

HPE TELCO SUPPORT SERVICES

Software Product Support Services

SUPPORT SERVICE OVERVIEW

The HPE Telco offers a portfolio of Software Products and Solutions, each with associated Support Services described in a series of data sheets.

Things happen. Your business needs to meet its commitments regarding technology uptime whilst maximizing the value of any investment.

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, to help you improve the stability and operation of an end-to-end solution to achieve better business outcomes.

Our portfolio and our support service have constantly evolved over the last 25 years and we continue to innovate to meet your emerging needs. We have proven our worth to hundreds of Customers across the globe as we maximize the value that they received from our solutions.

Our Support Services portfolio can help you to improve the return on your investment in a communications technology environment with features designed to help provide:

- Faster resolution from specially trained, solution-oriented experts who manage the incident from start to finish.
- Increase stability—Get better system performance and reduce downtime.
- Reduced Total Cost of Ownership (TCO)—Enable quicker time to resolution and limit resource consumption.
- Increased uptime—Gain access to technical resources and HPE experts.
- Aggressive response time objectives—Get up to 15-minute response times.

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 Products and Solutions and cost-effective value-added services to meet your business and operational needs.

HPE TELCO SOFTWARE PRODUCT SUPPORT SERVICE

The HPE Telco Software Product Support Service is one of the portfolio of HPE Telco Support Services offered and provides comprehensive technical support for our software products. Hewlett Packard Enterprise (HPE) technical resources provide support and work with your support team to help you resolve software problems with HPE Communications Technology Group products.

Each HPE Telco Software Product fits within a distinct profile which brings specific operational considerations and a support offer that meets these needs. This data sheet describes the operational services and commitments related to selected HPE Telco Software products.¹

Because Communications Technology customers have specific operational needs the HPE Telco Software Product Support Service includes eight distinct offers:

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

¹ Please refer to the [HPE Telco Operational Support Services Overview and Policy Guidelines](#) data sheet

You can choose from a set of reactive support levels to meet your business and operational needs. The set of **HPE Telco Product Support Agile** offers provide specific commitments related to HPE Telco Software products developed and delivered within an agile framework for customers requiring frequent releases with fast deployment cycles. Please refer to the [HPE Telco Operational Support Services Overview and Policy Guidelines](#) data sheet for more information regarding which software products are in scope and which support offer is available for each.

For products covered by an HPE Telco Software Product Support Contract, the service includes remote diagnosis and support to resolve an issue. All HPE Telco Software Product Support contracts provide access to software maintenance releases. New software versions are provided with HPE Telco Software Product Support contracts which include Right To New Version (RTNV). Updates for HPE-supported Third-Party software products may be included, as they are made available from the original software manufacturer.

In addition, HPE provides electronic access to related product and support information, enabling any member of your staff to locate this commercially available information.

In the event of a service incident, HPE provides you with an enhanced call experience with access to advanced technical product specialists who will manage your case from start to finish with the goal of reducing the impact to your business while helping you resolve critical issues more quickly. Hewlett Packard Enterprise employs enhanced incident management procedures intended to provide rapid resolution of complex incidents. In addition, the technical product specialists providing your HPE Telco Software Product Support Service are equipped with automation technologies and tools designed to help reduce downtime and increase productivity.

