



Service Description for Customer Support

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Preface

This document describes the Customer Support service of Huawei, including the definition, standards, and service items, to help Huawei's distributors, service partners, and end users better understand Huawei's maintenance service and policies.

For the latest information about Huawei's Customer Support service, log in to Huawei's website (<http://enterprise.huawei.com/>) or call Huawei's customer support service hotline.

Service Guidelines

Huawei is committed to providing professional and quality services for our customers quickly and enthusiastically.

Huawei hotline is available 24 hours a day, 7 days a week.

Local Support Center information located at:

<http://enterprise.huawei.com/en/>



Note: To ensure that Huawei can quickly respond to you, please provide the following information in detail when you raise a service request:

- (1) Contact person and telephone number
 - (2) Serial number or bar code of the defective equipment
 - (3) Detailed description of the fault
 - (4) Measures that have been taken
 - (5) Possible causes of the fault
-

Requirements to obtain Huawei Maintenance Service

Note: The services listed in this document can be provided only for products that meet the following requirements:

1. You have purchased the service for the applicable product from Huawei and the contract is valid. The service applies only to the hardware and software stipulated in the contract and the hardware and software for which you have legally acquired a proper license.
2. Huawei provides the services listed in this document only in the regions and countries where you buy them. If you move the hardware to other countries or regions, Huawei will not provide the services mentioned in this document.
3. Huawei only provides Customer Support service for Huawei products that meet the following requirements: (1) The products are sold in regions through Huawei or Huawei's channels; (2) The products are in good condition and are not customized by users or third parties.

How to Obtain the Service

You can obtain Huawei's Customer Support service in either of the following ways:

1. If your products are within the warranty period, you can purchase the Customer Support service based on the requirement to obtain higher-level service support.
2. If your product warranty expires, you can purchase the Customer Support service from Huawei to extend the warranty.
3. You can request services by calling Huawei service hotline or visiting Huawei website. Huawei will contact you as soon as possible after receiving your request. You can also get more information about Huawei services or purchase them from Huawei's offices and authorized resellers.

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PART I Hi-Care and Hi-Care Onsite Support Service

1 Applicability

This document is applicable to Huawei's Network products, Secospace products, Unified Communications and Collaboration (UC&C) products, and IT products (servers and storage products).

2 Service Overview

The Hi-Care and Hi-Care Onsite support service is a maintenance service solution developed for the customers who purchase Huawei products. Through this solution, Huawei not only provides warranty services, but also responds to your requests for remote troubleshooting and advance hardware replacement within the shortest time. The solution helps you maintain a more efficient and stable network environment and improve network productivity.

Through the Hi-Care and Hi-Care Onsite support service solution, Huawei offers nine levels of services described in the following sections.

2.1 Hi-Care Onsite Service

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week.
3	Online technical support	Including technical information sharing and patch downloading.
4	Licensing of software updates*	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	<p>Hi-Care Onsite Standard Service Available 9 hours a day, 5 days a week. Except Statutory holidays. Huawei engineers arrive at the site within the next business day (NBD) after receiving the service request.</p>
6	Onsite hardware replacement	<p>Hi-Care Onsite Enhanced Service Available 9 hours a day, 5 days a week. Except Statutory holidays. Huawei engineers arrive at the site within 4 hours after receiving the service request.</p> <p>Hi-Care Onsite Premier Service Available 24 hours a day, 7 days a week. Huawei engineers arrive at the site within 4 hours after receiving the service request.</p>

2.2 Hi-Care Onsite Premier+ Service

No.	Service Item	Description
1	Help Desk	Available in 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week.
3	Online technical support	Including technical information sharing and patch downloading.
4	Licensing of software updates*	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 24 hours a day, 7 days a week. Huawei engineers arrive at the site within 2 hours after receiving the service request.
6	Onsite hardware replacement	
7	Onsite troubleshooting	
8	Equipment health check	Twice a year.
9	Service support plan and report	Yes

2.3 Hi-Care Service

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 9 hours a day, 5 days a week.
3	Online technical support	Including technical information sharing and patch downloading.
4	Licensing of software updates*	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	<p>Hi-Care Essential Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) can be sent out from Huawei within 10 business days (BD) after receiving the service request.</p> <p>Hi-Care Basic Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) shall be sent out from Huawei within the next business day (NBD) after receiving the service request.</p> <p>Hi-Care Standard Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) arrive at the site within the next business day (NBD) after receiving the service request.</p> <p>Hi-Care Enhanced Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) arrive at the site within 4 hours after receiving the service request.</p> <p>Hi-Care Premier Service: Available 24 hours a day, 7 days a week. The spare part(s) arrive at the site within 4 hours after receiving the service request.</p>

Notes:

1. Instead of Advance hardware replacement, Return For Repair service will be provided in Hi-Care Essential Service for the following stations:
Available 9 hours a day, 5 days a week. The spare part(s) can be sent out from Huawei within 30 calendar days (CD) (for VC/TP products), 60 calendar days (CD) (for Russia), 45 calendar days (CD) (for Distribution Products), after receiving the service request.
2. The software update service is provided only for host software versions rather than service software (for example, network management software).
3. The start date of maintenance service for bundle service sales is consistent with warranty.
4. The Hi-Care Onsite Premier+ Service can be sold only under certain scenarios.
5. Huawei will select a proper service mode based on the actual situation and the committed SLA to resolve your problems in a timely and effective manner. Huawei reserves the right to select the specific service mode.

