

## SERVICE BRIEF

# Foundation Care Support Services for Aruba Instant On

## We've got your back!

The network is as critical to smaller business environments as it is to big business. You cannot afford extended outages which impact your customers and employees, and which can ultimately disrupt your business. To keep your network operational, Foundation Care Support Services for Aruba Instant On are available to protect your investment and ensure your network capabilities for 3 to 5 years.

Add Foundation Care Support Services for Aruba Instant On with new Instant On Access Point and Switch purchases within 90 days of original purchase to obtain these benefits.

### **EXTEND THE BENEFIT OF NEXT BUSINESS DAY (NBD) EQUIPMENT REPLACEMENT**

Foundation Care Support Services for Aruba Instant On provides you with NBD advanced replacement of defective parts for the entire contract period. This helps to ensure that you are never without network services for your business. Defective parts are replaced with equipment shipped directly from Aruba to your location. Our network experts are then available to assist you by telephone with equipment replacement and software updates, as needed.

### **GAIN ACCESS TO EXPERT ADVICE**

Aruba releases new versions of network software many times per year, with needed defect corrections and feature enhancements.

## WHAT'S INCLUDED

With Foundation Care Support Services for Aruba Instant On, you benefit from:

- Multiple years of Next Business Day advanced replacement of defective network equipment and parts — so your network can stay up and functioning as expected
- 24x7 telephone support access to our Aruba experts — delivered by the Aruba Technical Assistance Center (TAC)
- Software support along with needed defect corrections and feature enhancements
- Assistance, delivered remotely, in downloading and applying the software updates
- Chat support provided through our Aruba Instant On community

Without the added purchase of Foundation Care Support Services for Aruba Instant On, you are only entitled to 90 days of telephone support, and hardware replacement that can take up to 10 days.

	ACCESS POINTS		SWITCH FAMILIES	
	Standard Warranty	Foundation Care	Standard Warranty	Foundation Care
Duration	2 years <sup>1</sup>	3 or 5 years 3 year AP SKU: HK1Y0E 5 year AP SKU: H30GZE	Limited Lifetime (5 years after End of Sale)	3 or 5 years 5 year SKUs Look up additional Foundation Care options at <a href="#">Support Services Central</a>
Parts replacement	Next Business Day (NBD) Arrival within 30 days (from warranty start date <sup>2</sup> ); after which parts will be replaced within 10 days for 23 months	Next Business Day Arrival	Next Business Day Ship (no committed arrival)	Next Business Day Arrival
24x7 telephone support	90 days (from warranty start date <sup>2</sup> )	Yes, for 3 or 5 years	90 days (from warranty start date <sup>2</sup> )	Yes, for 3 or 5 years
24x7 chat support	2 years <sup>1</sup>	Yes, for 3 or 5 years	Lifetime	Yes, for 3 or 5 years
Software Updates (includes all generally available software/OS releases when and if available within the warranty period)	90 days (from warranty start date <sup>2</sup> )	Priority-based patch/maintenance releases to remediate critical issues in addition to all generally available software/OS releases	Lifetime — OS Releases	Priority-based patch/ maintenance releases to remediate critical issues in addition to all generally available software/OS releases

<sup>1</sup> For APs with “power-on date” on or after June 15, 2021, otherwise warranty duration is 1 year.

<sup>2</sup> Warranty start date of an Aruba Instant On Access Point and Switch is the “power-on date” if the device is managed by the Aruba Instant On mobile app/web portal, otherwise it is purchase date.

## BECAUSE YOUR NETWORK IS CRITICAL TO YOUR BUSINESS

Speak to your Aruba authorized business partner today about adding Foundation Care Support Services for Aruba Instant On. Learn more about available resources for Aruba Instant On at: <https://www.arubainstanton.com/resources/>

Foundation Care Support for Aruba Instant On can be purchased from Aruba authorized support partners: <https://www.arubanetworks.com/partners/find-a-partner/>

Find the Foundation Care support right for you at Support Services Central: <https://ssc.hpe.com/portal/site/ssc/>