

Huawei Europe Enterprise

Hi-Care Service Definition Description
(Hi-Care SDD)

Technical Support for Huawei Enterprise Products



Version 7.0

Effective Date: 01 January 2024

Table of Contents

1	Introduction.....	4
1.1	Hi-Care Service Start Date	6
2	Hi-Care Support Packages.....	8
2.1	Overview of Hi-Care Services	8
2.1.1	Hi-Care Essential (9x5x10BD-Ship).....	10
2.1.2	Hi-Care Basic (9x5xNBD-Ship).....	10
2.1.3	Hi-Care Standard (9x5xNBD)	11
2.1.4	Hi-Care Premier (24x7x4H)	12
2.1.5	Hi-Care Onsite Standard (9x5xNBD)	12
2.1.6	Hi-Care Onsite Premier (24x7x4H)	14
2.1.7	Hi-Care Onsite CTR6H/ CTR8H (24x7x6H/8H)	15
2.2	Support Service for Non-embedded Software	16
2.2.1	Hi-Care Application Software Update Support.....	17
2.2.2	Hi-Care Application Software Upgrade Support.....	18
2.2.3	Huawei Software Subscription and Support Service (SnS).....	19
2.3	Maintenance Service Card	20
3	Technical Support Service.....	23
3.1	Service Summary	23
3.1.1	Online Support.....	25
3.1.2	Emergency Recovery	25
3.1.3	On-site assistance.....	26
3.1.4	Alerts Call Home.....	26
3.1.5	Effective Capacity Guarantee (ECG)	27
3.2	SR Classification	28
3.3	SR Restoration Options	29
3.3.1	SR Restoration through Software, procedures or actions	29
3.3.2	SR Restoration through Upgrading or Replacement of Hardware	29
3.3.3	SR Handling Procedures	30
3.4	Huawei Responsibilities	31
3.5	Customer Responsibilities	32
3.6	Assumptions	33
3.7	Exclusions	34

3.8	Escalation Management	35
3.9	SR Service Levels	35
4	Spare Parts Support Service	37
4.1	Service Summary	37
4.2	Deliverables	37
4.3	Huawei Responsibilities	38
4.4	Customer Responsibilities	40
4.5	Assumptions	41
4.6	Exclusions	42
5	Service Exceptions and Limitations	43
5.1	Exceptions	43
5.2	Limitations of Liability	44
	Appendix A – Remote Access to Customer network.....	45
	Appendix B – Definitions.....	46
	Appendix C – Customer Replaceable Units (CRUs) Parts List	49

1 Introduction

Hi-Care is the Huawei Enterprise technical support service providing Huawei branded service and technical assurance to Huawei Customers for maintaining high network reliability and sustainable system operations for Huawei Enterprise products.

Principally, the Huawei Enterprise Product Warranty addresses product defects in material and workmanship only by providing limited support for Huawei to replace defects in Huawei products. Generally, the Huawei Enterprise Product Warranty has limits in duration and support levels, and does not include Huawei Technical Assistance Center (TAC) support, software upgrade, or any of the additional benefits obtained under a support service contract.

To gain access to Huawei's comprehensive technical support service infrastructure, which provides service levels, troubleshooting, and problem consultation, the Customer is recommended to enhance the standard product warranty support with a Huawei Hi-Care support package.

Huawei's Hi-Care support packages offer coverage for product hardware and Embedded Software deficiencies, and as well for the additional Non-embedded Software products which are covered by the Hi-Care Application Software Update/Upgrade service (e.g. Huawei Storage application software). The Hi-Care service delivers comprehensive leading-edge technical support directly to Huawei Customers.

The Huawei deliverables across the Hi-Care services portfolio consist of the following components:

- **24/7 Technical Support (Huawei Level 1, 2 and 3)**
- **Service Level based Spare Parts Logistics (with optional On-site Faulty Parts Replacement Service)**
- **24/7 Embedded Software Maintenance Support (e.g. Operating System (OS), drivers, and firmware)**
- **24/7 Online support**

Huawei offers a variety of Hi-Care support packages aimed at addressing the various Customer requirements with different service components and service level targets for spare parts delivery and on-site faulty parts replacement, as well as providing software support, as shown below:

Huawei EU Enterprise Hi-Care Service Definition Description (SDD)
 Technical Support for Huawei Enterprise Products