6. The service items, response time and SLA etc. which are available to you shall be based on the local service coverage and abide by the local law. Please consult your local service manager.
7. Other mutually agreed contents shall be defined in the contract between you and Huawei, which shall govern this service definition description.

3 Service Description

3.1 Help Desk

Huawei provides a 24-hour Help Desk hotline for you to obtain after-sales technical support (for example, to declare equipment faults and request repair of hardware), enquire about Huawei products and service policies, and submit complaints or suggestions.

By leveraging advanced management methods and technologies, Huawei's technical support center responds to all calls in real-time and transfers the calls to the corresponding technical engineers in the shortest possible time.

The technical engineers handle the fault in real-time.

The entire service process is recorded and tracked in IT systems to ensure that each of the service requests raised by you can be handled in a timely and efficient manner.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Provide Help Desk hotline number.	Owner	-
2	Receive and confirm the service request (SR) and create a SR ticket in the IT system.	Owner	Assistant
3	Provide the serial number or bar code of the defective equipment.	Assistant	Owner
4	Divide the problems submitted by you into different types and levels.	Owner	Assistant
5	Distribute the SR tickets and track the problem resolution progress.	Owner	-
6	Conduct a customer satisfaction survey on problem resolution.	Owner	Assistant
7	Verify that the problems are resolved and close the problem.	Owner	Assistant

3.2 Remote Troubleshooting

After receiving a service request for rectifying a network or system fault, Huawei engineers will first analyze and handle the fault remotely and then rectify it in the shortest possible time. There are two methods of remote troubleshooting: telephone support and remote access.

(1) Telephone Support

After receiving a service request from you, Huawei engineers will respond to you through phone calls within the time period defined in the Service Level Agreement (SLA) and help you analyze and locate the problem. Then the engineers provide a solution and guide you in implementing the solution.

(2) Remote Access

If the fault or problem cannot be handled through telephone support, with your permission, Huawei engineers will log in to the faulty equipment through a remote terminal to investigate the problem and collect data. After analyzing the causes, the engineers propose a solution and guide you in implementing it. If necessary, the engineers will operate the equipment remotely.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Provide the channels for raising a service request.	Owner	-
2	Respond to a service request within the SLA-defined time period.	Owner	Assistant
3	Escalate the problem to the corresponding expert support team if necessary.	Owner	-
4	Provide the information required to locate the problem, including the serial number or bar code of the equipment, equipment location, and description of the fault as well as other information that is required to analyze the problem, such as alarms, logs, performance measurement results, and operation records.	Assistant	Owner
5	Provide a remote access channel and an account and password for temporary access. Grant Huawei engineers with the remote access permission.	-	Owner
6	Confirm that the remote access permission has been obtained. Handle the problem through remote access if necessary.	Owner	Assistant
7	Locate and handle the problem remotely.	Owner	Assistant
8	Provide a temporary solution and restore the system to its previous state before the fault occurs if necessary.	Owner	Assistant
9	Implement the solution and validate the effectiveness.	Assistant	Owner
10	Confirm the effectiveness of the solution and provide the status of the problem.	-	Owner

3.3 Licensing of Software Updates

To ensure that the equipment purchased by you can run stably, Huawei provides software correction patches. A patch is software designed by Huawei to fix the bugs found in the original licensed software when the software is running. All software patches have been verified and improved in the practical application environment or a simulated trial network and can remove or correct hidden problems in the original licensed software.

Notes:

1. You can obtain software patches from Huawei's technical support website. It's your responsibility in installing the patches.
2. This service does not include upgrading software or providing a new function or feature.
3. This service applies only to host software versions rather than service software (for example, network management software).

3.4 Online Technical Support

Huawei's website provides technical materials about the products, such as product manuals, configuration guides, networking cases, and maintenance experiences. After obtaining website access permissions, you can download documents, get up-to-date information of maintenance experiences and skills, and learn about the latest products.

Huawei technical support website: <http://enterprise.huawei.com/>

3.5 Advance Hardware Replacement

Huawei provides advance hardware replacement services to help you cope with your urgent needs of Spare Parts.

Advance hardware replacement is a service that entitles you to receive advance replacement of hardware after your service request is accepted by Huawei. Please return the defective equipment to a designated Huawei site within 15 business days upon receipt of the replacement equipment. In the event the equipment is not returned in this period, Huawei reserves the right to charge you then-current list price of the Spare Parts provided. You are also responsible if the equipment damage or lost in shipment.

The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, Huawei will provide another type of equipment or board with performance equal to or better than the original.

You will own the replacement unit provided by Huawei, while Huawei will own the defective unit.

If you cannot return the defective unit to Huawei or need degaussing it due to data security, privacy or other reasons, you should purchase the Defective Parts Retention Service for retaining the faulty unit. The degaussed hard disk can not to be replaced.

For a product that has been replaced by Huawei, you are entitled to either of the following maintenance services (whichever is longer):

- (1) A 90-day maintenance service starting from the date when the good equipment is shipped or the date when the equipment is replaced
- (2) The remaining maintenance service of the original equipment

Huawei provides advance hardware replacement services based on the SLA in the specific cities and regions, please consult your local service manager for details.

