



HPE TELCO

Operational Support Services Overview and Policy Guidelines



The HPE Communications Technology Group (CTG) offers a portfolio of Software Products and Solutions, each with associated Support Services described in a series of data sheets.

The HPE Telco Support Services portfolio has been specifically designed to support an end-to-end solution delivered by the HPE Communications Technology Group, providing a comprehensive set of reactive and proactive services that cover all aspects of a solution, designed to help you improve the stability and operation of an end-to-end solution to achieve better business outcomes.

This Hewlett Packard Enterprise document establishes our company's obligation to you, the Customer, with respect to our HPE Telco Support Services portfolio.

The HPE Telco Support Services portfolio includes dedicated offers aligning with the specific needs of each technology choice that you make, providing you with core support services for HPE Telco Software Solutions and cost-effective value-added services to meet your business and operational needs.

The HPE Communications Technology Group offers a portfolio of HPE Software Products and Solutions, each with associated operational services described in a series of data sheets. Each Software Solution fits within a distinct profile which brings specific operational considerations and a support offer that meets these needs.

The **HPE Telco SaaS Support Services data sheet** describes the operational services and commitments related to HPE Telco Solutions sold and delivered "as a service".

The **HPE Telco Product Support Service data sheet** describes the operational services and commitments related to HPE Telco Software products and to HPE Telco Software products developed and delivered within an agile framework for customers requiring frequent releases with fast deployment cycles.

Because HPE Telco customers have specific operational needs, the HPE Telco Product Support offers include distinct offers:

- **HPE Telco Product Support Foundation and HPE Telco Product Support Agile Foundation**, a 9x5 support offer designed to cover noncritical environments.
- **HPE Telco Product Support Premium and HPE Telco Product Support Agile Premium**, a 24x7 support offer designed to cover non-business-critical production environments.
- **HPE Telco Product Support Business Critical and HPE Telco Product Support Agile Business Critical**, a 24x7 support offer with aggressive service-level objectives designed for business-critical production environments.
- For those business scenarios where the HPE Telco Business Critical Support offer is not sufficient the **HPE Telco Product Support Mission Critical and HPE Telco Product Support Agile Mission Critical** may be offered by agreement.

An end-to-end solution can comprise multiple HPE Telco Software Solutions (and their associated Support Services) as well as partner, third-party, and customer specific applications, configuration data and integration. The **HPE Telco Solution Support Services data sheet** describes the additional operational services that are available to provide an end-to-end support service across the entire solution.

The **HPE Telco Packaged Support Services data sheet** describes the optional, value-added operational services which can be offered alongside any active HPE Telco Support contract.

The Telco Operational Support Services portfolio is complemented by the HPE Pointnext Services Operational Support Services for Infrastructure.

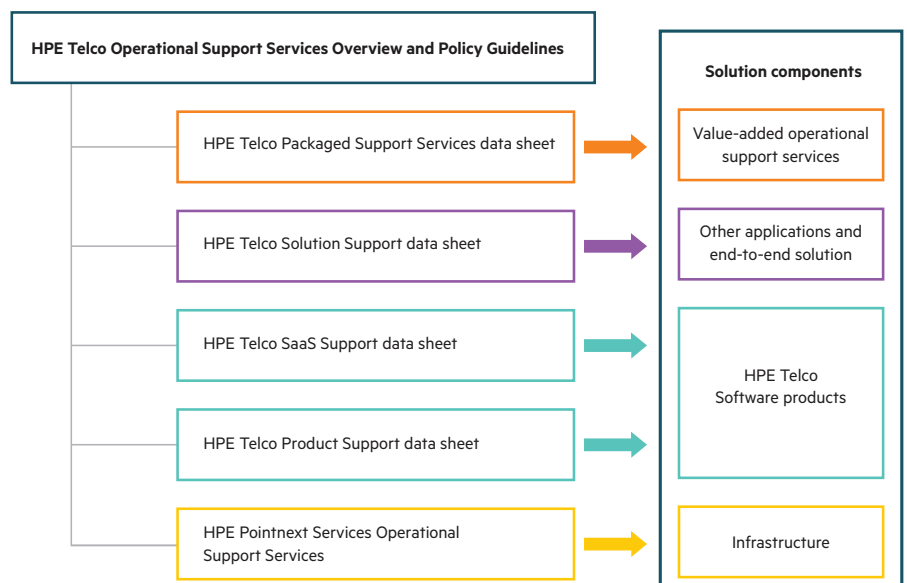


FIGURE 1. HPE Telco Operational Support Services portfolio



HPE TELCO SOFTWARE PLATFORMS, HPE TELCO SOFTWARE APPLICATIONS, AND HPE TELCO SOFTWARE AS A SERVICE

Each HPE Telco Software Product is classified as either a “Software Platform”, a “Software Application” or “Software as a Service”. Each has a different lifecycle and a different product support offer that is applicable. The HPE Telco Software Platforms lifecycle is different from the HPE Telco Software Applications lifecycle; for example, the support policies are different during the active support and discontinuance period. Table 1 provides the list of HPE Telco Software Platforms, HPE Telco Software Applications, and HPE Telco Software as a Service available for HPE Telco’s and their respective product support offers.

