

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
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

Designed For

P/N: BB962A, BB962AR

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