Notes:

1. A request received after 15:00 is treated as a request for the NBD.
 2. The replacement cycle may be prolonged for the following reasons:
 - 1) Your site does not included in the applicably city.
 - 2) The spare parts fail to arrive at the site within the defined time frame due to transportation or postal problems.

For details about the response time, see Chapter 4 "Standards of the Hi-Care Maintenance Service".
-

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Fill out the <i>Service Request Form</i> to get hardware support services.	Assistant	Owner
2	Send the replacement equipment to a site designated by you.	Owner	-
3	Sign the Proof of Delivery (POD). Check whether the received equipment can operate normally and conforms with your application	-	Owner
4	Return the defective equipment to a warehouse designated by Huawei within the defined time frame.	-	Owner
5	Fill out a fault tag for each defective unit.	Assistant	Owner
6	Sign the POD and acceptance report after confirming that the received equipment is consistent with your application	Owner	-

Notes:

1. When you submit a Return Material Authorization (RMA) request, please fill out the fault tag and *Service Request Form* and then send them to Huawei through fax or email. Huawei is not responsible for any delay or other unexpected result that is caused by your fault, such as lack of information or inaccurate information provided.
-

2. If you move a piece of equipment included in the equipment list to another location, please notify Huawei within 30 days after moving, and Huawei will start the maintenance of the equipment within 30 days after receiving your notice.
 3. If you modify the parameters or configurations of a product, including upgrading the product or modifying the configurations of the Field Replaceable Unit (FRU), please notify Huawei within 5 days after modification.
 4. It is highly recommended to keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure the packaging of the returned product meet the transportation requirements and the returned product is transported without any damage.
 5. Advance hardware replacement does not apply to special hardware and software, such as hardware and software customized by you.
-

3.6 Return For Repair Service

Return For Repair is a service that the repaired or replacement parts will shipped to you within 30 CDs after Huawei receives the defective parts at the designated Huawei site returned by you. The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, Huawei will provide another type of equipment or board with performance equal to or better than the original.

You will own the replacement unit provided by Huawei, while Huawei will own the defective unit.

If you cannot return the defective unit to Huawei or need degaussing it due to data security, privacy or other reasons, you should purchase the Defective Parts Retention Service for retaining the faulty unit. The degaussed hard disk can not to be replaced.

For a product that has been replaced by Huawei, you are entitled to either of the following maintenance services (whichever is longer):

- (1) A 90-day maintenance service starting from the date when the good equipment is shipped or the date when the equipment is replaced
- (2) The remaining maintenance service of the original equipment

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Fill out the Service Request Form to get hardware support services.	Assistant	Owner
2	Return the defective equipment to a warehouse designated by Huawei.	-	Owner
3	Fill out a fault tag for each faulty unit.	Assistant	Owner
4	Sign the Proof of Delivery (POD) and acceptance report after confirming that the received equipment is consistent with your application	Owner	-
5	Send the repaired or replacement equipment to a site designated by you.	Owner	-
6	Sign the Proof of Delivery (POD). Check whether the received equipment can operate normally and whether the physical equipment is consistent with your application	-	Owner

Notes:

1. When you submit a Return Material Authorization (RMA) request, please fill out the fault tag and Service Request Form and then send them to Huawei through fax or email. Huawei is not responsible for any delay or other unexpected result that is caused by your fault, such as lack of information or inaccurate information provided.
2. If you move a piece of equipment included in the equipment list to another location, please notify Huawei within 30 days after moving, and Huawei will start the maintenance of the equipment within 30 days after receiving your notice.
3. If you modify the parameters or configurations of a product, including upgrading the product or modifying the configurations of the Field Replaceable Unit (FRU), please notify Huawei within 5 days after modification.
4. It is highly recommended to keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure the packaging of the returned product meet the transportation requirements and the returned product is transported without any damage.

3.7 Onsite Hardware Replacement

If you have purchased Huawei's Hi-Care Onsite maintenance service, Huawei will first handle the problem remotely. If the problem cannot be resolved without replacing the hardware, Huawei will assign experienced technical support engineers to your site within the time period defined in the SLA. The engineers will replace the hardware and rectify the fault to restore your system.

After replacing the hardware, Huawei engineers will take the defective equipment back to Huawei. If they cannot take the defective equipment away,

Please return the defective parts to a designated Huawei site within 15 business days. If you cannot return the defective equipment due to data security or other reasons, or you fail to return the defective equipment within the above period, Huawei reserves the right to charge you then-current list price of the Spare Parts provided.

Huawei provides onsite hardware replacement services based on the SLA in the specific cities and regions, please consult your local service manager for details.

Notes:

1. Huawei reserves the right to determine whether onsite support is needed.
2. The time for Huawei engineers to arrive at the site is calculated from the time when Huawei determines that engineers need to be assigned to the site.
3. The replacement cycle may be prolonged if engineers fail to arrive at the site within the SLA-defined time period due to transportation-related reasons.

For details about the response time, see Chapter 4 "Standards of the Hi-Care Onsite Maintenance Service."