TABLE 1. HPE Telco Support Services: 9x5 Foundation, 24x7 Premium, 24x7 Business critical, 9x5 Agile, 24x7 Agile Premium, 24x7 Agile Business critical, and 24x7 Software as a Service

HPE Telco Platform and Application	Product name	9x5 Foundation ¹	24x7 Premium	24x7 Business critical	9x5 Agile Foundation ¹	24x7 Agile Premium	24x7 Agile Business critical	24x7 Software as a Service
Platform	HPE Enhanced Interactive Unified Mediation (eIUM)	Available	Available	Available ²				
	HPE OC Universal Signaling Platform (OC USP-M)	Available	Available	Available ²				
	HPE OC Media Platform Media Resource Function (OCMP-MRF)	Available	Available	Available ²				
	HPE Telecom Application Server (TAS)	Available	Available	Available ²				
Applications	HPE Virtual Headend Manager (VHM)	Available	Available					
	HPE Video Performance Platform (VPP)	Available	Available					
	HPE Media Workflow Master (MWM)	Available	Available					
	HPE Universal Internet of Things platform (UIoT)	Available	Available					
	HPE Device Entitlement Gateway (DEG)	Available	Available	Available ²				Available
	HPE Subscriber, Network, and Application Policy (SNAP)—Real Time Charging (RTC)	Available	Available					
	HPE 5G Core Charging Function (CHF) and HPE 5G Core Policy Control Function (PCF)	Available	Available	Available ²	Available	Available	Available ²	
	HPE Secure Identity Broker (SIB)	Available	Available					
	HPE 5G Core Binding Support Function (BSF)	Available	Available					
	HPE Dynamic SIM Provisioning (DSP)	Available	Available					
	HPE Remote SIM Provisioning Manager (RSPM)	Available	Available					
	HPE Multimedia Services Environment (MSE)	Available	Available	Available ²				
	HPE OC Convergent Communication Platform (OCCP)	Available	Available	Available ²				
	HPE 5G Low Power Devices Enabler (LPDE)							Available
	HPE Intelligent Assurance (INT-A)	Available	Available					
	HPE Unified Correlation & Automation (UCA)	Available	Available					
	HPE Unified OSS Console (UOC)	Available	Available					
	HPE Universal SLA Mgr (uSLAM)	Available	Available					
	HPE Telecommunication Management Information Platform (vTeMIP)	Available	Available					
	HPE Service Activator (SA)	Available	Available ²					
	HPE Service Provisioner (SP)	Available	Available ²					
	HPE Trueview Inventory & Reconciliation (TV)	Available	Available ²					
	HPE NFV Director (NFVD)				Available	Available ²	Available ²	
	HPE Service Director (SD)				Available	Available ²	Available ²	
	HPE INS SIP Services Framework (ISSF)	Available	Available	Available ²				
	HPE Integrated Home Subscriber Server (I-HSS)	Available	Available	Available ²				
	HPE Intelligent Network Server (INS)	Available	Available	Available ²				
	HPE Short Message Point to Point Gateway (SMPP)	Available	Available	Available ²				
	HPE Smart Universal User Profile (Smart UUP)		Available	Available				



Data sheet

TABLE 1. HPE Telco Support Services: 9x5 Foundation, 24x7 Premium, 24x7 Business critical, and Software as a Service support matrix (continued)

HPE Telco Platform and Application	Product name	9x5 Foundation ¹	24x7 Premium	24x7 Business critical	9x5 Agile Foundation ¹	24x7 Agile Premium	24x7 Agile Business critical	24x7 Software as a Service
	HPE Universal Identity Repository (UIR)	Available	Available	Available ²				
	HPE Virtual Evolved Packet Core (vEPC)		Available	Available				
	HPE Virtual Home Subscriber Server (vHSS)		Available	Available				
	HPE Virtual Provisioning Gateway (vPGW)	Available	Available	Available ²				
	HPE Virtual Subscriber Data Management (vSDM)			Available ²				
	HPE 5G Core Unified Data Management (UDM)				Available	Available	Available	
	HPE 5G Core Authentication Server Function (AUSF)				Available	Available	Available	
	HPE 5G Core Equipment Identity Register (EIR)				Available	Available	Available	
	HPE 5G Core Network Exposure Function (NEF)				Available	Available	Available	
	HPE 5G Core Unified Data Repository (UDR)				Available	Available	Available	
	HPE 5G Core Unstructured Data Storage Function (UDSF)				Available	Available	Available	
	HPE 5G Core Stack (5GCS)				Available	Available	Available	
	HPE Data Retention and Guardian Online (DRAGON)	Available	Available ²					
	HPE Fraud Risk Management (FRM)	Available	Available ²					
	HPE Revenue Leakage control (RLC)	Available	Available ²					
	HPE Edge Infrastructure Automation (EIA)	Available	Available ²					
	HPE Edge Orchestrator (EO)							Available

¹ Offer may not be appropriate in certain commercial environments.

² Available in certain geographies only. Please contact your HPE support sales representative to validate geographical coverage.

RESOURCES

HPE Telco Support from HPE offerings: hpe.com/csp/support-offerings

HPE Support Center: support.hpe.com/portal/site/hpsc/scm/home

Telecommunications Service Providers: hpe.com/dsp/transform

MORE INFORMATION

For more information on HPE Telco Software Product Support Services or other HPE Support Services, contact any of our worldwide sales offices or visit the following website: hpe.com/services/support.

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