Software support, escalation management

TABLE 1. Service features

Feature	Description
Software Support	
Remote problem diagnosis and support	Once the Customer has placed a case and HPE has acknowledged the receipt of this case, HPE will work during the coverage window to isolate the incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.
Software support language	Support delivery language is provided in English and in local language on first access for most major countries. Depending on language knowledge and resource availability, local support language may be available. Support outside standard local business hours may be provided in English only.
Software support	HPE provides corrective support to resolve identifiable and customer-reproducible software product problems, support to help you identify problems that are difficult to reproduce, and assistance in troubleshooting problems and determining configuration parameters for supported configurations. Once a software case is logged, an HPE Telco Support Engineer will respond to the case within the contractual response time.
License to use software upgrades	The license terms shall be as described in the HPE software licensing terms corresponding to your 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 or otherwise be made available for such software upgrades provided under this service. Distribution of certain Third-Party software updates, license agreements, and license keys may be made directly from the Third-Party vendor to you, as applicable.
Software support delivery	HPE provides a consistent worldwide support delivery model for solving complex problems quickly and efficiently. HPE Telco Support Engineers are servicing support from the following continents: Asia, Australia, Europe, Latin America, and North America. Support will be provided from a location of HPE’s choice based on time zone and availability.
Software features and operational support	HPE provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.
Software product and documentation upgrades	As HPE releases upgrades to HPE Telco software, the latest revisions of the software and reference manuals are made available to you (subject to commercial terms selected). For HPE supported Third-Party software, HPE will provide software upgrades as such upgrades are made available from the Third-Party, or HPE may provide instructions on how you can obtain any software upgrades 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 you when required to download, install, or run the latest software revision. For most HPE Telco software and HPE-supported Third-Party software, upgrades will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides you with electronic access to receive and proactively manage software product and documentation upgrades. For other HPE-supported Third-Party software, you may be required to download upgrades directly from the vendor’s website. When this service is provided for a solution that is composed of multiple HPE and/or Third-Party Products, software support will be offered only on upgrades that are made available for the solution by HPE.
Escalation management	HPE has established formal escalation procedures to facilitate the resolution of complex incidents. HPE management coordinates incident escalation, enlisting the skills of appropriate HPE resources to assist you with problem solving. For HPE supported Third-Party software for which HPE is providing software support and update services, HPE will follow the agreed-upon escalation processes established between HPE and the Third-Party vendor to assist with case resolution. Escalation management uses HPE escalation procedures; an HPE professional escalation manager coordinating the escalations with key problem-solving experts throughout HPE.



Service Level Objectives

The product support offers are mainly differentiated by the Response, Resolution, and Fix services level objectives.

TABLE 2. Service target time

Feature	Delivery specifications
Response time	Response time is the elapsed time from when the Customer contacts the HPE Telco Support Service with a request for assistance, when the initial call has been received and acknowledged by Hewlett Packard Enterprise, to the point that the Customer is engaged with an HPE Telco Support Engineer. Response time goals are provided as typical initial response times. HPE uses commercially reasonable efforts to meet response time goals. Response time goals in no way create a legal requirement or obligation for HPE to always provide such response in the stated time.
Resolution time	Resolution time is the elapsed time from when the Customer contacts the HPE Telco Support Service with a request for assistance, to the point when HPE Telco has provided a workaround, or resolved the problem without the need for a software fix. Resolution time does not take into account the time the HPE Telco Support Engineer is awaiting Customer actions. Resolution time goals are provided as typical resolution times. HPE uses commercially reasonable efforts to meet resolution time goals. Resolution time goals in no way create a legal requirement or obligation for HPE to always provide a resolution in the stated time.
Fix time	Fix time is the elapsed time from when the Customer contacts the HPE Telco Support Service with a request for solution assistance, to the point when HPE Telco has resolved the problem by availability of a software hot-fix or patch or release (in which the defect is resolved). Fix time does not take into account the time the HPE Telco Support Engineer is awaiting Customer actions. HPE uses commercially reasonable efforts to meet fix time goals. Fix time goals in no way create a legal requirement or obligation for HPE to always provide a fix in the stated time.

Any Customer or Third-Party action or inaction impacting the support process will suspend the time calculation (if applicable) until they are completed or resolved.

TABLE 3. Incident severity levels

Severity	Delivery specifications
Severity 1—Critical Down	<p>Critical down or severe business impact (outage/critical down situations):</p> <ul style="list-style-type: none"> Production environment/application down/at severe risk; Production data inaccessible, unrecoverable corruption/loss risk; Performance of a production system has degraded to an unusable level; Immediate risk of reoccurring outage where no solution or workaround has been found or applied; Production system with severe business risk due to redundancy component/system failure; <p>These include conditions that severely affect service operation, capacity, traffic, billing, maintenance, administration capabilities, nonconformity with legal and/or security requirements or risks; and require immediate corrective action for which there is no workaround or redundancy for a production environment.</p> <p>Examples include:</p> <ul style="list-style-type: none"> Loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport network or functional failure resulting in a greater than 85% subscriber failure, Important reduction in capacity or traffic-handling capability such that expected loads cannot be handled, Loss or corruption of billing records, Any loss of safety or emergency capability (emergency 911 or 112 calls), A high security defect: CVSSv3 (Common Vulnerability Scoring System) severity rating from 9 to 10.
Severity 2—Critical Degraded	<p>Critical degraded (limited Business impact or Business risk):</p> <ul style="list-style-type: none"> Production environment readily available but some functions may be severely limited, degraded, or impaired, which require immediate attention; Some performance degradations but system still usable and not endangering production; Workarounds in place to prevent reoccurrence of outage but final fix pending; Failures where we have redundancy with limited business impact; POCs with revenue impact; <p>The urgency is less than in critical situations because of a lesser immediate or impending effect on system performance, users, telecom service subscribers, the Customer operation and revenue.</p> <p>Examples include:</p> <ul style="list-style-type: none"> Partial system outage or the system is partially accessible leading to perceivable service degradations. Functional failure results in a greater than 65% subscriber failure, Major malfunctions of feature/function and/or nonconformity with legal and/or security requirements, standards and/or specification, Major restrictions in operability of the network or short degradations of network resources (i.e., CPU Memory utilization), Disturbance affecting the revenue management system or the network management system, Exchange/Node restarts resulting in some loss of end user functionality, Major documentation errors or inconsistencies, Medium security defect: CVSSv3 (Common Vulnerability Scoring System) severity rating from 7 to 8.9.



