Your mission-critical network requires 24x7x365 attention and needs the backing of Foundation Care for Aruba support services. Foundation Care provides essential support entitlements, a range of flexible options for hardware replacement, and is the gateway service that allows you access to additional support services such as Aruba Customer Engineering, Aruba Pro Care, and Professional Services.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority access to Aruba TAC engineers</td>
<td>Increase the productivity of your IT team and network user community, without delays nor limits in problem resolution from our network support team experts</td>
</tr>
<tr>
<td>Access to all Aruba networks software releases</td>
<td>Keep pace with technology advances and new features, with advice from our expert teams on which software feature and maintenance releases apply to your specific equipment</td>
</tr>
<tr>
<td>Flexible hardware and onsite support options</td>
<td>Select the right level of service needed to complement your team capabilities and meet your budget requirements</td>
</tr>
<tr>
<td>Aruba Support Portal</td>
<td>Increase operational efficiency and lower operational costs with immediate online access to software along with best practices information and advice</td>
</tr>
<tr>
<td>Total Aruba product coverage</td>
<td>Receive essential support for all your Aruba products, including Mobility Controllers, chassis, line cards, power supplies, supervisor cards, software, wireless mesh routers, indoor and outdoor access points (APs), Aruba Instant APs, switches, and more</td>
</tr>
<tr>
<td>Aruba Customer Engineering support service</td>
<td>When TAC needs help to diagnose and fix your complex network challenges, the Customer Engineering team is available and can be dispatched by TAC to come on-site and assist in resolving problems for our Foundation Care customers</td>
</tr>
</tbody>
</table>

**GAIN PRIORITY ACCESS TO ARUBA TECHNICAL ASSISTANCE CENTER (TAC) ENGINEERS**

The Aruba TAC is your most important asset for reporting and resolving Aruba network issues, and for obtaining advice on software and best practices. Aruba TAC engineers are trained to aggressively resolve your hardware and software issues. They understand business challenges associated with networking, and use their comprehensive troubleshooting and network-design expertise to resolve problems quickly.

Foundation Care subscribers receive priority response, available 24 hours a day, 365 days a year, by phone and online. To ensure that TAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

**KEEP YOUR NETWORK SOFTWARE UP-TO-DATE**

Foundation Care support provides you with access to all feature and maintenance releases of Aruba software, important for enabling network device compatibility across your network and for sustaining efficient network performance.

TAC engineers can offer you advice on which software releases are available, and which are important to download for your particular devices and configuration. Software is available for download at any time, from the Aruba Support Portal. Also, when you need network patches or fixes, you receive prioritized attention to resolve the issue and get your network functioning at maximum performance.
SERVICE BRIEF
FOUNDATION CARE FOR ARUBA SUPPORT SERVICES

SELECT FROM THESE FLEXIBLE SERVICE LEVELS

Aruba shall use commercially reasonable efforts with service level objectives (SLO) to provide you with hardware replacement services where available. Foundation Care offers flexible levels of service for hardware and onsite support.

<table>
<thead>
<tr>
<th>Parts and labor for hardware replacement</th>
<th>NBD* Exchange</th>
<th>4 Hour Exchange</th>
<th>NBD Onsite</th>
<th>4 Hour Onsite</th>
<th>Call to Repair (CTR) 6 Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBD delivery of parts only</td>
<td>4 hour delivery of parts only</td>
<td>NBD onsite labor; parts per SLO</td>
<td>4 hour onsite labor; parts per SLO</td>
<td>Parts and onsite labor, operational within 6 hours of call on critical outages</td>
<td></td>
</tr>
</tbody>
</table>

*Next Business Day (NBD)

Aruba offers onsite support when an environment requires an onsite technician. Hardware-only service levels are also available to support deployments of Aruba Central managed devices.

ARUBA CENTRAL AND HARDWARE ONLY OPTIONS

Aruba products that are assigned an Aruba Central subscription are fully supported and include:

- 24x7 priority technical support for troubleshooting.
- Software updates and upgrades for Aruba Central and all Aruba hardware products managed by Aruba Central.
- Options to upgrade parts replacement for all hardware managed by Aruba Central with a Foundation Care for Aruba contract, adding either next business day exchange or 4-hour onsite service.

IMPROVE OPERATIONAL EFFICIENCY WITH ARUBA SUPPORT PORTAL ACCESS

Our online Aruba Support Portal provides you with immediate access to the latest Aruba software, FAQs, field alerts, release notes, product documentation, and best practices. This vital technical information enables your team to effectively manage your Aruba network.

ARUBA CUSTOMER ENGINEERING (ACE) FOR COMPLEX NETWORK CHALLENGES

Sometimes, network problems can be persistent and tough to diagnose and correct particularly in complex network environments. Our Aruba TAC team may dispatch experts from our ACE team to come on-site and help to resolve tough network challenges.

ARUBA PRO CARE

Organizations with Foundation Care for Aruba are also eligible to purchase Aruba Pro Care, a “Know Me, Know My Network” support service. It reduces mean-time-to-resolution and the number of cases to manage by assigning a Senior TAC Engineer who also serves as the single point of contact for each case. Upgrade today to reduce the time your IT team spends troubleshooting.

PROFESSIONAL SERVICES

From assessment and design, through migration and deployment, and into operation, you can increase, and sustain, the value of your Aruba technology with our team of Aruba experts and purpose-built tools. Talk to your Aruba partner or account manager to learn about our SKU-based services, in addition to discussing custom engagements.

MORE INFORMATION

For more information, including terms and conditions and a glossary of support terminology, visit our Support Services Central page. To learn more about our full range of Aruba Global Services including Support, Professional and Consumption service options, please go to the Aruba Support and Services site.

To check for the exact service levels that are available in your geography, request information from your Aruba partner or account manager.

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