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Confirm that engineers need to be assigned to replace hardware on site.	Owner	-
2	Assign engineers to the site and make preparations (for example, apply for spare parts, make travel arrangements, etc.).	Owner	-
3	Assign a qualified operation & maintenance (O&M) engineer to provide necessary information and assistance for Huawei engineers.	-	Owner
4	Ensure that Huawei engineers can access the site conveniently and grant Huawei engineers with the permission to operate the necessary equipment. Ensure that the work environment is safe for Huawei engineers.	-	Owner
5	Arrive at the site within the defined time frame and replace the hardware on site.	Owner	Assistant
6	Verify the effectiveness of the solution.	-	Owner
7	Submit the Onsite Technical Support Report, which includes information for the service request and operation records.	Owner	-
8	Sign the Onsite Technical Support Report and confirm that the service is completed.	-	Owner

Notes:

For onsite service, it's your obligation to do some operational assistance as following:

1. In the Product's physical location, Please provide an appropriate work environment (including heat, light, ventilation, electrical outlet etc) and reasonable access for the use of Huawei's service personnel.
2. Provide internet access or other access capabilities for the purpose of maintenance service. Backup logs, images and configurations on a regularly schedule and provide those information to Huawei's service personnel about Hardware remedial maintenance.
3. Provide ladders that can help reach the height of the product if the products installed above four feet. While please ensure that all products installed below ten feet.
4. Please provide safety and security protection for Huawei's personnel or its subcontractors when they are working in your unmanned sites.

3.8 Onsite Troubleshooting

If you have purchased Huawei's service package for onsite troubleshooting and have an equipment fault that cannot be effectively rectified through remote technical support, Huawei will assign experienced technical support engineers to your site

within the time period defined in the SLA to analyze the fault, develop a solution, and rectify the fault on site.

Notes:

1. Huawei's service engineers may fail to arrive at the site within the defined time frame if they cannot buy travel tickets due to transportation-related reasons and must use other transportation that requires a longer time to arrive at the site. For details about the response time, see Chapter 4 "Standards of the Hi-Care Onsite Maintenance Service".
2. Huawei's service package for onsite troubleshooting does not include the onsite services associated with software updating or upgrading or other onsite services not related to troubleshooting.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Confirm that engineers need to be assigned to the site.	Owner	Assistant
2	Provide necessary information.	-	Owner
3	Respond to and confirm the service request. Assign engineers to the site and make preparations (for example, make travel arrangements).	Owner	-
4	Assign a qualified O&M engineer to provide necessary information and assistance for Huawei engineers.	-	Owner
5	Ensure that Huawei engineers can access the site conveniently and grant Huawei engineers with the permission to operate the necessary equipment. Ensure that the work environment is safe for Huawei engineers.	-	Owner
6	Handle the problem on site.	Owner	Assistant
7	Verify the effectiveness of the solution.	-	Owner
8	Submit the Onsite Technical Support Report, which includes information for the service request and operation records.	Owner	-
9	Sign the Onsite Technical Support Report and confirm that the service is completed.	-	Owner

3.9 Equipment Health Check

If you have purchased Huawei's equipment health check service, Huawei will check and analyze the data configurations and operation status of Huawei equipment

in your networks as stipulated in the SLA and develop a report of the check results. After problems and potential risks are identified, Huawei will propose a solution to ensure that your networks operate safely and efficiently.

Generally, you can obtain the equipment health check service at the network operation center (NOC) or through remote access via other tools. After the equipment health check is completed, Huawei will submit the Equipment Health Check Report to you.

Note:

If remote access is needed during the equipment health check, you need to provide a remote access channel and an account and password for temporary access.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	End user Responsibility
1	Submit an application for an equipment health check at the frequency stipulated in the contract.	Owner	-
2	Approve the application and provide necessary assistance.	-	Owner
3	Develop a health check plan based on the site information provided by you.	Owner	Assistant
4	Provide a remote access channel and an account and password for temporary access.	-	Owner
5	Ensure that Huawei engineers can access the site conveniently and grant Huawei engineers with the permission to operate the necessary equipment. Ensure that the work environment is safe for Huawei engineers.	-	Owner
6	Check the configurations and operating status of equipment in the network. Collect and analyze information.	Owner	-
7	Summarize the check results. Analyze the problems and potential risks in the network.	Owner	-
8	Submit the Equipment Health Check Report. Communicate with you about the identified problems and potential risks and propose a solution.	Owner	Assistant

3.10 Service Support Plan and Report

Huawei's customer support service manager will create an annual service support plan for each of the customers who have purchased Huawei's Hi-Care Onsite

Premier+ Service. To meet your various service requirements, the service support plan includes two parts: technical part and business part. In addition, Huawei's customer support service manager will work with you to summarize the equipment faults, equipment replacement information, and progress of other service activities in a specific time period based on the service support plan and then develop an annual service report.

PART II Co-Care Support Service

1 Applicability

This document is applicable to Huawei's Network products, Secospace products, Unified Communications and Collaboration (UC&C) products, and IT products (servers and storage products).

2 Service Overview

The Co-Care maintenance service is a maintenance service solution developed and provided by Huawei for the CSP (Certified service partner). Through this solution, Huawei not only provides warranty services, but also responds to your requests for remote troubleshooting and advance hardware replacement within the shortest time. The solution helps service partners maintain a more efficient and stable network environment and improve network productivity.

