

Service Level Agreement for HP Workspace

For the HP Workspace service, we guarantee that Applications running under a license will be available 99.9% of the time. No Service Level Agreement (“SLA”) is provided for Applications running outside of HP Workspace.

Introduction

This Service Level Agreement for HP Workspace Services (this “SLA”) is a policy governing the use of HP Workspace Service (a “Service” or “Services”) under the HP Workspace Terms and Conditions (the “Terms and Conditions”) between HP Inc. and its affiliates (“HP”) and users of the Service (“you”). This SLA applies separately to each account using the Service. Unless otherwise provided herein, this SLA is subject to the Terms and Conditions and capitalized terms used but not defined in this SLA will have the meaning assigned to them in the Agreement.

HP may modify the terms of your SLA at any time in accordance with the Terms and Conditions;

General Terms

Definitions

“**Application**” is a 32 or 64-bit Windows desktop application deployed by Customer within the Application Service.

“**Downtime**” is defined as a period of time during which production system processing for the Service has stopped and users are unable to use all aspects for HP Workspace for which they have permissions. Downtime does not include Scheduled Downtime (as defined below). Downtime does not include unavailability of a Service due to limitations described below and in the Services Specific Terms.

(1) Events or causes beyond HP’s control (e.g., natural disaster, internet outages, emergency maintenance, etc.);

(2) Problems with your applications, devices, equipment or data, or a third party’s applications, devices, equipment or data;

(3) Your failure to adhere to required system configurations and supported platforms for accessing HP Workspace; or

(4) HP’s compliance with any designs, specifications, or instructions that you provide to HP or a third party provides to HP on your behalf.

“**Incident**” means any single event, or any set of events, that result in Downtime.

“**Scheduled Downtime**” means periods of Downtime related to network, hardware, or Service maintenance or upgrades. We will publish notice or notify you at least five (5) days prior to the commencement of such Scheduled Downtime.

“**Service Level**” means the performance metric(s) set forth in this SLA that HP Inc agrees to meet in the delivery of the Services.

Limitations

This SLA and any applicable Service Levels do not apply to any performance or availability issues:

1. Due to factors outside our reasonable control (for example, natural disaster, war, acts of terrorism, riots, government action, or a network or device failure external to our data centers, including at your site or between your site and our data center);
2. That result from the use of services, hardware, or software not provided by us, including, but not limited to, issues resulting from inadequate bandwidth or related to third-party software or services;
3. Caused by your use of a Service after we advised you to modify your use of the Service, if you did not modify your use as advised;
4. During or with respect to preview, pre-release, beta or trial versions of a Service, feature or software (as determined by us)
5. That result from your unauthorized action or lack of action when required, or from your employees, agents, contractors, or vendors, or anyone gaining access to our network by means of your passwords or equipment, or otherwise resulting from your failure to follow appropriate security practices;
6. That result from your failure to adhere to any required configurations, use supported platforms, follow any policies for acceptable use, or your use of the Service in a manner inconsistent with the features and functionality of the Service (for example, attempts to perform operations that are not supported) or inconsistent with our published guidance;
7. That result from faulty input, instructions, or arguments (for example, requests to access files that do not exist);
8. That result from your attempts to perform operations that exceed prescribed quotas or that resulted from our throttling of suspected abusive behavior;
9. Due to your use of Service features that are outside of associated Support Windows; or
10. For licenses reserved, but not paid for, at the time of the Incident.

Service commitment

HP will use commercially reasonable efforts to commit to the Service Level uptime of 99.9% on average during the term of the Service. Service requests provided as part of the Annual Service listed below will be acknowledged within 6 hours during the business week. Completion time will vary based on the complexity and time of the request.

1. Create the backend virtualization services account
2. Application testing
3. Updates to virtualization environment OS when requested by customer
4. Updates to customer application version when requested by customer
5. Generate and send monthly usage reports including total usage, usages by user, applications to be distributed at months end (Premium service only)
6. Configuration, Customization and Generic assistance requests
7. Delete the backend Application virtualization service
8. Remove or unpublish Applications from the virtualization environment

Callback Support

To request a phone call from a Service Desk agent, the customer clicks the Callback link located in the Support tab of the HP Workspace web site. The customer then completes a request for the Service Desk agent to call back within the next 2 business hours.

