

# Huawei Enterprise Hi-Care Services

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## 1. Overview

Huawei Hi-Care services provide 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.

Hi-Care service is a Huawei branded service that can be sold by Huawei or resold by its authorized partners. Huawei is responsible for delivering Hi-Care services to customers.

Note: This document should be read in conjunction with the document of **Service Exceptions and Limitations** posted at <https://support.huawei.com/enterprise/en/customer-support-service/ENEWS2000007772>

The following table shows Hi-Care service coverage:

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

### 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. 24x7x4: Priority 1 and Priority 2 calls, four-hour response available 24x7; Priority 3 and Priority 4 calls, Next Business Day.
4. 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.
5. 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.

## 2. Product Support Services Description

Huawei shall provide the various service described below as selected and detailed on the Purchase Order for which Huawei has been paid the appropriate fee.

### 2.1 Technical Assistance Center (TAC) Support

Customers 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 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 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 System Software Updates

To keep your networking technology up-to-date with the latest system software features and system improvements within your licensed feature set, Huawei provides system 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 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 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.

**2.5 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 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 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 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.

- Customer satisfaction is an important part of technical support service delivery by us. After the technical service request is closed, we will send you a satisfaction survey email to invite you to participate in the satisfaction survey. Your feedback will be used to improve your experience for the services that delivered by service partners and us.

## 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.