H3Care IT Foundation Service

1. Overview

H3C IT Product Support Services offers H3Care IT Foundation service that perform continuous and reliable maintenance services based on the Service Level Agreements (SLAs) you choose. H3Care IT Foundation services provides maintenance service for customers. With these services, H3C responds to your technical requests for remote troubleshooting and advance hardware replacement in the shortest possible time. **H3Care IT Foundation Service** provide comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. H3C technical resources provide support and work with your IT team or certified H3C partner to help you resolve hardware and software problems with H3C IT products.

The following table shows H3Care IT Foundation Service coverage:

<table>
<thead>
<tr>
<th>Service Offerings</th>
<th>H3Care IT Foundation Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NBD Service</td>
</tr>
<tr>
<td></td>
<td>9x5 NBD on-site</td>
</tr>
<tr>
<td>Technical Support Center (TSC) support (E-mail &amp; Hotline)</td>
<td>24X7</td>
</tr>
<tr>
<td>Online self-help support</td>
<td>YES</td>
</tr>
<tr>
<td>Advanced Hardware Replacement</td>
<td>9x5xNBD-Ship</td>
</tr>
<tr>
<td>Onsite Support</td>
<td>9x5 NBD</td>
</tr>
<tr>
<td>Optional Defective Media Retention (DMR)</td>
<td>YES</td>
</tr>
<tr>
<td>Software support</td>
<td>YES</td>
</tr>
</tbody>
</table>
Notes for H3Care IT Foundation services:

a. The SLA in this document is for reference only. Service contents and response time may vary by country. For detailed information, please contact a H3C authorized partner or your local H3C sales and service representative.

b. Service delivery is based on commercially reasonable efforts. H3C will select a proper service mode based on the actual situation and the committed SLA to resolve your problems in a timely and effective manner.

c. The service start date and end date should be specified in the respective Purchase Order or contract between you and H3C. If no service start date is listed on the PO/contract, it is defined as below:

1) For a new service order sold together with H3C product, the service starts on the 90th day after the product shipment date from H3C;

2) For a renewal service order, the service start date is the day after the end date of warranty or the previous Service.

d. H3Care service is a H3C branded service that can be sold by H3C or resold by its partners. H3C is responsible for delivering H3Care services to customers or H3C partners.

- H3Care IT Foundation Service can be delivered by service engineer of H3C or H3C certified partners who acquire H3C’s service delivery authorization.

2. H3Care Foundation Service Description

2.1 Technical Support Center (TSC) Support

H3Care IT Foundation services provide 24x7 TSC support service, Customers or partners can access the H3C Technical Support Center (TSC) 24 hours a day, 7 days a week by mail or service hotline, to assist with product use, configuration, troubleshooting issues, and other requests.
H3C will respond* to customers or partners: within 1 hour for Priority* 1 calls; within 2 hours for Priority 2 calls; NBD for some Priority 3 calls. *

*Definition of response time: from the time TSC accepts your service request, to the time a technical support engineer first contact you.

*Definition of call priority:

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 (P1)</td>
<td>Critical or Severe Business Impact: For example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety and security issues</td>
</tr>
<tr>
<td>Priority 2 (P2)</td>
<td>Limited Business Impact or Business Risk: For example, critical nonproduction environment or system issue; production environment available but some functions limited or degraded; severely restricted use</td>
</tr>
<tr>
<td>Priority 3 (P3)</td>
<td>No Business Impact: For example, nonproduction system (e.g., test system) or noncritical issue; work around in place, installations</td>
</tr>
</tbody>
</table>

TSC provide English hotline support for specified countries, Japanese support is available during local standard business hours from Mon to Fri exclude official public holiday.

2.2 Online Self-help Support

H3C provides technical and general information on H3C products with product manuals, configuration guides, and network maintenance cases. After obtaining website access permission, a customer or partner can view or download helpful documents and self-support tools, and get latest product information. H3C technical support website [http://www.h3c.com/en/Support/](http://www.h3c.com/en/Support/)

2.3 Advance Hardware Replacement

Advance Hardware Replacement that entitles a customer to receive advance replacement of hardware or spare parts after H3C confirms a spare part is necessary and a Return Material Authorization (RMA) number is generated. The replacement hardware or spare parts may be new or equivalent to new in performance and reliability. If the product is no longer in production or is out of
stock, H3C will provide another type of equipment or spare part with performance equal to or better than the original. H3C warrants any replaced product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

_The customer or partner is responsible for returning the faulty unit to H3C at their own cost._

Advance Hardware Replacement services are subject to geographic and weight restrictions depending upon the customer’s location. H3C shall use commercially reasonable efforts to provide hardware replacement services where available. Actual delivery times may vary depending on customer’s location and transportation conditions. The detailed service level list is below:

**9x5xNBD-Ship:**

- Replacement parts will ship out from H3C the Next Business Day (NBD), standard business hours a day (Local time), five days a week, excluding local official holidays.

