Data sheet

HP Communications and Media Solution (CMS) Support

Get fast, reliable access to well-trained experts

Insights
- Get support when you need it.
- Empower your business with quick answers.
- Focus on your business instead of communications media software issues.

You need to optimise software uptime whilst maximising the value of any software investment. HP Communications and Media Solution Support helps you achieve this by providing comprehensive technical support for HP Communication Media Solution software.

Get support 24x7

Things happen. You need to optimise software uptime whilst maximising the value of any software investment. HP Communications and Media Solution Support helps you achieve this by providing comprehensive technical support for HP Communications and Media Solution (CMS) software. Turn to fast, reliable, well-trained experts who provide advice on its features, problem identification, diagnosis, and resolution.

We've been doing this for over 25 years and have proven our worth to hundreds of customers across the world. And we provide more than post-sales support to maintain your environment. Our services help optimise uptime, reduce total cost of ownership (TCO), and drive efficient business outcomes. When you need us, we are there.

Empower your business with support

- Maximise your investment—Get updates, upgrades, and new software version
- Increase stability—Better system performance and reduce downtime
- Reduce TCO—Enable quicker time to resolution and limit resource consumption
- Increase up time—Gain access to technical resources and HP experts
- Get aggressive response time objectives—Get up to 30 minutes response time
- Optimise your environment—Move forward faster with our technical expertise

Get support services when you need it

HP CMS Software Support provides a one-stop resource for your support needs. Available 24x7, we log, track, and update HP CMS software product cases electronically in an enhanced and secure environment, meeting your privacy needs.

HP CMS Software Support Online (SSO)[1] also offers a vast array of HP software knowledge by providing comprehensive support resources to an unlimited number of users with online incident reporting. It enables users to:

- Search our extensive technical knowledge base for known problems, technical documents, manuals, and patches[2]
- Electronically download the latest software patches for HP software products[3]

You can learn more about HP CMS support processes in the *HP CMS Support handbook.*

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[1] Please contact your HP contact point to ensure specific product coverage.
[2] Ibid.
[3] Ibid.

Get a support portfolio designed to fit your operational needs

Because communication and media environments have specific operational needs, HP CMS designed a portfolio tailored to meet them. (Note: Support features can differ for HP CMS Applications and Network Platforms.)

HP CMS Support at-a-glance

The HP CMS Support portfolio comprises four offers:

• **Basic**—This 9x5 support offer is designed to cover your noncritical environment.

• **Standard**—This 24x7 HP CMS support offer covers HP CMS Applications.

• **Enhanced**—This 24x7 HP CMS Telecom support offer is designed for HP CMS Network Platforms and select HP CMS Applications.[4]

• **Critical**—This 24x7 HP CMS Telecom Critical support offer, with aggressive service-level objectives (SLOs), is available on limited solutions and geographies, and designed to answer your unique response needs.[5]

HP CMS support features
Each support offer includes a set of features:

• Technical resources access

• Technical incident prioritisation, giving you fast access to HP CMS support expertise

• Priority routing and handling for quicker resolution

• Escalation management

• Software updates and upgrades

  – HP CMS support grants access to HP CMS Application and Network Platform upgrades and updates, if and when generally available

• Concurrent support

• Clearly defined support terms and conditions during each product lifecycle phase

• SLOs specific to each support offer

Empower your business with support

• Maximise your software investment

• Increase system stability

• Reduce TOC

• Increase up time

• Get aggressive response time objectives

• Optimise your environment

HP CMS Software Support terms

This support offering is governed by the agreement referenced in the quotation for Support services (the "Terms"). All capitalised terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence.

HP CMS Application
HP CMS Application means a software application branded and sold by HP CMS.
HP CMS Support policy guidelines lists the HP CMS Applications. It is available at
hp.com/go/CMS-support-policy.

HP CMS Network Platform
HP CMS Network Platform means a platform dedicated to integrate, develop, and execute network applications to fulfil specific Customer requirements for services. HP CMS Network Platforms may typically include, but are not limited to, a hardware architecture, CMS products, operating system, software APIs, framework, application server(s), run-time environment, debug environment, software library, compilers, editor, graphical elements, third-party software, and virtual machines. The HP CMS Network Platform list can be found in the HP CMS Support policy guidelines appendix.

