Hewlett Packard Enterprise

Data sheet

# Addendum to the HPE Software Support Foundation

This addendum applies to the HPE Vertica products as outlined herein (the addendum), it amends and is made part of the HPE Software Support Foundation data sheet (the "Support data sheet"), versions **4AA2-4735ENW (U.S. letter version)** and **4AA2-4735ENN (A4 version)**.

The provisions of this addendum are intended to add to or modify the provisions of the Support data sheet for the HPE Vertica products as further outlined in this addendum. If there be any conflict between the provisions of this addendum and the provisions of the Support data sheet, the provisions of this addendum shall be upheld.

## HPE Vertica Software Foundation Support

**Support coverage window**
The support coverage window provided for HPE Vertica products is as follows:

- Severity 2–4 issues—9x5 support is available between 8 a.m. and 5 p.m. on local business days, excluding bank and local public holidays. Response-time objectives for all calls submitted outside this coverage window will apply to the next business day.
- Severity 1 issue only—24x7 support Monday through Sunday, 365 days per year.

## Service-level objectives

| Severity level | Severity level 1 | Severity level 2 | Severity level 3 | Severity level 4 |
|---|---|---|---|---|
| Response time objective | 1-hour response 24x7 | 4 business hours | 2 business days | 2 business days |

**Service level definitions:**
**Severity level 1—Critical: Production system is down**—The HPE product is unusable, resulting in a total disruption of work or other critical impact on operations. No workaround is available. Newly-received cases will be assessed through discussions with the customer to confirm that they fulfill the criteria, and may be downgraded in priority if they do not.

**Severity level 2—Serious: Major feature or function failure**—Operations are severely restricted. A workaround is available.

**Severity level 3—Medium: Minor feature or function failure**—The product does not operate as designed; there is a minor impact on usage and an acceptable workaround can be deployed.

**Severity level 4—Low: Minor problem**—This can be classified as a request for documentation, general information, enhancement request, and so on.

## Support delivery languages

While HPE Software continues to develop its support delivery capability for the HPE Vertica products, support is primarily delivered in the English language only. From time to time, support may be available in other languages but there is no guarantee of availability.

## End of support

Hewlett Packard Enterprise provides support for the current and previous minor versions of the current major version. Hewlett Packard Enterprise will support the last minor version of a major version (for example, 6.2) for either (i) 24 months from the date when a new major version (for example, 7.0) becomes generally available or (ii) until the date when the next major version (for example, 8.0) becomes generally available, whichever occurs earlier.

If Hewlett Packard Enterprise discontinues a product and does not make another minor version commercially available as an update, Hewlett Packard Enterprise will provide support for 24 months from the date of the product discontinuance notice. Hewlett Packard Enterprise may discontinue specific support offerings no longer generally offered by Hewlett Packard Enterprise upon 60 days' notice.

## Service level objectives

HPE Vertica Software Foundation Support may be ordered using the following service product numbers:

| HPE Software Foundation Support service | Upfront support | Contractual support |
|---|---|---|
| HPE Vertica product support | HA107A1 (1-year upfront)<br>HA107A3 (3-year upfront) | HA107AC |

Except as modified herein, the Support data sheet shall be unaffected and remain in full force and effect.

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