Subject to Huawei's authorization, CSP may integrate Huawei Co-Care service with its added value as a part of the total solution to end users. In case CSP integrates its certain added value into Huawei Co-Care service and provides such service to end user, CSP shall market such service under its own brand. Under this circumstance, Huawei shall only be liable to CSP for Huawei Co-Care service. CSP further agrees that end user understands that CSP is providing such service as its own proprietary service, and consequently any obligations and liabilities arising out of such service shall be borne by CSP.

Through the Co-Care maintenance service solution, Huawei offers five levels of services described in the following sections.

2.1 Co-Care Service

No.	Service Item	Description
1	Help Desk	Available in 24 hours a day, 7 days a week.
2	Remote troubleshooting(L3)	Available 24 hours a day, 7 days a week.
3	Online technical support	Including technical information sharing and patch downloading.
4	Licensing of software updates*	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	<p>Co-Care Essential Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) can be sent out from Huawei within 10 business days (BD) after receiving the service request.</p> <p>Co-Care Basic Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) can be sent out from Huawei within the next business day (NBD) after receiving the service request.</p> <p>Co-Care Standard Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) arrive at the site within the next business day (NBD) after receiving the service request.</p> <p>Co-Care Enhanced Service: Available 9 hours a day, 5 days a week. Except Statutory holidays. The spare part(s) arrive at the site within 4 hours after receiving the service request.</p> <p>Co-Care Premier Service: Available 24 hours a day, 7 days a week. The spare part(s) arrive at the site within 4 hours after receiving the service request.</p>

Notes:

1. Instead of Advance hardware replacement, Return For Repair service will be provided in Co-Care Essential Service for the following stations:
Available 9 hours a day, 5 days a week. The spare part(s) can be sent out from Huawei within 30 calendar days (CD) (for VC/TP products), 60 calendar days (CD) (for Russia), 45 calendar days (CD) (for Server, Storage and Distribution Products),after receiving the service request
2. The software update service is provided only for host software versions rather than service software (for example, network management software).
3. The start date of maintenance service for bundle service sales is consistent with warranty.

4. Huawei will select a proper service mode based on the actual situation and the committed SLA to resolve your problems in a timely and effective manner. Huawei reserves the right to select the specific service mode.
5. The service items, response time and SLA etc. which are available to you shall be based on the local service coverage and abide by the local law. Please consult your local service manager.
6. Other mutually agreed contents shall be defined in the contract between you and Huawei, which shall govern this service definition description.

3 Service Description

3.1 Help Desk

Huawei provides a 24-hour Help Desk hotline for you to obtain after-sales technical support (for example, to declare equipment faults and request repair of hardware), enquire about Huawei products and service policies, and submit complaints or suggestions.

By leveraging advanced management methods and technologies, Huawei's technical support center responds to all calls in real-time and transfers the calls to the corresponding technical engineers in the shortest possible time.

The technical engineers handle the fault in real-time.

The entire service process is recorded and tracked in IT systems to ensure that each of the service requests raised by you can be handled in a timely and efficient manner.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	CSP Responsibility
1	Provide Help Desk hotline number.	Owner	-
2	Receive and confirm the CSP service request (SR) and create a CSP SR ticket in the IT system.	Owner	Assistant
3	Provide the serial number or bar code of the defective equipment.	Assistant	Owner
4	Divide the problems submitted by you into different types and levels.	Owner	Assistant
5	Distribute the SR tickets and track the problem resolution progress.	Owner	-
6	Conduct a customer satisfaction survey on problem resolution.	Owner	Assistant
7	Verify that the problems are resolved and close the problem.	Owner	Assistant

CSP : certified service partner

3.2 Remote Troubleshooting

After receiving a service request for rectifying a network or system fault, Huawei engineers will first analyze and handle the fault remotely and then rectify it in the shortest possible time. There are two methods of remote troubleshooting: telephone support and remote access.

(1) Telephone Support

After receiving a service request from you, Huawei engineers will respond to you through phone calls within the time period defined in the Service Level Agreement (SLA) and help you analyze and locate the problem. Then the engineers provide a solution and guide you in implementing the solution.

Huawei only helps you deal with the L3 problems (which cannot be solved by CSP).

(2) Remote Access

If the fault or problem cannot be handled through telephone support, with your permission, Huawei engineers will log in to the faulty equipment through a remote terminal to investigate the problem and collect data. After analyzing the causes, the engineers propose a solution and guide you in implementing it. If necessary, the engineers will operate the equipment remotely.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	CSP Responsibility
1	Provide the channels for raising a service request.	Owner	-
2	Respond to a service request within the SLA-defined time period.	Owner	Assistant
3	Escalate the problem to the corresponding expert support team if necessary.	Owner	-
4	Provide the information required to locate the problem, including the serial number or bar code of the equipment, equipment location, and description of the fault as well as other information that is required to analyze the problem, such as alarms, logs, performance measurement results, and operation records.	Assistant	Owner
5	Provide a remote access channel and an account and password for temporary access. Grant Huawei engineers with the remote access permission.	-	Owner
6	Confirm that the remote access permission has been obtained. Handle the problem through remote access if necessary.	Owner	Assistant
7	Locate and handle the problem remotely.	Owner	Assistant
8	Provide a temporary solution and restore the system to its previous state before the fault occurs if necessary.	Owner	Assistant
9	Implement the solution and validate the effectiveness.	Assistant	Owner
10	Confirm the effectiveness of the solution and provide the status of the problem.	-	Owner

3.3 Online Technical Support

Huawei's website provides technical materials about the products, such as product manuals, configuration guides, networking cases, and maintenance experiences. After obtaining website access permissions, you can download documents, get up-to-date information of maintenance experiences and skills, and learn about the latest products.

