

Huawei Enterprise Hi-Care & Co-Care Services

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1. Overview

Enterprise Product Support Services offers Hi-Care and Co-Care services that perform continuous and reliable maintenance services based on the Service Level Agreements (SLAs) you choose.

Huawei Hi-Care service provides maintenance service for customers. With this service, Huawei responds to your technical requests for remote troubleshooting and advance hardware replacement in the shortest possible time. Hi-Care provides onsite technical support to help you maintain a more efficient and stable network environment and improve network productivity.

The following table shows Hi-Care service coverage:

Service level Service Item	Basic	Standard	Premier	Onsite Standard	Onsite Premier	Software support	Software Upgrade support
Technical Assistance Center (TAC) Support	24x7	24x7	24x7	24x7	24x7	24x7	24x7
Online Self-help Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Operating System (OS) Software Updates	Yes	Yes	Yes	Yes	Yes	/	/
Software Updates	/	/	/	/	/	Yes	Yes
Software Upgrades	/	/	/	/	/	/	Yes
Advance Hardware Replacement	9x5xNBD-S	9x5xNBD	24x7x4	9x5xNBD	24x7x4	/	/
Onsite Support	/	/	/	9x5xNBD	24x7x4	/	/

Huawei Co-Care service is a collaborative solution for certified partners. Co-Care service helps service partners maintain a more efficient and stable network environment and improve network productivity.

The following table shows Co-Care service coverage:

Service level Service Item	Basic	Standard	Premier	Software support	Software Upgrade support
Technical Assistance Center (TAC) Support (L3 only)	24x7	24x7	24x7	24x7	24x7
Online Self-help Support	Yes	Yes	Yes	Yes	Yes
Operating System (OS) Software Updates	Yes	Yes	Yes	/	/
Software Updates	/	/	/	Yes	Yes
Software Upgrades	/	/	/	/	Yes

Advance Hardware Replacement	9x5xNBD-S	9x5xNBD	24x7x4	/	/
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Notes:

1. The SLA in this document is for general reference only. Service contents and response times may vary by region or country. For detailed information, please contact a Huawei authorized partner or your local Huawei sales and service representative.
2. Service delivery is based on commercially reasonable efforts. 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.
3. Co-Care service does not include L1 or L2 remote or onsite support services. These are provided by partners.
4. 24x7x4: Priority 1 and Priority 2 calls, four-hour response available 24x7; Priority 3 and Priority 4 calls, Next Business Day.
5. Huawei cannot guarantee Spare Parts availability for such cases in which the RMA is not requested in a timely manner; e.g. for multiple RMAs requested at the same time, or for accumulated Faulty Parts requested in a single RMA.
6. The service start date and end date should be specified in the respective Purchase Order or contract between you and Huawei. If no service start date is listed on the PO/contract, it is defined as below:
 - 1) For a new service order sold together with Huawei product, the service starts on the 90th day after the product shipment date from Huawei; Should Huawei also provide the Installation or Commissioning services, then the Service Start Date is the same as the initial customer acceptance date.
 - 2) For a renewal service order, the service start date is the day after the end date of warranty or the previous Service.

Hi-Care service is a Huawei branded service that can be sold by Huawei or resold by its partners. Huawei is responsible for delivering Hi-Care services to customers. Co-Care services are sold only to Huawei Certified Service Partners (CSPs). Huawei only delivers back-end support and spare parts to partners. Partners are responsible for integrating Co-Care services into their own branded service offerings and selling and delivering the services to customers.

2. Product Support Services Description

2.1 Technical Assistance Center (TAC) Support

Customers or partners can access the Huawei Technical Assistance Center (TAC) 24 hours a day, 7 days a week, to assist with product use, configuration, troubleshooting issues, and other requests. Huawei will respond to customers or partners within 30 minutes for Priority 1 calls, 60 minutes for Priority 2 calls, 2 hours for Priority 3 calls and NBD for Priority 4 calls. (Definition of response time: from the time TAC accepts your service request, to the time a technical support engineer first contacts you.)