TABLE 3. Incident severity levels (continued)

Severity	Delivery specifications
Severity 3—Normal	Normal: No Business Impact: Non-production system (e.g., test system) down or degraded; Production system or production application degraded with workaround in place; noncritical functionality lost or impaired. Examples include: <ul style="list-style-type: none"> • Degradation below specifications of a system or application that do not significantly impair system function or the Customer services, • Low category function does not work properly or has nondestructive error, • Disturbance with a minor impact on the performance of the system or parts of the system, • Non-business-critical system defect, potentially resulting in the intermittent failure of any function, • Documentation errors or inconsistencies, • Reliable alternative solution in place with no operating impact, • Minor degradations not leading to service degradation for the purchaser’s customers or partners perception, • Small restarts or resets resulting in the loss of some functionality, • Minor restrictions in operability, • Intermittent failure of any function, • Low security defect: CVSSv3 (Common Vulnerability Scoring System) severity rating from 0 to 6.9.

HPE Telco Software Product Support Service level objectives

TABLE 4. HPE Telco Product Support Foundation and HPE Telco Product Support Agile Foundation (9x5) SLOs

Foundation 9x5	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Response time goals	2 business hours	6 business hours	1 business day
Resolution time goals*	5 calendar days	14 calendar days	N/A
Fix time goals*	60 calendar days	120 calendar days	180 calendar days

Note:

9x5 offers may not be appropriate in certain commercial environments. Please contact your HPE sales representative to discuss.
 Hewlett Packard Enterprise delivery staff will provide the required 9x5 deliverables during standard local HPE business hours excluding HPE holidays.
 *Does not apply to Extended Support for obsolete products.

TABLE 5. HPE Telco Product Support Premium and HPE Telco Product Support Agile Premium (24x7) SLOs

Premium 24x7	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Response time goals	1 hour	4 hours	1 business day
Resolution time goals*	24 hours	5 calendar days	N/A
Fix time goals*	60 calendar days	120 calendar days	180 calendar days

*Does not apply to Extended Support for obsolete products.

TABLE 6. HPE Telco Product Support Business Critical and HPE Telco Product Support Agile Business Critical (24x7) SLOs

Business Critical 24x7	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Response time goals	15 minutes	30 minutes	1 business day
Resolution time goals*	4 hours	8 hours	N/A
Fix time goals*	28 calendar days	56 calendar days	120 calendar days

*Does not apply to Extended Support for obsolete products.



Software upgrades and options

TABLE 7. Software upgrades and options

Feature	Delivery specifications
Software upgrades	<p>Software upgrades provide enhancements in the form of new or improved functionality or features that are commercially released and generally made available by HPE Telco. Software upgrades are also referred to as a minor or major version.</p> <p>HPE may provide a list of software and/or hardware requirements for satisfactory operation of software upgrades. Support is conditional on the installation of the latest available product versions.</p> <p>For HPE supported Third-Party software, HPE can provide instructions on how to obtain any Third-Party update provided under this service offering—from HPE or delivered directly from the Third-Party.</p>
Maintenance Release	<p>HPE Telco Software maintenance releases are provided for free with the HPE Telco Software Product Support Service contracts. Access to this software maintenance release is granted, provided the Customer has an active, current, continuous support contract for HPE Telco Software Products.</p>
Right To New Version (RTNV)	<p>For all HPE Telco Software Products supported under an Agile Product Support offer, RTNV is included as standard and is not optional.</p> <p>For all other HPE Telco Software Products, Customers can choose to purchase the Product Support offer with or without RTNV.</p> <p>RTNV provides free access to Upgrades, Minor and Major Versions, where one license of a feature in a previous product version is replaced by one license of this feature in the new product version. Alternatively, individual Upgrades, Minor and Major Versions (including optional features) can be quoted separately upon request at the time a release date is confirmed.</p> <p>For HPE or HPE-supported Third-Party software and documentation upgrades, the recommended delivery method will be determined by HPE. The primary delivery method for software upgrades and documentation upgrades will be via download from the Software Updates and Licensing portal or a Third-Party hosted website.</p>

