HPE POINTNEXT SERVICES

HPE Technology Refresh Service for HPE Primera storage

SERVICE OVERVIEW

This data sheet addendum describes the HPE Technology Refresh Service for HPE Primera (HPE Technology Refresh Service), which is a key element of Timeless Storage for HPE Primera. This is an optional service feature available for purchase with certain HPE support services, specifically, HPE Proactive Care, HPE Proactive Care Advanced, or HPE Datacenter Care, for all 'A' model HPE Primera configurations with the HPE Primera operating system (OS) software (Eligible Configurations). This data sheet addendum is attached to the relevant HPE support service data sheet (as identified previously) when the HPE Technology Refresh Service is purchased with these services.

SERVICE BENEFITS

The HPE Technology Refresh Service is designed to offer HPE Primera all-flash storage array Customers an ownership experience with a simple path to helping keep their storage technology current through the provision of periodic technology updates as more specifically described in the following table. This service also helps to provide a more predictable cost structure as compared to traditional storage ownership since it incorporates charges associated with future technology updates into a renewable service. This helps to extend the useful life of the Customer's storage assets and create a more sustainable approach to storage ownership.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>HPE Technology Refresh Service</td>
<td>Under this optional service feature, provided the Customer initially purchases this service option with their purchase of an Eligible Configuration along with qualifying support service coverage with HPE (HPE Proactive Care, Proactive Care Advanced, Datacenter Care) and continuously maintains the Eligible Configuration under qualifying support coverage that includes the HPE Technology Refresh Service option, HPE will provide a technology refresh of the Eligible Configuration, as more specifically described in the following, every three (3) years. This technology refresh is subject to the limitations and exceptions described in this data sheet. Customers who refresh an Eligible Configuration pursuant to this addendum are eligible for HPE Primera Flat Support Pricing, subject to the applicable terms. Please click here to link to the HPE Primera Flat Support Pricing terms.</td>
</tr>
</tbody>
</table>

HPE Technology Refresh Service description and limitations

- In order to be eligible for the HPE Technology Refresh Service, Customer must i) initially purchase qualifying support services that include the HPE Technology Refresh Service option at time of Eligible Configuration purchase and subsequently renew qualifying support services that include this HPE Technology Refresh option for consecutive 3-year terms and ii) prepay for the HPE Technology Refresh Service option for each 3-year term.
- Under the terms of this service, upon completion of each 3-year term, HPE provides certain hardware and installation services as determined by HPE to upgrade the Customer’s existing hardware comprised of the Eligible Configuration to the latest-generation equivalent HPE Primera storage array hardware, exclusive of storage media.
- HPE will contact the Customer prior to shipment of the technology refresh hardware to confirm product specifications and communicate any prerequisites that the Eligible Configuration must meet in order to complete the technology refresh. This notification may include an email to the Customer’s designated contact. See the Prerequisites and Customer responsibilities sections for more information regarding tasks that must be completed for receipt of these services.
- Customers may purchase additional hardware and services in conjunction with the technology refresh offered by this service, subject to additional charges.
- HPE is not responsible for installation and startup services for any additional hardware purchased by the Customer, alternate hardware requested by the Customer (see the next section on Service exceptions), or for storage media.

1 Technology Refresh Services exceptions (as described in Table 1) are not be eligible for flat support pricing.
PREREQUISITES

Prior to performing the technology refresh, HPE may require that the Eligible Configuration undergoing the technology refresh meet certain technical or other prerequisites as specified by HPE, such as meeting a specified OS or firmware level, or replacing any components for which end of life (EOL) has already been communicated.

CUSTOMER RESPONSIBILITIES

In addition to other responsibilities outlined in this data sheet, or otherwise communicated by HPE, the Customer is responsible for the following:

• Migrating data from any storage media devices for which HPE has announced EOL, or have less than 5% of usable life remaining, or are not supported by the upgraded controller nodes prior to undergoing the technology refresh. In addition to the data migration, this may also require purchasing new media devices and associated support.

