

ADDENDUM TO THE HP SOFTWARE SUPPORT FOUNDATION DATASHEET

This Addendum applies to the HP ArcSight products as outlined herein (the “Addendum”) and amends and is made part of the HP Software Support Foundation Datasheet (the “Support Datasheet”), versions 4AA2-4735ENW (US letter version) and 4AA2-4735EEW (A4 version).

The provisions of this Addendum are intended to add to or modify the provisions of the Support Datasheet for the HP ArcSight products as further outlined in this Addendum. To the extent there is any conflict between the provisions of this Addendum and the provisions of the Support Datasheet, the provisions of this Addendum shall control.

A. HP ArcSight Foundation Support

1. Return Material Authorization (“RMA”)

1.1 Definition.

Appliance means an instance of the specifically identified HP ArcSight Software loaded and configured on a designated computer system, which is listed on your support contract.

1.2 RMA process—In case of Appliance issues, please notify HP by logging a support case. If HP technical support verifies a hardware issue, HP will, at its expense, initiate shipment of an advance full system replacement unit (“ARU”). Such shipment will be initiated within one business day, subject to any local requirements (e.g. pre-inspection by destination country). The ARU shipment time depends on HP’s authorized carrier’s availability (i.e. an authorized shipping request must be received in time to make each day’s outgoing shipment cutoff window) and can be affected by remote ship-to locations. Some Appliance failures may only require field replaceable units (“FRUs”), and do not require ARUs. FRUs are delivered in the same manner as the ARUs described above. FRUs include, without limitation, power supplies, disk drives and the getting started kit (power cord, rack mount rails, getting started guide, etc.). In all cases, HP Support will act as the first line of contact and coordinate the ARU or FRU replacement. Upon receiving the ARU or FRU, you must send the defective unit or part back to HP or its designate within ten (10) business days.

B. Additional HP ArcSight Support

1. Content Subscription

Content Subscription may include one or more of the following features, as further defined below (i) Security System Content, (ii) Signature Categorization Content, or (iii) Vulnerability Mapping Content.

- Security System Content means new content that enhances or modifies the ability of an HP ArcSight-based solution to detect new security issues.
- Signature Categorization Content means content that enhances HP ArcSight systems’ ability to place security risks into specific categories based on the signature identifying each risk.
- Vulnerability Mapping Content means content that enhances HP ArcSight systems’ ability to determine which systems within the scope of an HP ArcSight system implementation are at risk from any given security flaw.

The Content Subscription offering may be purchased for an additional fee and is available for certain HP ArcSight products. Upon purchase, HP will make the Content described above available for customer download if and when it becomes generally available.



2. Ordering Information

HP ArcSight Software Foundation Support may be ordered using the following service product numbers:

HP Software Foundation Support Service	Upfront Support	Contractual Support
HP ArcSight Product Support 9x5 with Content Subscription	HP081A1 (1-year upfront) HP081A3 (3-year upfront)	HP081AC
HP ArcSight Product Support 24x7 with Content Subscription	HP082A1 (1-year upfront) HP082A3 (3-year upfront)	HP082AC
HP ArcSight Product Support 9x5 without Content Subscription	HP085A1 (1-year upfront) HP085A3 (3-year upfront)	HP085AC
HP ArcSight Product Support 24x7 without Content Subscription	HP086A1 (1-year upfront) HP086A3 (3-year upfront)	HP086AC

Except as modified herein, the Support Datasheet shall be unaffected and remain in full force and effect.