SCOPE OF PRODUCTS COVERED

The HPE Telco product support contract may cover HPE products or Third-Party Products. Third-Party Products include any product or support service that does not bear a trademark or service mark of Hewlett Packard Enterprise or any Hewlett Packard Enterprise affiliate. Distribution of certain Third-Party Product updates, upgrades, license agreements, and/or license keys may be provided directly from Third-Party vendors to Customers.

Please refer to the [HPE Telco Operational Support Services Overview and Policy Guidelines](#) data sheet for more information regarding which software products are eligible and which support offer is available for each.

Local availability: The Customer may order support from Hewlett Packard Enterprise’s current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries or areas.

ENGAGING WITH SUPPORT

Incident reporting

HPE Communications Technology Group (CTG) Support Service provides a one-stop resource for your support needs. Available 24x7, we log, track, and update HPE Telco Software Product support cases electronically, in an enhanced and secure environment, meeting your privacy needs.

TABLE 8. How to engage HPE Telco Support

Feature	Delivery specifications
Direct Access	<p>HPE Telco Software Product Support Service access is provided through HPE Support Center, or telephone or by calling a manned support line for assistance in resolving software problems.</p> <p>When calling the help desk, if there is an Interactive Voice Recognition menu being used, then use the words: “Telecom Software Solutions.” If not, you can choose “Software” or “Other”.</p>
Integrated Access	<p>HPE Case Exchange (GSEM) provides a secure, SIS-compliant electronic connection between a Customer’s workflow system and HPE’s. The implementation of this case exchange requires a specific implementation project.</p>



TABLE 8. How to engage HPE Telco Support (continued)

Feature	Delivery specifications
HPE Support Center (HPE SC) Access and Features	<p>HPE Support Center (HPE SC) provides personalized access to support forums, support case submittal, patch management, software upgrades, and warranty/contract coverage.</p> <p>HPE SC access and functionality are enabled after registration or sign in to HPE Passport. The linking of the Customer Service Agreements and Support Account Reference enables all available features.</p> <p>Through HPE SC, a Customer can:</p> <ul style="list-style-type: none"> • Create a support case through an online webpage • Subscribe to product-related service notifications • Access expanded web-based searches of entitled technical documents and manuals to facilitate faster problem-solving • Access Hewlett Packard Enterprise and available Third-Party hosted knowledge databases, which can be searched for selected Third-Party Products in order to retrieve product information, get answers to support questions, and participate in support forums; this service may be limited by Third-Party access restrictions • Electronically download the latest software patches for HPE Telco software products <p>For more information, visit support.hpe.com/portal/site/hpsc/scm/home or contact your HPE Telco Customer Support Business Manager.</p>
Enhanced call handling	<p>The Customer can contact HPE Telco Support 24 hours a day, 7 days a week.</p> <p>HPE Telco Support will acknowledge a case by communicating the case ID to the Customer and confirming the Customer’s incident severity and time requirements for commencement of remedial action. HPE Telco Software Product Support Service response time may differ depending on incident severity and SLO. The Customer determines the initial incident severity level. See Tables 2 to 6 for more information.</p> <p>Once a service request has been placed and Hewlett Packard Enterprise has acknowledged receipt of the case, HPE will work to isolate the issue and to troubleshoot, remedy, and attempt to resolve the issue remotely with the Customer. An HPE Telco Support Engineer may initiate and perform remote diagnostic tests using innovative automation tools to access covered products or may use other means available to facilitate remote issue resolution.</p>
Case severity assessment	<p>The HPE Telco Support Engineer assesses the severity of the request, based on the Customer’s description of the problem, and confirms the severity level as described in Table 3.</p> <p>If the HPE Telco Support Engineer cannot reach the Customer, HPE is allowed to lower the case severity at least temporarily.</p> <p>HPE Telco Software Product Support Service Targeted Response Time, Resolution Time, and Fix Time goals are also described in the Tables 4 to 6. These tables are only applicable to HPE Telco Software Product Support Services. For HPE supported Third-Party software, SLO targets (if any) are defined separately within a Customer agreement.</p>
Case closure	<p>The HPE Telco Support Engineer will close a case with the agreement of the customer, when a root cause is provided, or the issue is fixed. A short summary of the root cause of the customer reported problem is captured in the case closure notes. Case closure notes are visible to the Customer via the HPE SC portal.</p>

