

HPE Zerto Software T&Cs

HPE Zerto Software Products (Enterprise)

Commercial Terms (if buying directly from HPE) -

<https://www.hpe.com/psnow/doc/a50009055enw.pdf>

Customer Terms - <https://www.hpe.com/psnow/doc/a50009054ENW>

The Customer Terms link to the HPE EULA for HPE software -

<https://www.hpe.com/us/en/software/licensing.html>

The EULA includes the Additional License Authorizations (ALA) specific to Zerto Software Products - https://www.hpe.com/psnow/doc/a00148717enw?jumpid=in_pdfviewer-psnow

For support, HPE Tech Care applies (as stated in the ALA) -

<https://www.hpe.com/us/en/collaterals/collateral.a00108652enw.html>

And there is a Zerto addendum applicable for Tech Care as well -

<https://www.hpe.com/us/en/collaterals/collateral.a50006580enw.html>

Service Description - <https://www.hpe.com/psnow/doc/a50013837ENW?ver=1>

HPE Zerto Software for MSPs

Commercial Terms (if buying directly from HPE) -

<https://www.hpe.com/psnow/doc/a50009055enw.pdf>

Customer Terms - <https://www.hpe.com/psnow/doc/a50009054ENW>

The Customer Terms link to the HPE EULA for HPE software -

<https://www.hpe.com/us/en/software/licensing.html>

The EULA includes the Additional License Authorizations (ALA) specific to Zerto Software specific for MSPs - https://www.hpe.com/psnow/doc/a00147576enw?jumpid=in_pdfviewer-psnow

The HPE Hybrid & Private Cloud Solution-Specific Commercial Terms also apply (the HPE Zerto MSP section is on page 3) - <https://www.hpe.com/psnow/doc/a50009485ENW>

For support, HPE Tech Care applies -

<https://www.hpe.com/us/en/collaterals/collateral.a00108652enw.html>

And there is a Zerto addendum applicable for Tech Care as well -

<https://www.hpe.com/us/en/collaterals/collateral.a50006580enw.html>

Service Description –

<https://www.hpe.com/psnow/doc/a50011758enw?from=app§ion=search&isFutureVersion=true>

HPE Zerto Software - Aggregators

The HPE Zerto Software for MSPs terms will apply. The HPE Hybrid & Private Cloud Solution-Specific Commercial Terms - <https://www.hpe.com/psnow/doc/a50009485ENW> includes the following provision specific to Aggregators, as well as a link to the support services the Aggregators are committing to -

MSP Aggregators: MSP Aggregators are HPE Partners or Customers authorized to sell HPE Zerto Software Products for MSPs to service providers (MSPs).

MSP Aggregators are responsible for:

- (i) passing through to their contracted MSPs the HPE Zerto Software Products for MSPs applicable service description and the HPE aaS Terms for Customers. MSP Aggregators will not obligate HPE to provide any services that are not set forth in the HPE aaS Terms for Customers or the Solution Material;**
- (ii) providing to their contracted MSPs Level 1 Support for HPE Zerto Software Products for MSPs as further detailed [here](#).**

The Additional License Authorizations (ALA) specific to Zerto Software for MSPs - https://www.hpe.com/psnow/doc/a00147576enw?jumpid=in_pdfviewer-psnow includes the following provision for MSPs who purchase their license from an MSP Aggregator -

If you have purchased an HPE Zerto Software for MSPs license from an MSP Aggregator, the terms of this Agreement shall apply subject to the following: (i) the license granted to you to use HPE Zerto Software is limited to the Licensed Metrics, features and functionality detailed in the applicable purchase contract or other applicable agreement between HPE and the MSP Aggregator; (ii) this Agreement and your license to use HPE Zerto Software will terminate if the purchase contract or other applicable agreement between HPE and the MSP Aggregator expires or is terminated, unless you have purchased a license from HPE or from a third party authorized by HPE to provide you with such license; and (iii) HPE Tech Care Services may be provided to you by or through the MSP Aggregator.