Third-Party Software Products
Third-Party Software Products includes any product or support that does not bear a trademark or service mark of Hewlett-Packard Company or any Hewlett-Packard Company affiliate. Distribution of certain Third-Party Software Product updates, upgrades, license agreements, and/or license keys may be provided directly from third-party vendors to Customer.

[4] Refer to HP CMS Support policy guideline to check availability.
[5] Contact you HP sales contact to validate availability product and geographical coverage.

HP CMS Software Support
HP CMS Software Support covers HP CMS Applications and Network Platforms and may cover selected third-party products—provided if the Customer has an active, current support contract. It does not include firmware and operating system software associated with hardware. The support contract references all products under support.

Technical resources access
Access to HP technical resources is provided through HP CMS Software Support Online (SSO), HP IT Resource Center (ITRC), or telephone, for assistance in resolving software or operations problems.

Support delivery language
HP provides support in English language and local language on first access in most major countries. Depending on language knowledge and resource availability, support may be available in French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian, or Chinese (Cantonese or Mandarin). Support outside standard local business hours may be provided in English only.

Escalation management
HP has established formal escalation procedures to solve complex software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP and with selected third parties.

Software versioning
A Major version (also referred as an Upgrade) is a version of the software that may include major enhancements or new functionality. It is denoted by a change to the left of the first decimal point (for example, 6.0 to 7.0). A Major version is provided on a when-and-if-available basis and only with continuous active support. There may be possible disruption in backward compatibility of interfaces.

A Minor version (also referred to as Update) is a technical enhancement to improve existing functionalities or provide functional enhancement of the software. It is denoted by a change to the right of the first decimal point (for example, 6.1 to 6.2). A Minor version is provided on a when-and-if-available basis and only with continuous active support.

A Maintenance version is a collection of fixes within a minor version denoted by a change to the right of the second decimal point (for example, 6.0.1 to 6.0.2 and D.60.05 to D.60.06). It is provided on a when-and-if-available basis and only with continuous active support.

Software Updates, Upgrade, Options

Upgrade—Means enhancements to software are in the form of new or improved functionality or features that are commercially released and generally made available by HP CMS. An Upgrade is also referred to as a Major version.

Update—Means bug fixes and minor software enhancements are commercially released and generally made available by HP CMS. An Update can be a Minor or Maintenance version.

Options—Optional release content consists of a set of a-la-carte features made available through an upgrade or update, which customers can purchase as an individual option.

Access to upgrade and update
HP CMS support grants access to software Upgrades and Updates if and when they are generally available and only with a valid continuous support contract. For selected third-party software, HP can provide instructions on how to obtain any third-party updates provided under this service offering—from HP or delivered directly from the third party. HP may provide a list of software and/or hardware requirements for satisfactory operation of Updates or Upgrades. Support is conditional on the installation of the latest product updates that HP provides during this period.

Rights To New Versions (RTNV)
With Rights To New Version, HP CMS provides a free Upgrade where one license of a feature in a previous product version is replaced by one license of this feature in the new product version. Access to this Upgrade is granted if the Customer previously had access to RTNV, and to a Customer purchasing support for HP CMS Application and HP CMS Network Platforms.

Prerequisites and limitations

- Upgrades and Updates correspond to HP CMS Software and do not include integration, transfer, and migration services; hardware or third-party software products; or improvements that may be required for the satisfactory operation of any related Update or Upgrade.

- Access to Upgrade is limited to nondiscontinued features.

- HP CMS does not provide free access to the next Major version N, starting six months after the End of Sales of the final Minor version of Major version N–1 for HP CMS Applications and HP CMS Network Platforms.

- Upgrade and Updates are available for similar hardware and operating system versions and do not cover significant hardware or operating system changes, for example, moving from HP-UX to Linux or Windows.

Concurrent support

For any Upgrade delivered under support, HP CMS provides the customer the next version of a software product (RTNV), if and when generally available, and only valid with continuous active support.