Support expertise

TABLE 9. Specifications: HPE support resources

Feature	Delivery specifications
HPE Telco Customer Support Business Manager	<p>Where assigned, the HPE Telco Customer Support Business Manager develops optimized, competitive offers that provide maximum value and are available during standard HPE business hours to perform periodic reviews with customers and recommendations, on request. As a customer advocate, the Customer Support Business Manager maintains end-to-end ownership and accountability for the support engagement.</p>
HPE Telco Customer Support Technical Lead	<p>Where assigned, the Customer Support Technical Lead is the:</p> <ul style="list-style-type: none"> • Primary technical contact for all reactive and proactive support, • Intimately familiar with a Customer’s environment, • Work closely with the Customer on case reviews and prioritization, proactive advice on potential issues that may impact the customer environment.
HPE Telco Support Services Delivery Manager	<p>Responsible for a team of HPE Telco Support Engineers and aligned to a set of HPE Telco Software Products, the HPE Telco Support Services Delivery Manager is accountable for the end-to-end delivery of HPE Telco Product Support Services and for the meeting customer service commitments and expectations.</p>
HPE Telco Support Engineer (HPE Telco SE)	<p>The HPE Telco Support Engineer provides remote incident support and handles cases from call receipt to call closure. Including:</p> <ul style="list-style-type: none"> • Acting as the HPE Telco Support Service technical interface and problem handling focus point for the support activities related to a customer case, • Owning and leading the actions necessary to answer customer requests according to the committed SLO, • Remaining engaged from case creation through to closure to help ensure a consistent end-to-end support experience. <p>An HPE Telco Support Engineer may engage additional specialist resources, as required, to help achieve resolution.</p>
Escalation Manager	<p>The Escalation manager is a professional coordinating a team of experts/managers to answer and resolve Customer escalation.</p>
HPE Telco Customer Experience and Quality Team	<p>The HPE Telco Customer Experience and Quality Team is responsible for monitoring and managing the quality of the end customer experience:</p> <ul style="list-style-type: none"> • Ensuring a strong customer-centric culture throughout the HPE Telco business, • Receiving and reacting to customer feedback to create a perfect experience.



PRODUCT LIFECYCLE AND VERSIONING

Product lifecycle

TABLE 10. HPE product lifecycle

Feature	Delivery specifications
HPE Telco Software Product classification	<p>Each HPE Telco Software Product is classified as either a “Software Platform”, a “Software Application”, “Software as a Service” or “Third-Party Software”. 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.</p> <p>Please refer to the HPE Telco Operational Support Services Overview and Policy Guidelines data sheet for more information regarding the list of HPE Telco Software Platforms, HPE Telco Software Applications and HPE Telco Software as a Service available for Communication Technology Customers and their respective product support offers.</p> <p>Unless explicitly referenced in the HPE Telco Operational Support Services Overview and Policy Guidelines data sheet, Third-Party Software will be subject to its own lifecycle policy as published by the Third-Party supplier.</p>
Active Support period	<p>Active Support is the support period for the HPE Telco Software Platform or HPE Telco Software Application after the General Availability (GA) of the HPE Telco Software Platform or HPE Telco Software Application software version and before the End of Support date of the HPE Telco Software Platform or HPE Telco Software Application software version.</p>
End of Sale Date	<p>The End of Sale Date is the date when a given version of an HPE Telco Software Product is no longer commercially available and unable to be ordered from the current HPE Telco Product Catalog.</p> <p>The End of Sale Date for a Major version is announced by HPE Telco. The End of Sale Date for a Minor version is either of the following:</p> <ul style="list-style-type: none"> • The date on which the next minor version is made available within the same major version • The End of Sales Date of the associated major version <p>A patch is valid until the next patch is available within the same minor version or until the release of the next minor version.</p> <p>Support cases will be accepted on all minor releases for any supported Major version, but for HPE Telco Software Products supported under an Agile Product Support offer, patches will only be developed for the most recent Minor version of any supported Major version. Customers will be required to upgrade to the latest Minor version to get access to a new patch.</p>
Discontinued Version of a product	<p>When a version of a product has reached the End of Sale Date, this version becomes discontinued and is further referred to as the discontinued version of a product. The discontinued version of a product can no longer be purchased. It may, however, be possible for existing Customers to buy additional capacity licenses until the version becomes obsolete.</p> <p>If the HPE Telco Software Product is based on or requires an operating system, Third-Party Product(s), or hardware that is no longer supported, support for the HPE Telco Software Product may be shortened or limited.</p>
End of Support Date	<p>The End of Support Date is the date used when a given version of a product is no longer supported (Table 14).</p> <p>If the End of Support Date for a product happens during a Customer Support Contract, the service level objectives associated with this contract will be automatically replaced by the Extended Support service level objectives until the end of the Customer contract or until the upgrade to the supported version.</p> <p>At the End of Support Date, Extended Support may be available (Table 11).</p>
Obsolete version of an HPE Telco Software Product	<p>When an HPE Telco Software Product version has reached the End of Support Date, this version becomes obsolete and is further referred to as an obsolete version of an HPE Telco Software Product.</p>
Extended Support	<p>Extended Support is offered to allow our Customers to finalize a migration to a supported version of the HPE Telco Software Product. Extended Support for obsolete HPE Telco Software Products can be offered in specific cases with a premium cost.</p> <p>If available, Extended Support may be offered for a period up to two years from expiration of active support (the End of Support Date) and is subject to review on yearly basis.</p> <p>HPE Telco reserves the right to restrict Extended Support offers in specific geographies and/or for limited time periods.</p> <p>HPE Telco Software Product versions in Extended Support will not:</p> <ul style="list-style-type: none"> • Accept new enhancement requests, • Provide new security patches, • Provide new Patches/fixes, • Make document upgrades. <p>Previously available fixes can be provided. If problems develop where HPE products work with Third-Party components, HPE will use commercially reasonable efforts to resolve issues with no support commitment.</p> <p>Some Third-Party components may have reached their end-of-support life and are no longer supported by the software vendor. In this scenario, HPE will provide commercially reasonable efforts for any Third-Party Products past their support end date.</p>