Chat Support

Live chat support is available on the Support tab of the HP Workspace web site. When the session is started, the customer receives an immediate acknowledgement and will have a response from the Service Desk agent within 5 minutes if the request comes in during Service Desk hours.

Service Desk hours are as follows:

Country	Time Zone	Start Time/Day	End Time/Day
Australia	AWST	1pm Mon	1pm Sat
Australia	ACST	2:30pm Mon	2:30pm Sat
Australia	AEST	3pm Mon	3pm Sat
Austria	CEST	7am Mon	7am Sat
Belgium	CEST	7am Mon	7am Sat
Canada	EDT	1am Mon	1 AM Sat
Canada	CDT	12am Mon	11:59 pm Fri
Canada	MDT	11pm Sun	11pm Fri
Canada	PDT	10pm Sun	10pm Fri
Chile	CLST	2am Mon	2am Sat
Colombia	COT	12am Mon	11:59 pm Fri
Costa Rica	CST	11pm Sun	11pm Fri
Czech Rep.	CEST	7am Mon	7am Sat
Denmark	CEST	7am Mon	7am Sat
Ecuador	ECT	12am Mon	11:59 pm Fri
Finland	EEST	8am Mon	8am Sat
France	CEST	7am Mon	7am Sat
Germany	CEST	7am Mon	7am Sat
Greece	EEST	8am Mon	8am Sat
Hong Kong	HKT	1pm Mon	1pm Sat
Hungary	CEST	7am Mon	7am Sat
India	IST	10:30am	10:30am Sat
Ireland	IST	6am Mon	6am Sat
Italy	CEST	7am Mon	7am Sat
Japan	JST	2pm Mon	2pm Sat
Luxembourg	CEST	7am Mon	7am Sat
Malaysia	MYT	1pm Mon	1pm Sat
Mexico	MDT	11pm Sun	11pm Fri
Mexico	PDT	10pm Sun	10pm Fri
Mexico	CDT	12am Mon	11:59 pm Fri
Netherlands	CEST	7am Mon	7am Sat

New Zealand	NZST	5pm Mon	5pm Sat
Norway	CEST	7am Mon	7am Sat
Panama	EST	12am Mon	11:59 pm Fri
Peru	PET	12am Mon	11:59 pm Fri
Philippines	PHT	1pm Mon	1pm Sat
Poland	CEST	7am Mon	7am Sat
Portugal	WEST	6am Mon	6am Sat
Puerto Rico	AST	1am Mon	1AM Sst
Romania	EEST	8am Mon	8am Sat
Saudi Arabia	AST	8am Mon	8am Sat
Singapore	SGT	1pm Mon	1pm Sat
Slovakia	CEST	7am Mon	7am Sat
South Africa	SAST	7am Mon	7am Sat
Spain	CEST	7am Mon	7am Sat
Sweden	CEST	7am Mon	7am Sat
Switzerland	CEST	7am Mon	7am Sat
Taiwan	CST	1pm Mon	1pm Sat
Thailand	ICT	12pm Mon	12pm Sat
Turkey	EEST	8am Mon	8am Sat
United Arab Emirates	GST	9am Mon	9am Sat
United Kingdom	BST	6am Mon	6am Sat
US	EDT	1am Mon	1 AM Sat
US	CDT	12am Mon	11:59 pm Fri
US	MDT	11pm Sun	11pm Fri
US	PDT	10pm Sun	10pm Fri

Exclusions and Other Information

1. This SLA does not apply to the availability of any third party software, tools or any Third Party Content as described in the Terms and Conditions.
2. HP does not guarantee HP Workspace performance on end customer network infrastructure environment and any related constraints.
3. This SLA does not apply to any Beta Testing of the Service.

VERSION HISTORY

4AA6-7565ENN; September 1, 2016