

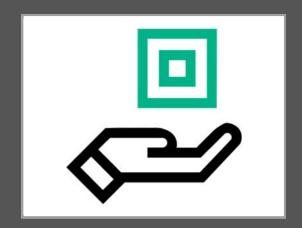
## HPE Foundation Care 24x7 Service

Extended service agreement - parts and labour (for 48TB capacity upgrade) - 5 years - on-site - 24x7 - response time: 4 h - for P/N: BB962A - BB962AR

Group Systems Service & Support

Manufacturer HPE

Manufacturer item no. HF2W6E



## Description

HPE Foundation Care 24x7 Service — offers 24x7 service, including on Hewlett Packard Enterprise holidays, with a four-hour on-site response time for hardware and a two-hour response time for software.

| Main | features |
|------|----------|
|      |          |

| Product Description | HPE Foundation Care 24x7 Service - extended service agreement - 5 years - on-site |
|---------------------|---|
| Tuno                | Extended convice agreement  |

Type Extended service agreement

Service Included Parts and labour

Location On-site
Full Contract Period 5 years
Response Time 4 hours

Service Availability 24 hours a day / 7 days a week

Covered Configurations 48TB capacity upgrade

Designed For P/N: BB962A, BB962AR

## Extended details

|                        | General  |
|------------------------|--|
| Service Included       | Parts and labour   |
| Location               | On-site  |
| Full Contract Period   | 5 years  |
| Response Time          | 4 hours  |
| Service Availability   | 24 hours a day / 7 days a week   |
| Covered Configurations | 48TB capacity upgrade  |
|                        | Details  |
| Service & Support      | Extended service agreement - parts and labour - 5 years - on-site - response time: 4 h - availability: 24 hours a day / Monday-Sunday   Technical support - phone consulting - 5 years - response time: 2 h - availability: 24 hours a day / Monday-Sunday   Technical support - remote diagnosis - 5 years   Product info support - web knowledge base access - 5 years   New releases update - 5 years |
|                        | Compatibility Information  |



P/N: BB962A, BB962AR



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