TABLE 11. Typical level of service during Extended Support

Level of service during Extended Support	Severity level 1 Critical Down	Severity level 2 Critical Degraded	Severity level 3 Normal
Investigate a problem	Y	Y	Y
Deliver a resolution	Y	Y	N
Implement a new fix	N	N	N

Note: If the HPE Telco Software Product is based on or requires an operating system, Third-Party Product(s), or hardware that is no longer supported, support for the HPE Telco Software Product may be shortened or limited.

Software versioning

TABLE 12. Software versioning

Versioning	Definition
Major version	May include major enhancements or new functionality to the HPE Telco Software Product. It is usually denoted by a change to the left of the first decimal point (for example, 6.0 to 7.0).
Minor version	Is a technical enhancement to improve existing functionalities or provide functional enhancement to the HPE Telco Software Product. It is denoted by a change to the right of the first decimal point (for example, 6.1 to 6.2). It also includes all available fixes. Unless otherwise stated, software upgrades to a minor version of the same major version provides full backward compatibility for all documented interfaces and configuration and has no impact on configurations or customizations implemented on top of the product using published APIs or documented features.
Maintenance release/ Patch	Is a collection of fixes denoted by a change to the right of the second decimal point of the HPE Telco Software Product version (for example, 6.0.1 to 6.0.2 and D.60.05 to D.60.06). Any Maintenance release/patch contains one or several fixes; it will contain all fixes until the next minor release is available and is provided on a when-and-if-available basis and only with continuous active support. A patch provides full backward compatibility for all documented interfaces and configurations and has no impact on configurations or customizations implemented on top of the product using published APIs or documented features.
HPE Telco Software Upgrades	Provide enhancements in the form of new or improved functionality or features that are commercially released and generally made available by HPE Telco. HPE Telco Software Product Upgrades are also referred to as a minor or major version.

TABLE 13. HPE Telco Software product definitions

HPE Telco Software Product	Definition
HPE Telco Application	Means a software application branded and sold by HPE Telco. The HPE Telco Applications list can be found in the HPE Telco Operational Support Services Overview and Policy Guidelines data sheet.
HPE Telco Platform	Means a software platform branded and sold by HPE Telco. The HPE Telco Platforms list can be found in the HPE Telco Operational Support Services Overview and Policy Guidelines data sheet.
Third-Party Products	Include any product or support that does not bear a trademark or service mark of Hewlett Packard Enterprise or any Hewlett Packard Enterprise affiliate. Distribution of certain Third-Party Product updates, upgrades, license agreements, and/or license keys may be provided directly from Third-Party vendors to Customers.