The next product version is granted according to the support contract for the same product reference, and for the same or equivalent quantity. In this document, the new version granted in such way is referred as the Upgraded Version, and the version that is being upgraded is referred as the Earlier Version.

Every time an Upgraded Version is made available, a migration period of six months, called the Concurrent Support Period, begins at the date on the delivery of said Upgrade. During the concurrent support period, HP authorises the Customer to use both—the Earlier Version and Upgraded Version—with the only purpose of performing activities necessary to migrate to the HP CMS Software, and manage the same environment that is being currently managed using the Earlier Version. At the end of the concurrent support period, the license for the Earlier Version will terminate.

Response time

The elapsed time from when the Customer contacts HP CMS with a request for product assistance to the point that the Customer is engaged with a technical support specialist for the product is called response time. Response time goals are provided as typical initial response times to support incidents. HP uses commercially reasonable efforts to meet response time goals. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.

Resolution time

The elapsed time from when the Customer contacts HP CMS with a request for product assistance to the point when HP CMS has restored the system to operation, provided a workaround, or resolved the problem without the need for a software fix is called the resolution time. Resolution time goals are provided as typical resolution times to support incidents. HP uses commercially reasonable efforts to meet resolution time goals. Resolution time goals in no way create a legal requirement or obligation for HP to always provide a resolution in the stated time.

Fix time

The elapsed time from when the Customer contacts HP CMS with a request for product assistance to the point when HP CMS has resolved the problem by availability of a software hot-fix or patch or release (a defect is satisfactorily resolved) is called the fix time. Fix time goals are provided as typical resolution times to support incidents. HP uses commercially reasonable efforts to meet fix time goals. Fix time goals in no way create a legal requirement or obligation for HP to always provide a resolution in the stated time.

Severity critical

These include conditions that severely affect service, capacity and traffic, billing, and maintenance capabilities, and require immediate corrective action for which there is no workaround or redundancy. Examples include:

- A loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport system

- An important reduction in capacity or traffic-handling capability such that expected loads cannot be handled

- Any loss of safety or emergency capability (emergency 911 or 112 calls)

Severity Major

These include conditions that seriously affect system operation, maintenance, or administration, and require immediate attention. The urgency is less than in critical situations because of a lesser immediate or impending effect on system performance, users, telecom service subscribers, and the Customer operation and revenue.

Severity Minor

These include conditions that do not significantly impair system function and do not significantly affect Customer services.

Severity No Impact

These conditions have no effect on Customer service.

HP CMS Support Service Level Objectives (SLOs)

The HP Support engineer assesses the severity of the request based on the Customer's description of the problem and assigns a severity level as described in Table 1. HP Support targeted response and resolution objectives are also described in the table. This table is only applicable to HP CMS products; third-party SLO targets, if any, are defined separately.

Table 1. HP CMS Basic 9x5 SLOs

Basic 9x5—Local business hours and business days	Severity level 1 Critical	Severity level 2 Major	Severity level 3 Minor	Severity level 4 No Impact
Response time goals	2 business hours	6 business hours	1 business day	2 business days
Resolution time goals	5 calendar days	14 calendar days	n/a	n/a
Fix time goals	60 calendar days	120 calendar days	180 calendar days	n/a

Note: Basic 9x5 may be inappropriate for certain commercial environments. Please contact your HP support representative to discuss.

Table 2. HP CMS Standard 24x7 Support SLOs

Standard—24x7, Monday through Sunday, including all bank and public holidays	Severity level 1 Critical	Severity level 2 Major	Severity level 3 Minor	Severity level 4 No Impact
Response time goals	1 hour with prioritised support response	4 hours	1 business day	2 business days
Resolution time goals	3 calendar days	10 calendar days	n/a	n/a
Fix time goals	60 calendar days	120 calendar days	180 calendar days	n/a

Note: HP CMS Standard 24x7 Support is available for HP CMS Applications as documented in the HP CMS Support Policy document.