• Paying any applicable taxes and shipping charges for the technology refresh hardware provided by HPE, payable at the time of the technology refresh. These charges cannot be paid in advance.

• Taking receipt of technology refresh hardware and scheduling installation within 90 days from HPE notifying the Customer’s designated contact as to eligibility for the technology refresh. For details of the installation and startup service, see the applicable HPE installation services data sheet.

• Meeting all technical prerequisites or Customer responsibilities required for successful execution of the technology refresh as set forth in this data sheet and/or communicated by HPE prior to installation of the technology refresh. If the Customer fails to do so, HPE is under no obligation to provide installation of the technology refresh.

• Timely return of all replaced hardware in full working condition, undamaged, using the new hardware’s packaging as provided by HPE under the HPE return materials authorization (RMA) process.

TERMINATION

Customer may not cancel the HPE Technology Refresh Service prior to the end of the coverage term. Also, if Customer cancels the underlying support services prior to the end of the coverage term, then the HPE Technology Refresh Services will automatically terminate and Customer will not be eligible for any refund from the HPE Technology Refresh Service.

When, due to technical or design limitations or upcoming EOL for eligible configurations, it is not feasible for HPE to deliver to the Customer a technology refresh as described in this data sheet, HPE reserves the right to terminate the HPE Technology Refresh Service and will provide a refund or credit at HPE’s discretion.
GENERAL PROVISIONS AND OTHER EXCLUSIONS

- HPE reserves the right to elect not to renew the HPE Technology Refresh Service.
- All installation services to be performed as part of the HPE Technology Refresh Service must be performed by HPE or an authorized service delivery partner, as applicable.
- All components of the Eligible Configuration must be covered under the same underlying support coverage level.
- Any new hardware provided under the terms of the HPE Technology Refresh Service does not impact any applicable warranty of existing system components not replaced as part of the technology refresh.
- HPE may, from time to time, modify the terms of the HPE Technology Refresh Service set forth in this data sheet. If HPE makes modifications that have a material impact to the Customer, the existing HPE Technology Refresh Service will continue to be governed by the terms in effect immediately prior to such modification until the expiration of the current support coverage period.

ORDERING INFORMATION

SOG and Technology Refresh SKUs should be quoted based on HPE Primera Model and Controller.

<table>
<thead>
<tr>
<th>Controller SKU</th>
<th>Controller SKU Description</th>
<th>SOG SKU</th>
<th>Tech Refresh Package</th>
<th>Tech Refresh Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>N9Z55A</td>
<td>HPE Primera A630 128GB 2N Controller</td>
<td>HP7E3AS</td>
<td>HU2J4A3</td>
<td>Z1K</td>
</tr>
<tr>
<td>N9Z60A</td>
<td>HPE Primera A650 256GB 2N Controller</td>
<td>HP7E4AS</td>
<td>HU2J4A3</td>
<td>Z1L</td>
</tr>
<tr>
<td>N9Z61A</td>
<td>HPE Primera A650 256GB 4N Controller</td>
<td>HP7E5AS</td>
<td>HU2J4A3</td>
<td>Z1Y</td>
</tr>
<tr>
<td>N9Z64A</td>
<td>HPE Primera A670 512GB 2N Controller</td>
<td>HP7E6AS</td>
<td>HU2J4A3</td>
<td>Z1Z</td>
</tr>
<tr>
<td>N9Z65A</td>
<td>HPE Primera A670 512GB 4N Controller</td>
<td>HP7E7AS</td>
<td>HU2J4A3</td>
<td>Z20</td>
</tr>
<tr>
<td>N9Z68A</td>
<td>HPE Primera A670 1TB 2N Controller</td>
<td>HP7E8AS</td>
<td>HU2J4A3</td>
<td>Z2L</td>
</tr>
<tr>
<td>N9Z69A</td>
<td>HPE Primera A670 1TB 4N Controller</td>
<td>HP7E9AS</td>
<td>HU2J4A3</td>
<td>Z2M</td>
</tr>
</tbody>
</table>

LEARN MORE AT
hpe.com/pointnext
hpe.com/us/en/services/timeless-storage.html