TABLE 14. HPE Telco Software Product Active support periods

Feature	Active support period
For all CTG Software sold with:	<ul style="list-style-type: none"> • HPE Telco Product Support Foundation • HPE Telco Product Support Premium • HPE Telco Product Support Business Critical
HPE Telco Application	Each version (Major or Minor) is supported for 24 months after its End of Sale.
HPE Telco Platform	Each version (Major or Minor) is supported for 36 months after its End of Sale.
For all CTG Software sold with:	<ul style="list-style-type: none"> • HPE Telco Product Support Agile Foundation • HPE Telco Product Support Agile Premium • HPE Telco Product Support Agile Business Critical
HPE Telco Application	Each Major version is supported for 24 months after its End of Sale.
HPE Telco Platform	Each Major version is supported for 36 months after its End of Sale.
	<p>The Minor releases for any major release are supported as long as the Major release is supported.</p> <p>Patches are delivered on the most recent Minor release for any supported Major release.</p>

Note: If the HPE Telco Software Product is based on or requires an operating system, Third-Party Product(s), or hardware that is no longer supported, support for the HPE Telco Software Product may be shortened or limited.



SERVICE PREREQUISITES

Support is conditional on the installation of any HPE-recommended operating system versions and software patch levels. Customers will ensure HPE-recommended operating system versions and software patch levels are installed.

Additionally, Customers will ensure HPE-recommended versions of Third-Party Products are installed on supported systems. Appropriate versions of Third-Party Products are determined by HPE Telco Software Product versions and patch levels.

HPE Telco Software Product upgrades correspond to HPE Telco Software Products and do not include integration, transfer, and migration services; hardware or Third-Party Products; or improvements that may be required for the satisfactory operation of any related upgrade.

Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected, and an inventory of the covered products is performed. At the sole discretion of HPE, the audit may be performed on-site, via remote system access, via remote audit tools, or over the phone.

Hewlett Packard Enterprise reserves the right to downgrade service or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HPE.

Installation of patches, maintenance releases or new software versions is the responsibility of the Customer. There will be additional charges if the Customer requests that Hewlett Packard Enterprise installs them.

CUSTOMER RESPONSIBILITIES

The successful delivery of any support service is based on a partnership between the Support Service Provider and the Customer. In order to ensure HPE is able to meet its commitments to the Customer, the Customer will:

- Maintain a valid and active HPE Telco Software Product Support Service contract during the Term of the Solution Support contract,
- Provide high speed remote access with the right level of security (access rights) to all systems, production and test, which are part of the environment, and personnel with sufficient and specific skills to support HPE,
- Have a testing environment where fixes or patches can be tested before implemented in the production environment,
- Provide access to HPE Telco Support personnel to production and test environment in the scope of this HPE Telco Software Product Support Service,
- Run the backup and restore activities according to policies defined during the implementation,
- Inform HPE in a timely manner about changes in Customer business that may impact or cause change to the HPE Telco Support Service or HPE's ability to deliver the HPE Telco Software Product Support Service,
- Inform HPE about any service interruption and planned or unplanned maintenance activity,
- Be available for consulting with HPE as needed for HPE to comply with its obligations,
- Install fixes or patches related to support cases following guidelines provided by Hewlett Packard Enterprise,
- Be responsible for all operational tasks (maintenance, release/fix deployment, Database admin),
- Be responsible for the Change Management process (Releases, Configurations ...) for the solution and share relevant information with HPE support personnel.

If the Customer does not act upon the specified Customer responsibilities, Hewlett Packard Enterprise or the Hewlett Packard Enterprise authorized service provider will, at HPE's discretion, i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense.

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



Upon HPE request, Customer will be required to support HPE’s remote case resolution efforts. The Customer will:

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

The Customer is responsible for testing any preventative recommendations prior to implementation into production to ensure and to confirm interoperability within their environment. Prior to the implementation of any recommendations, the Customer should read and understand any prerequisites, procedures, or requirements as specified in the supporting documentation of the upgrade.

The Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or Third-Party vendor’s electronic facility in order to access knowledge databases and obtain product information; HPE will provide registration information to the Customer as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility,
- Maintain up-to-date and correct contact information within the Hewlett Packard Enterprise or Third-Party electronic facilities,
- Retain and provide to Hewlett Packard Enterprise 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 hardcopy or email notification the Customer may receive in order to download the software upgrade or to request the new software upgrade on media, where this option is available,
- Use all software products in accordance with current Hewlett Packard Enterprise 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 upgrades provided under this service.