**24x7x4 Arrive**

- Replacement parts will arrive within the following time period, based on priority level, after H3C deems a spare part is necessary and an RMA number has been generated.
  - Priority 1 calls: four (4) hours arrived on a 24x7 basis.
  - Priority 2 calls: Next Day arrived provided that the RMA number is generated before 15:00 (local time). If generated after 15:00 (local time), H3C will ship the replacement part the next day.

**Optional 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.
*Attention:

24x7x4 are supportive at limited area in different country. The response times apply only to sites located within 50 miles (80 km) of an H3C designated support hub. If the site is located more than 50 miles (80 km) from the H3C designated support hub, there may incur an additional logistics charge.

24x7x4, please check with H3C service representative for delivery capability confirmation first. To commit the 4 hours SLA, a detailed analysis would be required to determine the SLA available for each site by obtaining full post code and address data for each Customer site.

H3C will work with you to schedule an agreed-upon service offerings for the remedial action for your mission critical support need or when your SLA request exceed local standard H3Care Foundation Service, which may incur extra charge.

2.4 Onsite Support

Onsite support is provided for technical hardware issues that cannot, in H3C’s judgment, be resolved remotely or by customer’s own.

*About Onsite Service, with reference to H3C Customer Replaceable Units Guide which is attached in the file of H3C Enterprise Product Limited Warranty(http://www.h3c.com/en/Support/Policy_Dynamics/Enterprise_Product_Warranty/Warranty/202004/1281578_294551_0.htm), customer shall install or replace CRU parts specified in the Customer Replaceable Units Guide on its own under H3C’s technical support. If customer requests H3C provide onsite service to install or replace CRU parts, H3C will support the request subject to its own judgement, and the travel and labor costs of H3C service shall be borne by customer.

For non-CRUs’ replacement, in accordance with this Warranty policy or the service contract, H3C will assign engineers to provide onsite technical support.
H3C commit to providing professional support services in person at your location. H3Care Onsite service includes installation of advance replacement parts and other onsite support needed per H3C TSC’s judgement.

After replacing the hardware, H3C engineers will take the defective equipment or parts back to H3C. If they cannot take the defective equipment or parts away, please return the defective parts to a designated H3C site within 15 business days. If you cannot return the defective equipment, due to data security or other reasons, you can buy H3Care IT Foundation Service options with Defective Media Retention attached.

The customer shall be solely responsible for removal of any confidential, proprietary, or personal information stored on the defective unit or part before it is returned to H3C.

H3C shall use commercially reasonable efforts to provide the customer with onsite support services where available. The detailed service level list is below:

**9x5xNBD:**

- H3C or H3C partner (with H3C’s service authorization) engineers arrive at customer site at same business day or the next business day of parts arriving.

For the on-site case need engineer on-site support per H3C’s judgement, H3C or H3C partner (with H3C’s service authorization) engineers arrive at customer site Next Business Day (NBD) provided that H3C determines that onsite service is required before 15:00 (local time). If after 15:00 (local time), the service will be provided the second business day.

**Onsite 24x7x4 Arrive**

H3C engineers arrive at the site within the following time period, based on priority level, after H3C determines that onsite service is required.

- Priority 1 calls: four (4) hours on a 24x7 basis.
- Priority 2 calls: Next Day provided that H3C determines that onsite service is required before 15:00 (local time). If after 15:00 (local time), the service will be provided the day after the next day.
H3C reserves the right to determine whether onsite support is needed. Onsite service is calculated from the time H3C determines to assign engineers to the time that H3C engineers arrive at the customer site. If your site is not in the H3C service area, H3C will determine a reasonable onsite service time based on actual conditions (for example, transportation) and schedule upon agree with you.

*Attention:
On-site support is supportive at limited area in different countries.
On-site response times apply only to sites located within 50 miles (80 km) of an H3C designated support hub. If the site is located more than 50 miles (80 km) from the H3C designated support hub, there may incur an additional travel charge.
Please check with H3C service representative for delivery confirmation. To commit the 4 hours SLA, a detailed analysis would be required to determine the SLA available for each site by obtaining full post code and address data for each Customer site.

H3C will work with you to schedule an agreed-upon service offerings for the remedial action for your mission critical support need or when your SLA request exceed local standard H3Care Foundation Service , which may incur extra charge.

2.5 Software Support
To keep your software (embedded in or resides on hardware) application up-to-date with the latest software features and system improvements within your licensed feature set, H3C provides software updates that include bug fixes and maintenance, and minor releases. H3C also provides the rights to new software update releases as made generally available by H3C. You will perform the installation of software updates, unless otherwise deemed necessary by H3C.

Besides software updates, you can download the major software upgrades as made generally available by H3C. The service ensures that the application software purchased by you can run in the optimal performance to meet more application scenes and higher demand for service. You will perform the installation of software upgrades, unless otherwise deemed necessary by H3C.