Spare Parts Shipment 10BD-Ship	Spare Parts Shipment NBD-Ship	Spare Parts Delivery NBD	Spare Parts Delivery 24x7x4H	Spare Parts Delivery NBD	Spare Parts Delivery 24x7x4H	Spare Parts Delivery 24x7x4H	Spare Parts Delivery 24x7x4H
Technical Support (Level 1,2,3)	24x7 Monitoring, Technical Support (Level 1,2,3)						
Hi-Care Essential	Hi-Care Basic	Hi-Care Standard	Hi-Care Premier	Hi-Care Onsite Standard	Hi-Care Onsite Premier	Hi-Care Onsite CTR 6H/8H	Hi-Care Onsite CTR 6H/8H

Notes:

- Hi-Care Essential (10BD-Ship) only is available for the Huawei Enterprise Collaboration Device IdeaHub products.
- Hi-Care Onsite CTR 6H/8H only is available for the Huawei Enterprise Storage products.

To support Non-embedded Software, comprehensive Software Update and Upgrade support packages are also available to ensure system performance and optimization, and to support enhanced functionality to the applicable software.

This document describes the service of the Hi-Care Support Packages for the Huawei Enterprise products that include, but are not limited to, the following product portfolios:

- Enterprise Networking: Campus Switch & WLAN, Enterprise Gateway, Router & Carrier Ethernet, Security, Access Network, Transmission and Network Management
- Enterprise Cloud Communications: Video Surveillance, Video Conferencing, eSpace, Session Control, Service Application, Media Resource, Access Gateway
- Enterprise Data Center: Storage, Data Center, Virtual Desktop and Cloud Computing
- Enterprise Wireless: eLTE Trunking and Integrated Access, GSM-Railway (GSM-R)
- Networking Energy and Uninterruptable Power Supply (UPS)

Hi-Care addresses the Customer requirement for best in class Technical Support service along with expedited Spare Parts advanced replacement. The hardware service component available within this service package feature the Spare Parts logistics and the optional On-site Faulty Parts Replacement Services at the Customer address within Service Level of the contracted Hi-Care support package.

The typical network support profile for Customers includes:

- Leading-edge technology software support by the vendor
- Minimal investment in the inventory stock, spares warehousing and delivery infrastructure
- Availability of the Spare Parts by the vendor within a fixed Turn Around Time (TAT)

This **Hi-Care** Service Definition Description (SDD) document describes the service components and levels, specifications, deliverables and responsibilities, and is specific for the Huawei Enterprise products installed and Hi-Care Service ordered in the Europe (EU) mainland countries. Hi-Care Services related to Spare Parts Logistics and On-site Faulty Parts Replacement for a mainland country's offshore location (e.g. neighboring islands) must first be confirmed by the local Huawei Service representative.

Huawei provides Hi-Care Service in the country placing the Hi-Care order (i.e. Huawei cannot provide Hi-Care Service in a country differing from which the Hi-Care Service was ordered). Therefore, the Hi-Care Service must be ordered in the same country of which the corresponding Huawei Enterprise products are installed.

The details covered in the following sections are:

- Hi-Care Support Package definitions and Service Level targets.
- Technical Support offered with the fixed delivery package addressing both Technical Support Service and Emergency Recovery requirements.
- Spare Parts logistics and the optional On-site Faulty Parts Replacement Services.

1.1 Hi-Care Service Start Date

The following rules apply to the Hi-Care Service Start Date:

- For a new service order sold together with the Huawei Enterprise product, the start date of the Hi-Care Service should be specified in the purchase order or contract.

If the Hi-Care Service Start Date is **not** specified in the order or contract, then:

- The default Hi-Care Service Start Date is the same as the warranty start date of the respective product.
- Should Huawei also provide the professional Installation and Commissioning services, then the Hi-Care Service Start Date is the same as the initial, or provisional, Customer acceptance date.

Note, the Service Start Date cannot exceed 6 months from the last batch shipment date. Exceptions to this rule must be approved by the local Huawei Service representative.

- For a new service order sold after the respective product warranty expiration, the default Hi-Care Service Start Date is the day after the product warranty end date. A different start date must be approved by

the local Huawei Service representative, and Huawei may require a product inspection at Customer expense.

- For a renewal service order, the default Hi-Care Service Start Date is the day after the previous Service End Date. A different start date must be approved by the local Huawei Service representative, and Huawei may require a product inspection at Customer expense.
- If a Service Request (SR) is opened prior to the recorded Service Start Date, then the Service Start Date is updated to the opening date of the SR once the Spare Parts are provisioned in accordance with the Service Level. Note, Huawei may reject a SR prior to the Service Start Date, or process the SR on a best effort basis without commitment to the respective Hi-Care support package Service Level.

