer support and meet the call-to-repair time commitment, if applicable.

• HPE Aruba Networking retains the right to determine the final resolution of all incidents.

• HPE Aruba Networking may utilize authorized service delivery partners in certain countries where HPE Aruba Networking does not have a direct, local presence. Any specified on-site response times or provision of customer-replaceable parts is subject to local parts availability at the country level.

• Coverage for eligible multivendor systems is limited to all standard vendor-supplied internal components.

• HPE Aruba Networking reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

• All entitlement fulfilments related to warranty, HPE Aruba Networking Foundational Care and other support services are subjected to HPE Aruba Networking's ability to operate legally and within a safe environment subject to local geographical conditions and US and other government regulations.

Limitations and exceptions

HPE Aruba Networking retains the right to determine the final resolution of all service requests. 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 HPE Aruba Networking

• Services that, in the opinion of HPE Aruba Networking, are required due to unauthorized attempts by non-HPE Aruba Networking personnel to install, repair, maintain, or modify hardware, firmware, or software

• Operational testing of applications, or additional tests requested or required by the customer due to failure of the customer to take avoidance action previously advised by HPE

• Services that, in the opinion of HPE, are required due to improper treatment or use of the product

• Backup, recovery, support of other software, and data

• Installation of any customer-installable firmware and/or software updates

• Installation of replacement product

• Any services not clearly specified in this document

• Troubleshooting for interconnectivity or compatibility problems

• Non-HPE devices

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, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

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. HPE Aruba Networking will work with the customer to recommend a replacement.

For Managed Area Partners (MAP) and Partner Led Countries (PLC), the Service Level Objectives are "commercially reasonable efforts."

Table 8. Glossary

Term	Definition
Access	Ability to access HPE Aruba Networking resources using an authorized userid and password subsequent to confirmed authentication
Accessories	Any cables, plugs, etc., which is not material to an equipment's functionality and can be bought over the counter
HPE Networking Support Portal (Aruba Support Portal (ASP))	An online web-based self-service portal for incident management and other associated functionalities. Link to Support Portal
Business Day	A day when customer's local HPE Aruba Networking office/depot is conducting regular business activities
Call-to-Repair	The customer will create a case and if the entitlement shows CTR – HPE Aruba Networking representative will return the hardware to operating condition either through repair or with replacement part. The customer will be responsible for configuration of the hardware.
Case	A notification to HPE Aruba Networking by the Customer related to service entitlement or a notice of wanting to receive technical support
HPE Aruba Networking Central	A cloud-based networking solution that empowers IT with AI-powered insights, intuitive visualizations, workflow automation, and edge-to-cloud security to manage campus, branch, remote, data center, and IoT networks from one dashboard
Coverage	Entitlement for a product or service for which a customer has purchased HPE Aruba Networking support services
Coverage Day	Eligible day of service as part of entitlement
Customer	The original end-user of the HPE Aruba Networking branded product. A customer can purchase the product through HPE Aruba Networking or through one of its authorized resellers.
Device or Product	HPE Aruba Networking branded product - hardware or software- sold directly by HPE Aruba Networking or through one of its authorized resellers
Entitlement	The level of service by product and serial number are associated either with a warranty term or a Foundational Care agreement
HPE Aruba Networking	The intelligent edge business unit of HPE
Incident	See 'case' above
NBD (Warranty)	Next business day shipping (Best Effort)
NBD (Foundational Care, Central or any contract-based offer)	Next business day delivery
Onsite	Customer's premises where HPE Aruba Networking branded equipment is located and needs to be serviced

Table 8. Glossary

Term	Definition
Registration of the Device or Product	Registration of the device on Aruba Support Portal using one of the following: device serial number, contract number, license, or subscription
Return Materials Authorization (RMA)	Approval of HPE Aruba Networking to authorize shipping of a replacement part to the customer against a defective part
Serial Number	A unique number assigned by HPE Aruba Networking to help identify an individual device
Technical Assistance Center (TAC)	HPE Aruba Networking support center which receives customers cases to troubleshoot and resolve cases, as appropriate. For how to use TAC, please refer to TAC user guide
Warranty	An entitlement provided by HPE Aruba Networking, and associated within the product SKU

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