2.2 Online Self-help Support

Huawei provides technical and general information on Huawei products with product manuals, configuration guides, and network maintenance cases. After obtaining website access permission, a customer or partner can view or download helpful documents and self-support tools, and get latest product information. Huawei technical support website: <http://support.huawei.com>

2.3 Operating System (OS) Software Updates

To keep your networking technology up-to-date with the latest Operating System (OS) software features and system improvements within your licensed feature set, Huawei provides OS software updates that include bug fixes and maintenance, and minor releases. Huawei also provides the rights to new software update releases as made generally available by Huawei. You will perform the installation of software updates, unless otherwise deemed necessary by Huawei.

2.4 Software Updates

To keep your software application up-to-date with the latest software features and system improvements within your licensed feature set, Huawei provides software updates that include bug fixes and maintenance, and minor releases. Huawei also provides the rights to new software update releases as made generally available by Huawei. You will perform the installation of software updates, unless otherwise deemed necessary by Huawei.

2.5 Software Upgrades

Besides software updates, you can download the major software upgrades as made generally available by Huawei. The service ensures that the application software purchased by you can run in the optimal performance to meet more application scenes and higher demand for service. You will perform the installation of software upgrades, unless otherwise deemed necessary by Huawei.

2.6 Advance Hardware Replacement

Advance Hardware Replacement that entitles a customer to receive advance replacement of hardware after Huawei deems a spare part is necessary and a Return Material Authorization (RMA) number is generated. The replacement equipment may be new or equivalent to new in performance and reliability. If the product is no longer in production or is out of stock, Huawei will provide another type of equipment or part with performance equal to or better than the original. Huawei warrants any replaced product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

The customer or partner is responsible for returning the faulty unit to Huawei at their own cost. If Pick-up Service is available in your region, Huawei will incur all shipping and insurance costs to return the faulty unit to Huawei.

Advance Hardware Replacement services are subject to geographic and weight restrictions depending upon the customer's location. Huawei shall use commercially reasonable efforts to provide hardware replacement services where available. Actual delivery times may vary depending on customer's location and transportation conditions. The detailed service level list is below:

Basic 9x5xNBD-S:

- Replacement parts will ship out from Huawei the Next Business Day (NBD), nine (9) hours a day, five (5) days a week, excluding local official holidays.

Standard 9x5xNBD:

- Replacement parts will ship to arrive the Next Business Day (NBD) provided that an RMA number has been generated before 15:00 (local time). If generated after 15:00 (local time), Huawei will ship the replacement part the next business day.

Premier 24x7x4 (P1/P2); 9x5xNBD (P3/P4):

- Replacement parts will arrive within the following time period, based on priority level, after Huawei deems a spare part is necessary and an RMA number has been generated.
Priority 1 and Priority 2 calls: four (4) hours on a 24x7 basis.
Priority 3 and Priority 4 calls: Next Business Day provided that an RMA number is generated before 15:00 (local time). If generated after 15:00 (local time), Huawei will ship the replacement part the next business day.

2.7 Onsite Support

Huawei is committed to providing professional, informed, courteous, customer-focused support services in person at your location. Hi-Care Onsite service includes installation of advance replacement parts.

Generally, it is the customer's responsibility to install CRUs (refer to [Enterprise Customer Replaceable Unit \(CRU\)](#)). For non-CRUs, Huawei will assign experienced technical support engineers to the customer site to perform the installation.

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, you can buy the Defective Parts Retention Service from Huawei.

Huawei shall use commercially reasonable efforts to provide the customer with onsite support services where available. The detailed service level list is below:

Onsite Standard 9x5xNBD:

- Huawei engineers arrive at the site the Next Business Day (NBD) provided that Huawei determines that onsite service is required before 15:00 (local time). If after 15:00 (local time), the service will be provided the second business day.

Onsite Premier 24x7x4 (P1/P2); 9x5xNBD (P3/P4):

- Huawei engineers arrive at the site within the following time period, based on priority level, after Huawei determines that onsite service is required.
Priority 1 and Priority 2 calls: four (4) hours on a 24x7 basis.
Priority 3 and Priority 4 calls: Next Business Day provided that Huawei determines that onsite service is required before 15:00 (local time). If after 15:00 (local time), the service will be provided the second business day.
- Huawei will install all replacement parts, but customers have the option to install the CRUs.