Huawei technical support website: <http://enterprise.huawei.com/>

3.4 Licensing of Software Updates

To ensure that the equipment purchased by you can run stably, Huawei provides software correction patches. A patch is software designed by Huawei to fix the bugs found in the original licensed software when the software is running. All software patches have been verified and improved in the practical application environment or a

simulated trial network and can remove or correct hidden problems in the original licensed software.

Notes:

1. You can obtain software patches from Huawei's technical support website. It's your responsibility in installing the patches.
 2. This service does not include upgrading software or providing a new function or feature.
 3. This service applies only to host software versions rather than service software (for example, network management software).
-

3.5 Advance Hardware Replacement

Huawei provides advance hardware replacement services to help you cope with your urgent needs of Spare Parts.

Advance hardware replacement is a service that entitles you to receive advance replacement of hardware after your service request is accepted by Huawei. Please return the defective equipment to a designated Huawei site within 15 business days upon receipt of the replacement equipment. In the event the equipment is not returned in this period Huawei reserves the right to charge you then-current list price of the Spare Parts provided. You are also responsible if the equipment damage or lost in shipment. The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, Huawei will provide another type of equipment or board with performance equal to or better than the original.

You will own the replacement unit provided by Huawei, while Huawei will own the defective unit.

If you cannot return the defective unit to Huawei or need degaussing it due to data security, privacy or other reasons, you should purchase the Defective Parts Retention Service for retaining the faulty unit. The degaussed hard disk can not to be replaced.

For a product that has been replaced by Huawei, you are entitled to either of the following maintenance services (whichever is longer):

- (1) A 90-day maintenance service starting from the date when the good

equipment is shipped or the date when the equipment is replaced

- (2) The remaining maintenance service of the original equipment

Huawei provides advance hardware replacement services based on the SLA in the specific cities and regions, please consult your local service manager for details.

Notes:

1. A request received after 15:00 is treated as a request for the NBD.
2. The replacement cycle may be prolonged for the following reasons:
 - 1) Your site does not included in the applicably city.
 - 2) The spare parts fail to arrive at the site within the defined time frame due to transportation or postal problems.

For details about the response time, see Chapter 4 "Standards of the Co-Care Maintenance Service".

Responsibility Matrix

No.	Activity	Huawei's Responsibility	CSP Responsibility
1	Fill out the <i>Service Request Form</i> to get hardware support services.	Assistant	Owner
2	Send the replacement equipment to a site designated by you.	Owner	-
3	Sign the Proof of Delivery (POD). Check whether the received equipment can operate normally and whether the physical equipment is consistent with your application.	-	Owner
4	Return the defective equipment to a warehouse designated by Huawei within the defined time frame.	-	Owner
5	Fill out a fault tag for each faulty unit.	Assistant	Owner
6	Sign the POD and acceptance report after confirming that the received equipment is consistent with your application	Owner	-

Notes:

1. When you submit a Return Material Authorization (RMA) request, please fill out the fault tag and *Service Request Form* and then send them to Huawei through fax or email. Huawei is not responsible for any delay or other unexpected result that is caused by your fault, such as lack of information or inaccurate information provided.
-

2. If you move a piece of equipment included in the equipment list to another location, please notify Huawei within 30 days after moving, and Huawei will start the maintenance of the equipment within 30 days after receiving your notice.
 3. If you modify the parameters or configurations of a product, including upgrading the product or modifying the configurations of the Field Replaceable Unit (FRU), please notify Huawei within 5 days after modification.
 4. It is highly recommended to keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure the packaging of the returned product meet the transportation requirements and the returned product is transported without any damage.
 5. Advance hardware replacement does not apply to special hardware and software, such as hardware and software customized by you.
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3.6 Return For Repair Service

Return For Repair is a service that the repaired or replacement parts will shipped to you within 30 CDs after Huawei receives the defective parts at the designated Huawei site returned by you. The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, Huawei will provide another type of equipment or board with performance equal to or better than the original.

You will own the replacement unit provided by Huawei, while Huawei will own the defective unit.

If you cannot return the defective unit to Huawei or need degaussing it due to data security, privacy or other reasons, you should purchase the Defective Parts Retention Service for retaining the faulty unit. The degaussed hard disk can not to be replaced.

For a product that has been replaced by Huawei, you are entitled to either of the following maintenance services (whichever is longer):

- (1) A 90-day maintenance service starting from the date when the good equipment is shipped or the date when the equipment is replaced
- (2) The remaining maintenance service of the original equipment

Huawei provides Return hardware maintenance services based on the SLA.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	CSP Responsibility
1	Fill out the <i>Service Request Form</i> to get hardware support services.	Assistant	Owner
2	Return the defective equipment to a warehouse designated by Huawei.	-	Owner
3	Fill out a fault tag for each faulty unit.	Assistant	Owner
4	Sign the Proof of Delivery (POD) and acceptance report after confirming that the received equipment is consistent with your application	Owner	-
5	Send the repaired or replacement equipment to a site designated by you.	Owner	-
6	Sign the Proof of Delivery (POD). Check whether the received equipment can operate normally and whether the physical equipment is consistent with your application	-	Owner

Notes:

1. When you submit a Return Material Authorization (RMA) request, please fill out the fault tag and *Service Request Form* and then send them to Huawei through fax or email. Huawei is not responsible for any delay or other unexpected result that is caused by your fault, such as lack of information or inaccurate information provided.
2. If you move a piece of equipment included in the equipment list to another location, please notify Huawei within 30 days after moving, and Huawei will start the maintenance of the equipment within 30 days after receiving your notice.
3. If you modify the parameters or configurations of a product, including upgrading the product or modifying the configurations of the Field Replaceable Unit (FRU), please notify Huawei within 5 days after modification.
4. It is highly recommended to keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure the packaging of the returned product meet the transportation requirements and the returned product is transported without any damage. .