The defined Hi-Care Service Start and End Dates are then documented in the Service contract issued by Huawei in the Huawei Service Welcome Pack which also contains the equipment list and serial numbers.

Huawei cannot guarantee the associated Service Level until all Hi-Care service contract information is available which includes the Service Start Date, Customer contact information, site address, spare parts delivery address, equipment serial numbers, service duration, and, if applicable, the Hi-Care reselling party information.

2 Hi-Care Support Packages

2.1 Overview of Hi-Care Services

The following table summarizes Huawei's Service Levels for the hardware-based Hi-Care support packages focused on Technical and Embedded Software Support, and Spare Parts Services:

Service Item	Hi-Care Essential 9x5x10BD-Ship	Hi-Care Basic 9x5xNBD-Ship	Hi-Care Standard 9x5xNBD	Hi-Care Premier 24x7x4H	Hi-Care Onsite Standard 9x5xNBD	Hi-Care Onsite Premier 24x7x4H	Hi-Care Onsite CTR6H/ CTR8H 24x7x6H/ x8H ⁽⁶⁾
Global Service Center (GSC) Technical Support (Levels 1,2,3)	24x7	24x7	24x7	24x7	24x7	24x7	24x7
Embedded Software Support ⁽¹⁾	24x7	24x7	24x7	24x7	24x7	24x7	24x7
Online Support	24x7	24x7	24x7	24x7	24x7	24x7	24x7
Spare Parts	YES	YES	YES	YES	YES	YES	YES
Spare Parts Logistics ⁽²⁾	10BD-Ship	NBD-Ship	NBD	4H	NBD	4H	4H
Field Specialist On-site ⁽³⁾	N/A	N/A	N/A	N/A	9x5	4H	4H
Hardware Replacement ⁽⁴⁾	N/A	N/A	N/A	N/A	9x5	24x7	6H / 8H
Alerts Call Home ⁽⁵⁾	NO	NO	NO	NO	YES	YES	YES
Effective Capacity Guarantee (ECG) ⁽⁷⁾	N/A	N/A	N/A	N/A	YES ⁽⁷⁾	YES ⁽⁷⁾	YES ⁽⁷⁾

'N/A' = Not Applicable 'NO' = not included 'YES' = included

9x5 = Business Days: Monday to Friday, from 9:00 to 18:00 (local country time) excluding public holidays

24x7 = Twenty-four (24) hours per day, Seven (7) days per week

'10BD-Ship' = 10 Business Days Shipment, 'NBD-Ship' = Next Business Day Shipment, 'NBD' = Next Business Day Delivery

'4H' = 4 Hours, '6H' = 6 Hours, '8H' = 8 Hours

⁽¹⁾ Embedded Software Support includes maintenance updates and patches for the Embedded Software within the product; e.g. Operating System (OS), drivers, and firmware. Embedded Software update downloads and installation are the responsibility of the Customer, and downloads are available via the Huawei Support-E portal at <http://support.huawei.com/enterprise/en/software/index.html>.

⁽²⁾ Spare Parts Logistics Service on-time rate is 95% for the delivery, or shipment, of spare parts to the site.

⁽³⁾ Field Specialist On-site on-time rate is 95% from RMA registration.

⁽⁴⁾ Hardware Replacement timeframe depends on Customer Maintenance Window and Maintenance Duration.

⁽⁵⁾ Alerts Call Home applies to Huawei Enterprise Data Storage products and must be activated by Customer. It is the advanced function of the Huawei eService Platform, and available for the Hi-Care Onsite Standard, Hi-Care Onsite Premier and Hi-Care Onsite CTR packages. Refer to chapter 3.1.4 for details.

⁽⁶⁾ CTR6H/ CTR8H on-site hardware replacement rate is 95% for rectification of the hardware fault within six (6) or eight (8) hours from RMA registration, and applicable to only Huawei Storage products.

⁽⁷⁾ Effective Capacity Guarantee Service applies only to the 'Hi-Care Onsite Standard/Premier (ECG)' variants for SAN storage products. Expansion hardware is shipped within 30 (thirty) Business Days; refer to chapter 3.1.5 for details.

Each Huawei Hi-Care Support Package has a support Service Level designed to address a specific Customer requirement. The Service Level Target is an overall task completion target, and is typically measured as the Turn Around Time (TAT) from the valid SR acceptance and RMA Registration by the Huawei Global Service Center (GSC) to the completion of the Spare Parts Logistics Service and, if applicable, the On-site Faulty Parts Replacement Service.