Huawei reserves the right to determine whether onsite support is needed. Onsite service is calculated from the time Huawei determines to assign engineers to the time that Huawei engineers arrive at the customer site. If your site is not in the Huawei service area, Huawei will determine a reasonable onsite service time based on actual conditions (for example, transportation), after negotiating with you.

3. Customer or Partner Responsibilities

To enable Huawei to provide the best possible support and service, you will be required to:

- Provide true, accurate, and complete information, such as contact name, title, address, telephone

number, product number, etc.

- Maintain a proper and adequate environment, and use the Huawei product in accordance with the instructions provided by Huawei.
- Customer is responsible for providing reasonable access to the product through the Internet or via modem to establish a data communication link with the Huawei TAC engineer so that problems may be diagnosed and, where possible, corrected remotely.
- Customer or partner is responsible for returning defective parts to a designated Huawei site within 15 business days upon receipt of the replacement parts, and is responsible for parts damaged or lost during shipment. Customer or partner shall remove any confidential, proprietary, or personal information that is stored on the defective unit before it is returned to Huawei. If the faulty unit cannot be returned to Huawei due to data security, privacy, or other reasons, please purchase the Defective Parts Retention Service for retaining the defective unit. In the event the equipment is not returned within this period, Huawei reserves the right to charge you the then-current list price of the spare parts provided.
- Fill out the fault tag and Service Request Form when you submit an RMA request, then send them to Huawei via fax or email. Huawei is not responsible for any delay caused by errors such as a lack of information or inaccurate information.
- Keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure that the packaging of the returned product meets transportation requirements and the returned product is transported without any damage.
- Notify Huawei within 30 days after moving a piece of equipment included in the equipment list to another location. Huawei will start the maintenance of the equipment within 30 days after receiving your notice.
- Notify Huawei within five (5) days if you modify the parameters or configuration of a product, including upgrading the product or modifying the configurations of a Field Replaceable Unit (FRU).
- For on-site service, customers are obligated to provide the following operational assistance:
 - a) Ensure an appropriate work environment (including heat, light, ventilation, electrical outlet, etc.) and reasonable access for the use of Huawei's service personnel where the product is physically located.
 - b) Provide Internet or other access capabilities for the purpose of maintenance service. Back up logs, images, and configurations on a regular schedule and provide hardware remedial maintenance information to Huawei's service personnel.
 - c) Provide ladders that can reach the height of the product if the product is installed above four feet. Please ensure that all products are installed below ten feet.
 - d) Provide safety and security protection for Huawei or its subcontractors' personnel when they are working at your unmanned sites.

4. Exclusions

Huawei shall not have any obligation to provide maintenance in the following circumstances: (a) Accidents caused by force majeure (e.g. fire, flood, earthquake, lightning strike, etc.); (b) Poor service delivery conditions caused by social issues (e.g. social unrest, war, strike, social disharmony, government regulation, etc.); and (c) Failure to deliver services due to interruption of energy supply (e.g. power supply, water supply, oil supply, etc.).

This service does not extend to any damages, malfunctions, or non-conformities caused by (a) Force majeure, such as fire, flood, earthquake, war, etc.; (b) Abnormal physical or electrical stress (power surges, power outages, etc.); abnormal environmental conditions, misuse, negligence, virus infection, or accident; (c) Failure to follow installation, operation, or maintenance instructions supplied by Huawei with regard to the product; (d) Software, parts, or supplies not supplied by Huawei; (e) Combination, modification or service by anyone without the authorization of Huawei or its authorized representatives; and (f) Normal wear due to product use including, but not limited to, product cosmetics and display scratches; (g) Any solid-state drive (SSD), SD cards, SATA Dom, M.2, TPM cards and USB Flash, the usage of which has reached its write endurance limit (excluding the SSD in Dorado storage product).