PART III Application Software Support Service

1 Applicability

This document applies to Huawei's Application software of Network products, Unified Communications and Collaboration (UC&C) products, IT infrastructure and Secospace products. Application software refers to the independently sold software products or feature licenses that are designed for end users.

2 Overview of the Application Software Maintenance Service

The application software maintenance service is a maintenance service assurance solution developed and provided by Huawei for the customers who purchase Huawei products. Through this solution, Huawei not only provides warranty services, but also responds to your requests for remote troubleshooting within the shortest time. The solution helps you maintain a more efficient and stable network environment and improve network productivity.

Through the application software maintenance service solution, Huawei offers two levels of services described in the following sections.

2.1 Application software support service

No.	Service Item	Description
1	Help Desk	Live phone technical support is available 24 hours a day, 7 days a week.
2	Remote troubleshooting	This service is available 24 hours a day, 7 days a week.
3	Online technical support	This service includes technical information sharing and patch downloading.
4	Licensing of software updates*	Huawei provides the maintenance releases (patches and minor releases) of application software versions.

2.2 Application software upgrade support service

No.	Service Item	Description
1	Help Desk	Live phone technical support is available in 24 hours a day, 7 days a week.
2	Remote troubleshooting	This service is available 24 hours a day, 7 days a week.
3	Online technical support	This service includes technical information sharing and patch downloading.
4	Licensing of software updates*	Huawei provides the maintenance releases (patches and minor releases) of application software versions.
5	Licensing of major version upgrade	Huawei provides the maintenance releases (Major version) of the application software major versions.

Notes:

1. The start date of maintenance service for bundle service sales is consistent with warranty.

3 Application Software Maintenance Service Items

3.1 Help Desk

Huawei provides a 24-hour Help Desk hotline for you to obtain after-sales technical support (for example, to declare equipment faults and request repair of hardware), inquire about Huawei products and service policies, and submit complaints or suggestions.

By leveraging advanced management methods and technologies, Huawei's technical support center responds to all calls in real-time and transfers the calls to the

corresponding technical engineers in the shortest possible time. Then the technical engineers handle the fault in real-time. The entire service process is recorded and tracked in IT systems to ensure that each of the service requests raised by you can be handled in a timely and efficient manner.

Responsibility Matrix:

No.	Activity	Huawei's Responsibility	CSP/End user Responsibility
1	Provide an available Help Desk hotline number.	Owner	-
2	Receive and confirm the service request (SR) and create a SR ticket in the IT system.	Owner	Assistant
3	Provide the serial number or bar code of the faulty equipment.	Assistant	Owner
4	Divide the problems submitted by you into different types and levels.	Owner	Assistant
5	Distribute the SR tickets and track the problem resolution progress.	Owner	-
6	Conduct a customer satisfaction survey on problem resolution.	Owner	Assistant
7	Verify that the problems are resolved and close the problem.	Owner	Assistant

3.2 Remote Troubleshooting

After receiving a service request for rectifying a network or system fault, Huawei engineers will first analyze and handle the fault remotely and then rectify it in the shortest possible time. There are two methods of remote troubleshooting: telephone support and remote access.

(1) Telephone Support

After receiving a service request from you, Huawei engineers will respond to you through phone calls within the time period defined in the Service Level Agreement (SLA) and help you analyze and locate the problem. Then the engineers provide a solution and guide you in implementing the solution.

(2) Remote Access

If the fault or problem cannot be handled through telephone support, with your permission, Huawei engineers will log in to the faulty equipment through a remote terminal to investigate the problem and collect data. After analyzing the causes, the engineers propose a solution and guide you in implementing it. If necessary, the

engineers will operate the equipment remotely.

Responsibility Matrix:

No.	Activity	Huawei's Responsibility	CSP/End user Responsibility
1	Provide the channels for raising a service request.	Owner	-
2	Respond to a service request within the SLA-defined time period.	Owner	Assistant
3	Escalate the problem to the corresponding expert support team if necessary.	Owner	-
4	Provide the information required to locate the problem, including the serial number or bar code of the equipment, equipment location, and description of the fault as well as other information that is required to analyze the problem, such as alarms, logs, performance measurement results, and operation records.	Assistant	Owner
5	Provide a remote access channel and an account and password for temporary access. Grant Huawei engineers with the remote access permission.	-	Owner
6	Confirm that the remote access permission has been obtained. Handle the problem through remote access if necessary.	Owner	Assistant
7	Locate and handle the problem remotely.	Owner	Assistant
8	Provide a temporary solution and restore the system to its previous state before the fault occurs if necessary.	Owner	Assistant
9	Implement the solution and validate the effectiveness.	Assistant	Owner
10	Confirm the effectiveness of the solution and provide the status of the problem.	-	Owner

3.3 Online Technical Support

Huawei's website provides technical materials about our products, such as product manuals, configuration guides, networking cases, and maintenance experiences. After obtaining website access permissions, you can download documents, get up-to-date information of maintenance experiences and skills, and learn about the latest products.