Table 3. HP CMS Enhanced 24x7 Support SLOs

Enhanced—24x7, Monday through Sunday, including all bank and public holidays	Severity level 1 Critical	Severity level 2 Major	Severity level 3 Minor	Severity level 4 No Impact
Response time goals	30 minutes	1 hour	1 business day	1 business day
Resolution time goals	8 hours	3 calendar days	n/a	n/a
Fix time goals	60 calendar days	120 calendar days	180 calendar days	n/a

Note: HP CMS Enhanced 24x7 Support is available for HP CMS Network Platform and HP CMS Applications as documented in the HP CMS Support Policy document.

Table 4. HP CMS Critical 24x7 Telecom Critical Support SLOs

Critical—24x7, Monday through Sunday, including all bank and public holidays	Severity level 1 Critical	Severity level 2 Major	Severity level 3 Minor	Severity level 4 No Impact
Response time goals	15 minutes	30 minutes	1 business day	1 business day
Resolution time goals	4 hours	8 hours	n/a	n/a
Fix time goals	28 calendar days	56 calendar days	120 calendar days	n/a

Note: HP CMS Critical 24x7 Telecom Critical Support is available for certain geographies and network platforms and applications. Please contact your HP support sales representative to validate availability.

Understand HP CMS Support in the product lifecycle

Active Support
Active Support is the support period of HP CMS Applications and HP Network Platforms after the first Customer shipment and before End of Sales.

Table 5. Active support of HP CMS Application and Network Platforms

Type	Active support period
HP CMS Application	A version (major or minor) is supported for 24 months after the release (first Customer shipping, FCS) of the second version (major or minor) following this version.
HP CMS Network Platform	Each minor version N.m is supported for 36 months after the End of Sale of this minor N.m with the exception of the final minor, which is supported for 60 months after the end of sale of the major N.

Table 6. Level of active support

Level of active support	Severity critical	Severity major	Severity minor	Severity no impact
Investigate a problem in the current version	Y	Y	Y	Y
Deliver a fix for the affected version	Y	Y	N	N
Implement a fix in a future version	Y	Y	N	N

Note: If the HP CMS product is based on or requires an operating system, third-party product(s), or hardware that are no longer supported, support for the HP CMS product may be shortened or limited.

End of Sale Date
The End of Sale Date is the date when a given version of a CMS product is no longer commercially available and unable to be ordered from the current HP product catalogue. At the End of Sales, the Discontinuance Period begins.

Discontinued Version of a Product
When a version of a product has reached the End of Sale Date, this version becomes discontinued and is further referred to as the discontinued version of a product. The Discontinued Version of a Product can no longer be purchased. It may, however, be possible to buy additional licenses until the version becomes obsolete.

If the HP CMS product is based on or requires an operating system, third-party product(s), or hardware that is no longer supported, support for the HP CMS product may be shortened or limited.

End of Support Date
The End of Support Date is the date used when a given version of a product is no longer supported by HP. At the End of Support Date, extended support may be available.

Obsolete Version of a Product
When a version has reached the End of Support Date, this version becomes obsolete and is further referred to as an Obsolete Version of a product.

Warranty and support services
HP standard software warranty provides customers with a 90-day warranty. During this period, at our discretion, we will repair or replace the elements found not to be conforming to the product's technical specifications. The Customer must purchase support services that will run concurrently with the warranty period. Warranty does not provide support services, such as break/fix support, phone-in support, and so forth.

Exclusions:

HP is not obligated to provide warranty services or support for any claims resulting from:

1. Improper site preparation, or site or environmental conditions that so not conform to HP site specifications;

2. Customer's non-compliance with HP specification, statements of work, or this data sheet;

3. Improper or inadequate maintenance or calibration;

4. Customer or third-party media, software, interfacing, supplies, or other products;

5. Modifications not preformed or authorised by HP;

6. Virus, infection worm, or similar malicious code not introduced by HP; or

7. Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by customer or other causes beyond the control of HP.

Extended support
Extended support for obsolete HP CMS Software can be offered in specific cases. Note that pricing is not subject to discount, and conditions are defined case by case. Contact an HP sales representative to learn more.