Measurement of the TAT is specific to the maintenance support service tasks handling by Huawei and/or by Huawei suppliers. It does not include the time related to non-maintenance support service tasks handling such as, but not limited to:

- Task handling by the Customer (e.g. to provide information, apply tests, solution implementation, etc.),
- Clarification of Customer claims of non-conformant product parameters, or
- Customer requests for feature enhancements or new features.

All Hi-Care Support Packages include:

- 24x7 Technical Support off-site (remote helpdesk and technical assistance),
- Rights to Online Software Updates and Self-help Support,
- Hardware and Embedded Software maintenance support,
- Spare Parts, and if applicable, Onsite Faulty Parts Replacement, and
- Faulty Parts pickup service when available.

The following sections and chapters provide details on the complete portfolio of Huawei Hi-Care Support Packages and their respective service scope. Depending on product type and category, specific support packages may be not be available for the given product.

2.1.1 Hi-Care Essential (9x5x10BD-Ship)

The Huawei Hi-Care Essential Support Service is an advanced maintenance service solution and is strictly for the Huawei Enterprise Collaboration Device IdeaHub product series. It provides comprehensive 24x7 Technical Support off-site (remotely) and Embedded Software Support, and can remotely support the Customer hardware replacement activity.

Service Scope	Level 1/2/3 Technical Support Service and Embedded Software Support (not including the 3 rd party Software installed by Customer) provided off-site (remotely) by Huawei Europe GSC. Spare Parts shipment within ten (10) Business Days to Customer site after RMA registration.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
RMA Registration	9x5
Spare Parts	Shipment within ten (10) Business Days from date of RMA registration
Field Specialist On-site	N/A
Hardware Replacement	N/A
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

1. Ten (10) Business Days: RMA registered before 15:00 (local country time) of a Business Day, then task completion target will be before 18:00 of the tenth locally recognized Business Day. Huawei will provide the Spare Parts logistics service during the standard Business Day hours; Monday to Friday, five (5) days a week, nine (9) hours a day from 09:00 to 18:00 (local country time).
2. Huawei will observe the public holidays that apply in the countries where the service is to be delivered. Parts dispatch for incidents accepted during weekends or public holidays will be deferred until the next business day.

2.1.2 Hi-Care Basic (9x5xNBD-Ship)

Hi-Care Basic is a cost-effective, bundled support package targeted for lower-end products which do not require mission critical delivery of Spare Parts by shipping the following business day. It provides comprehensive 24x7 Technical Support off-site (remotely) and Embedded Software Support, and can remotely support the Customer hardware replacement activity.

Service Scope	Level 1/2/3 Technical Support Service and Embedded Software Support provided off-site (remotely) by Huawei Europe GSC. Spare Parts with Next Business Day Shipment to Customer site after RMA registration.
----------------------	---

TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
RMA Registration	9x5
Spare Parts	Shipment within one (1) Business Day from date of RMA registration
Field Specialist On-site	N/A
Hardware Replacement	N/A
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

1. Next Business Day Shipment: RMA registered before 15:00 (local country time) of a Business Day, then task completion target will be before 18:00 the next locally recognized Business Day. Huawei will provide the Spare Parts logistics service during the standard Business Day hours; Monday to Friday, five (5) days a week, nine (9) hours a day from 09:00 to 18:00 (local country time).
2. Huawei will observe the public holidays that apply in the countries where the service is to be delivered. Parts dispatch for incidents accepted during weekends or public holidays will be deferred until the next business day.

2.1.3 Hi-Care Standard (9x5xNBD)

Hi-Care Standard is an efficient, bundled support package targeted for mid-end products which require delivery of Spare Parts the following day during business hours. It includes comprehensive 24x7 Technical Support off-site (remotely) and Embedded Software Support, and can remotely support the Customer hardware replacement activity.

Service Scope	Level 1/2/3 Technical Support Service and Embedded Software Support provided off-site (remotely) by Huawei Europe GSC. Spare Parts with Next Business Day Delivery to Customer site after RMA registration.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
RMA Registration	9x5
Spare Parts	Delivery within one (1) Business Day from date of RMA registration
Field Specialist On-site	N/A
Hardware Replacement	N/A
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

1. Next Business Day Delivery: RMA registered before 15:00 (local country time) of a Business Day, then task completion target will be before 18:00 the next locally recognized Business Day. Huawei will provide the Spare Parts logistics service during the standard Business Day hours; Monday to Friday, five (5) days a week, nine (9) hours a day from 09:00 to 18:00 (local country time).
2. Huawei will observe the public holidays that apply in the countries where the service is to be delivered. Parts dispatch for incidents accepted during weekends or public holidays will be deferred until the next business day.