Huawei technical support website: <http://enterprise.huawei.com/>

3.4 Licensing of Software Updates

To ensure that the equipment purchased by you can run stably, Huawei provides software correction patches. A patch is software designed by Huawei to fix the bugs

found in the original licensed software when the software is running. All software patches have been verified and improved in the practical application environment or a simulated trial network and can remove or correct hidden problems in the original licensed software.

Notes:

1. You can obtain software patches from Huawei's technical support website. It's your responsibility in installing the patches.
 2. This service does not include upgrading software or providing a new function or feature.
 3. This service applies only to application software rather than host software and basic software of equipments.
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3.5 Licensing of Major Version Upgrade

Based on the licensing of software updates services, the major version upgrade offers you the new version with new functions or new characters. The service ensures that the application software purchased by you can run in the optimal performance meet more application scenes and higher demand for service.

Notes:

1. You can obtain software version from Huawei's technical support website. Huawei remotely guides and assists you in installing the patches.
 2. This service includes some upgrading software and some new function or feature.
 3. This service applies only to application software rather than host software and basic software of equipments).
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PART IV Exclusions

1. Huawei shall not have any obligation to provide maintenance in the following circumstances:
 - 1) Accidents caused by force majeure (including but not limited to fire, flood, earthquake, lightning strike)
 - 2) Poor service delivery conditions caused by social problems (including but not limited to social unrest, war, strike, social disharmony,

government regulation)

- 3) Failure to deliver services due to interruption of energy supply (including but not limited to power supply, water supply, oil supply)

2. Huawei shall not have any obligation to repair or replace the damaged products under the following circumstances:

- 1) Product damage caused by a force majeure (including but not limited to natural disaster, fire, war).
- 2) Normal wear and tear to the equipment.
- 3) Direct damage to the equipment due to the failure to meet the written requirements for the environment where the equipment can be operated normally (e.g. humidity) or external factors (e.g. electromagnetic interference, faults of interconnected equipment, etc.)
- 4) Large-scale damage to the hardware and data of Huawei equipment due to your mistakes, improper operations, or sabotage.
- 5) Product damage caused by your failure to operate Huawei equipment in accordance with product manuals.
- 6) System damage caused by negligence of you or a third party, including but not limited to removing or reinstalling the system or adjusting, modifying, or deleting identification marks on the product not in accordance with Huawei's requirements.
- 7) System damage caused by problems of your infrastructure.
- 8) The Hardware or software modified without authorization of Huawei.

3. The Hi-Care and Co-Care maintenance service does not apply to the products or components listed in the following table:

Type	Products or Components
Consumable items	Cables, battery, earphones, microphones (excluding Telepresence), whiteboard markers, extenders, and distributors

Terminals and items for personnel use	Operator Earphone, headset telephone, sound boxes (excluding Telepresence), modems, GPON terminal, network adapters, CD drives, SD card, personal computers and peripheral , laptops, and TV sets (excluding Telepresence)
Mechanical parts	Protective covers, supports, carts, desks, and chairs
Cabinets and accessories	Cabinets, documents, product accessories, installation accessories, tools and outdoor antenna

4. Huawei is not obligated to provide any implicit or explicit business or technical assurance not included in this document.
5. Huawei shall not have any obligation to guarantee that all the products and services provided could meet your requirements without any defects and that you will not experience any problems or interruption when using these products and services. In addition, Huawei does not guarantee that all the defects can be solved absolutely.
6. In any case, Huawei shall not assume the responsibility for your direct or indirect financial losses caused by this document. The maximum compensation amount claimed by you against Huawei for the losses caused by Huawei's faults shall not exceed the price paid by you for the product or service.
7. Huawei will not provide onsite services but only provides Hi-Care or Co-Care Standard service or services at lower levels for the products purchased from Huawei suppliers (excluding servers and storage products).
8. For bundle service sales, if end user does not purchase the install service, partners is obliged to feedback the serial number and install site information within 15 days of installation, so that Huawei can prepare the service resource and activate service in time. Otherwise, Huawei will activate the service by default, but not promise to fulfill the contractual obligations.
9. The maintenance service provided by Huawei is optional. You can purchase the service as needed and terminate it at any time. If you purchase the service, it indicates that you allow Huawei to access and gather the information and data that is needed to locate and resolve the problems when

providing the service. Huawei will only access and process the related information in accordance with your requirement after obtaining permission from you and will use the information only for providing maintenance services. Because the information is in your control, Huawei cannot estimate whether the information contains any of your confidential or personal data. Consequently, you shall guarantee that all the necessary permits and authorizations have been obtained or retained for Huawei to provide the service as per the applicable laws, so that Huawei will not violate the applicable laws, your privacy policies, or your agreements with users while providing the service. Huawei will take proper measures to protect the security of your information, but Huawei shall not be liable for any direct or indirect liabilities incurred when Huawei obtains and processes the information during service delivery.