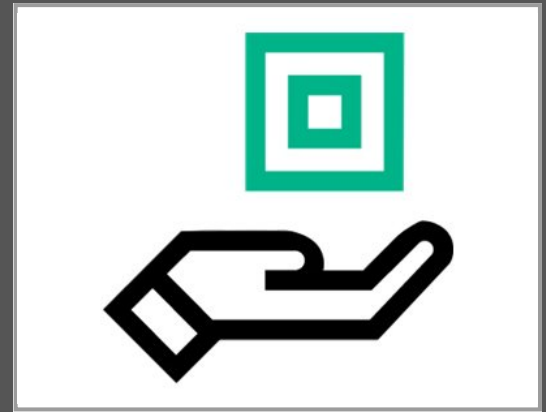


HPE Foundation Care Next Business Day Exchange Service

Extended service agreement - replacement - 3 years - shipment - 9x5
- response time: NBD

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U6TW9E



Description

HP Foundation Care is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HP technical resources work with your IT team to help you resolve hardware and software problems with HP and selected products. For hardware products covered by HP Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue.

Main features

Product Description	HPE Foundation Care Next Business Day Exchange Service - extended service agreement - 3 years - shipment
Type	Extended service agreement
Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Extended details

General

Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - replacement - 3 years - shipment - response time: next business day - availability: 9 hours a day / Monday-Friday Technical support - remote diagnosis - 3 years Technical support - phone consulting - 3 years - availability: 24 hours a day / Monday-Sunday New releases update - 3 years Product info support - web knowledge base access - 3 years
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