Table 7. Level of service during obsolescence

Level of service during obsolescence	Severity critical	Severity major	Severity minor	Severity no impact
Investigate a problem in the current version	Y	Y	N	N
Deliver a relief for the affected version	Y	N	N	N
Implement a fix in a future version	N	N	N	N

Note: If the HP CMS product is based on or requires an operating system, third-party product(s), or hardware that are no longer supported, support for the HP CMS product may be shortened or limited.

Support cancellation
A support contract can be cancelled or amended by either party—for example, delete products—effective at the date of the next annual anniversary of the support contract, upon 60 days prior written notice. Fee adjustments will become effective at the next renewal date of the support contract.

Return to support
If the customer allows to let support lapse, HP will charge the customer all past support fees and a 15% penalty of the total past support fees to resume support. HP may further require the Customer to perform certain hardware or software upgrades or updates. The Customer may re-enrol only after payment of the following fees:

• Annual support fee for the renewal term

• 100% of all annual support fees that would have been paid if support services had not been terminated

• 15% administration fee if applicable

Support contract start
The CMS Software Support contract will begin upon delivery of the product or of the license entitlement certificate to customer.

Read about additional HP CMS Support options

In addition to the HP CMS reactive support portfolio, HP CMS provides a set of services designed to address your specific solution needs. Our support services are backed with consistent experience and processes to access global technical support.

Table 8. The complete HP CMS support services portfolio

Solution Management Services (SMS)	Reactive Services	**Basic 9x5 As defined above in Table 1**
		Standard 24x7 As defined above in Table 2
		Enhanced 24x7 As defined above in Table 3
		Telecom Critical Support As defined above in Table 4
	Proactive Services features	Examples: Software Support Account Manager (SSAM), Named Response Center Engineer (NRCE), Capacity Check, Patch Check, etc.
	Operational Services features	Examples: Capacity Management, Call flow Management, Upgrade Management, Solution Lifecycle Management, etc.
	Enhancement Services features	Examples: Architecture Review Consulting, Fault Management Solution Audit, etc.

Get solution support

Your operational needs require a unique mix of readiness, answer time, and resources. HP CMS provides a unique portfolio of Solution Management Services, designed for your custom needs and to support HP CMS solutions, streamline operations, and reduce operational costs to help you focus on your core business.

A solution is never a single piece. It typically includes standard products and functional customisations and implementation. Solutions may also include components from different vendors and partners. Solution Management Services include four disciplines, all designed to support your communication and media solutions from end-to-end, regardless of the hardware and software that make up the solution.

- **Reactive Services** provide problem resolution across the entire solution.
- **Proactive Services** identify operational risks, address emerging issues, and intervene before issues arise.
- **Operational Services** maintain solution optimisation and deliver more predictable operation at a reduced TCO.
- **Enhancement Services** provide plans and guidance to evolve the solution toward new business requirements.

Get the HP advantage

As the communications and media industry evolves, HP remains a reliable partner for managing change. We apply lessons learned from more than 30 years of deep industry experience through the HP Communications and Media Solutions organisation. In close cooperation with our valued solutions partners, we assist some of the top communications and media companies in the world to transform their customers' experiences and exceed business objectives. To achieve this, we draw on a foundation of people, processes, and technology. Through this three-pronged approach, HP manages the complete design, delivery, and deployment of services and software-rich solutions including Service Delivery Infrastructure & Applications, Customer Intelligence & Billing, Next Generation Operations Support Systems, and digital media.

Review our services

Every HP solution leverages proven global experience, and our services consultants understand the communications and media services marketplace, and can help you get the most from your IT investments. HP can help in these critical areas:

- **Solution Consulting Services**—Business transformation delivers real and measurable business outcomes.
- **Solution Implementation Services**—This provides a complete lower-risk project lifecycle across design, development, customisation, and network and system integration.
- **Solution Management Services**—A comprehensive portfolio of solution management services increases the operational efficiency of your existing solutions, including reactive, proactive, operational, and enhancement services.
- **Outsourcing**—A variety of sourcing options designed to cover all of your telecom operations to improve business agility whilst reducing your operational costs; options include IT and infrastructure outsourcing, application management, and business process outsourcing.

Learn more at
hp.com/go/CMS-support-policy