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 electronic files transmitted to Hewlett Packard Enterprise as part of the support process to ensure the safeguarding of the Customer’s data.

SUPPORT TERMS

TABLE 15. Support terms

Feature	Delivery specifications
Support contract start	The HPE Telco Software Product Support contract begins on product delivery or license entitlement certificate delivery to Customer.
Support cancellation	A support contract can be cancelled or amended by either party—for example, removing products—with effective dates beginning on the support contract’s annual anniversary, with 60 days prior, written notice. Fee adjustments are effective at the next renewal date of the HPE Telco Software Product Support contract.
Return to support	<p>If the Customer lets support lapse, HPE will charge the Customer all past support fees and a 50 percent penalty for total past fees before resuming support. HPE may further require the Customer to perform hardware or software upgrades. The Customer may re-enroll after paying the following outstanding balances:</p> <ul style="list-style-type: none"> • Annual support fees for the renewal term, • 100 percent of fees owed from previous, expired support periods, which bring the account current, • 50 percent administration fee, if applicable.
Concurrent support	<p>The concurrent support period is defined as the period during which the Customer is allowed to run concurrently two versions of an HPE Telco Software Product in order to perform migration from one version to the next version (keeping identical capacity in his application/solution).</p> <p>Every time an upgraded version is made available, a migration period of six months, called the concurrent support period, begins at the delivery date of said upgrade. During the concurrent support period, HPE authorizes the Customer to use both—the earlier version and upgraded version—with the only purpose of performing activities necessary to migrate to the new HPE Telco Software Product version, and manage the same environment that is being currently managed using the earlier version. At the end of the concurrent support period, the license and support obligations for the earlier version will terminate.</p>



TABLE 15. Support terms (continued)

Feature	Delivery specifications
Limitations	<p>HPE is not obligated to provide warranty services or support for any claims resulting from:</p> <ul style="list-style-type: none"> • Improper software implementation, or hardware, operating system or environmental conditions that do not conform to HPE specifications, • Customer’s noncompliance with HPE specification, statements of work, or this data sheet, • Improper or inadequate maintenance or calibration, • Customer or Third-Party media, software, interfacing, supplies, or other products, • Modifications not performed, recommended, or authorized by HPE, • Virus, infection worm, or similar malicious code not introduced by HPE. <p>Assistance with CI/CD framework implementation and management (that is, configuration validation for patches and new versions) is not included as part of an HPE Telco Agile Software Support offer but can be proposed under a separate agreement.</p>
Fair use	<p>The Customer should not engage in Unfair Use of the HPE Telco Support Services and must ensure that their personnel do not as well. Unfair Use includes, without limitation, attempting to use the HPE Telco Support Services to acquire professional services and consultancy which under normal circumstances are offered as chargeable standalone consultancy services.</p>
HPE Telco Support Services terms	<p>This support offering is governed by the agreement referenced in the quotation for support services (Terms). All capitalized Terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence.</p> <p>HPE Telco Product Support Services covers HPE Telco Applications and/or HPE Telco Platforms, it does not include firmware and operating system software associated with hardware. The support contract references all products under support.</p>
Warranty and support services	<p>HPE standard software warranty provides Customers with a 90-day warranty. During this period, at our discretion, we will repair or replace the elements found to be not conforming to the product’s technical specifications. The Customer must purchase support services that will run concurrently with the warranty period. Warranty does not provide support services, such as break/fix support, phone-in support, and so forth.</p>
General consideration/exclusions	<p>The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of HPE Telco Product Support Services unless otherwise specified as part of a service feature description.</p> <p>To be eligible to purchase this HPE Telco Product Support Services, you must be properly licensed to use a currently supported revision of the HPE Telco Software Product at the time the HPE Telco Product Support Service agreement coverage begins; otherwise, additional charges may be applied to bring you into service eligibility.</p> <p>HPE may utilize authorized service delivery partners in certain countries where HPE does not have a direct, local presence.</p> <p>HPE retains the right to determine the final resolution of all incidents.</p> <p>Activities such as, but not limited to, the following are excluded from this service:</p> <ul style="list-style-type: none"> • Services required due to your failure to incorporate any system fix, repair, patch, or modification provided or recommended to you by HPE, • Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software, • Operational testing of applications, or additional tests requested or required by you, • Services that, in the opinion of HPE, are required due to improper treatment or use of the products or equipment, • Services required due to failure of you to take avoidance action previously advised by HPE, • Installation of any software upgrades, • Troubleshooting for interconnectivity or compatibility problems, • Support for network-related problems.

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



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

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