The maintenance service does not apply to the following products or components: consumables (cables, earphones, whiteboard markers, extenders, distributors, VRLA battery, refrigerant, refrigerant oil, air filter, humidifier, floodlight, fuse, Surge protection module, fire gas, etc.), accessories, structural parts (for example, cabinet structural parts, bracket, frames, shield, carts, desks, and chairs), and terminals (HG series access terminals, wireless terminals, Thin Client terminals, etc.). Huawei will not provide onsite services for terminal products and product accessories (including but not limited to IVS cameras, coders, and decoders; IP phones, IADs (excluding IAD1224), EGW, etc.). The application software service does not apply to hardware products, third-party software, or general operating systems.

The items to which the Hi-Care and Co-Care services do not apply include, but are not limited to: a) Recovery of general operating systems and other software and data. b) Testing for the operation of applications or other tests required by you. c) Rectification of equipment faults associated with interconnectivity or compatibility. d) Services requested by you because you did not install the software or patches provided by Huawei for system recovery, repair, and modification. e) Services requested by you because you did not take the preventive measures recommended by Huawei. f) Services for non-Huawei Software installed on any Huawei Product.

5. Limitation of Liability

Huawei is not obligated to provide any implicit or explicit business or technical assurance not included in this document. In all cases, Huawei shall not assume the responsibility for any direct or indirect financial losses to you caused by the content of this document. The maximum compensation amount claimed by you against Huawei for the losses caused by Huawei shall not exceed the price paid by you for the product or service.

Huawei may take proper measures to protect the security of customer's information, but Huawei shall not be liable for any direct or indirect liabilities incurred when Huawei obtains and processes the information during service delivery.

Huawei will only access and process related information and data that is needed to locate and resolve problems after obtaining permission from the customer. If the customer grants the service, it indicates that the customer permitted Huawei to access and gather the information and data that was needed to locate and resolve problems while providing the service. Consequently, the customer 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 does not violate the applicable laws, your privacy policies, or your agreements with users when providing the service.

The customer shall be solely responsible for removal of any confidential, proprietary, or personal information stored on the defective unit before it is returned to Huawei and further indemnify, defend, and hold Huawei harmless from, against, and in respect of, any and all claims, liabilities, obligations, costs, expenses, penalties, fines, forfeitures, and judgments (at equity or at law) imposed by any governmental authority or claimed by a third party, whenever arising or incurred from, or relating to, any failure to comply with all applicable laws in the transfer or disposal of the above-mentioned information. If the customer returns hardware to Huawei, it indicates that customer has made backup copies and removed all above-mentioned information stored in the hardware, and grants Huawei the right to transfer it to a Huawei repair center in any country for repair.

Annex 1 Priority Level Definition

Priority Level	Definition
Priority 1 (P1)	There is a critical impact on customer's business operations.
Priority 2 (P2)	Significant aspects of customer's business operation are negatively impacted; the customer is able to perform business operations, but performance of business operations are degraded or severely limited.
Priority3 (P3)	These are faults that have limited impact to business operations, while most business operations remain functional.
Priority4 (P4)	There is little or no impact on customer's business operations; includes information or assistance with Huawei product functionality, operation, or configuration and other enquiring questions.

Annex 2 Level 1-3 Technical Support Service Definition

Technical Support	Definition
Level 1 Technical Support	<p>The responsibility of Level 1 Technical Support is to register and classify received Incidents and to undertake an immediate effort in order to restore a failed product as quickly as possible.</p> <p>If no ad-hoc solution can be achieved, Level 1 Technical Support will transfer the Incident to expert technical support groups (Level 2 Technical Support).</p> <p>Level 1 Technical Support also processes Service Requests and keeps users informed about their Incidents' status at agreed intervals.</p>
Level 2 Technical Support	<p>Level 2 Technical Support takes over Incidents which cannot be solved immediately with the means of Level 1 Technical Support.</p> <p>If necessary, it will request the vender (Huawei) support.</p> <p>The aim is to restore a failed product as quickly as possible.</p>

<p>Level 3 Technical Support</p>	<p>Level 3 Technical Support is typically located at the vender (Huawei). Its services are requested by Level 2 Technical Support if required for solving an Incident. The aim is to restore a failed product as quickly as possible.</p>
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