2.1.4 Hi-Care Premier (24x7x4H)

Hi-Care Premier is the best in class bundled support package targeted for mid and high-end products which require mission critical delivery of Spare Parts within four (4) hours. It includes comprehensive 24x7 Technical Support off-site (remotely) and Embedded Software Support, and can remotely support the Customer hardware replacement activity.

Service Scope	Level 1/2/3 Technical Support Service and System Software Support provided off-site (remotely) by Huawei Europe GSC. Spare Parts with 4 Hour Delivery to Customer site after RMA registration.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support: 24x7 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
RMA Registration	24x7
Spare Parts	Delivery within four (4) hours from time of RMA registration
Field Specialist On-site	N/A
Hardware Replacement	N/A
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

1. Prior to committing to the four (4) Hour Delivery, the full post code data for each Customer site is required. Given the depot infrastructure available to Huawei, Huawei is confident that the majority of sites would be covered within the targeted Service Level.
2. Huawei will provide the Spare Parts logistics service twenty-four (24) hours a day, seven (7) days a week including weekends and public holidays.

2.1.5 Hi-Care Onsite Standard (9x5xNBD)

Hi-Care Onsite Standard is an efficient, comprehensive support package targeted for mid-end products which require the combination of both Field Specialist and Spare Parts on-site to perform the hardware replacement activity the following day during business hours. It includes comprehensive 24x7 Technical Support off-site (remotely) and Embedded Software Support, as well as Faulty Parts packing and removal after a hardware replacement activity.

Service Scope	Level 1/2/3 Technical Support Service and Embedded Software Support provided off-site (remotely) by Huawei Europe GSC. Spare Parts with Next Business Day Delivery to Customer site after RMA registration. On-site Faulty Parts Replacement Service (not included for CRUs); Next Business Day arrival of Field Specialist to Customer site after RMA registration.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
RMA Registration	9x5
Spare Parts	Delivery within one (1) Business Day from date of RMA registration
Field Specialist On-site	Arrival within one (1) Business Day from date of RMA registration. Huawei issues a WO following the RMA registration that is coordinated with the defined hardware replacement activity.
Alerts Call Home	Available 24 hours a day, 7 days a week. Hardware alarm is automatically reported to Huawei technical support center by Call Home system, and then Huawei informs Customer if necessary. (Applies only to Huawei storage.)
Hardware Replacement	Depending on Customer defined Maintenance Window and Maintenance Duration
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

1. Next Business Day Delivery: RMA registered before 15:00 (local country time) of a Business Day, then task completion target will be before 18:00 the next locally recognized Business Day. Huawei will provide the Spare Parts logistics and On-site Faulty Parts Replacement Service during the standard Business Day hours; Monday to Friday, five (5) days a week, nine (9) hours a day from 09:00 to 18:00 (local country time).
2. Huawei will observe the public holidays that apply in the countries where the service is to be delivered. Parts and Field Specialist dispatch for incidents accepted during weekends or public holidays will be deferred until the next business day.
3. On-site Faulty Parts Replacement Service does not apply for CRUs as Customer shall perform the hardware replacement activity. The Huawei Enterprise GSC organization is available to provide support off-site (remotely) to the Customer during the CRU replacement activity. Refer to Appendix C for the list of applicable products and CRUs. Huawei can provide CRU hardware replacement at an extra charge. Customer should consult with the local Huawei Service representative
4. Includes the Alerts Call Home for Huawei Enterprise Storage products in which a hardware alarm is automatically reported to the Huawei GSC. Upon confirmation that a hardware replacement activity is required, Huawei will initiate the Spare Parts Support Service including the Spare Parts and Field Specialists on-site delivery to restore the hardware functionality.

Additional details are available in the Huawei Hi-Care Onsite CTR Service Delivery Guide

2.1.6 Hi-Care Onsite Premier (24x7x4H)

Hi-Care Onsite Premier is the best in class comprehensive support package targeted for mid and high-end products which require the combination of both Field Specialist and Spare Parts on-site to begin the mission critical hardware replacement activity within four (4) hours. It includes comprehensive 24x7 Technical Support off-site (remotely) and Embedded Software Support, as well as Faulty Parts packing and removal after a hardware replacement activity.

Service Scope	Level 1/2/3 Technical Support Service and Embedded Software Support provided off-site (remotely) by Huawei Europe GSC. Spare Parts with 4 Hour Delivery to Customer site after RMA registration. On-site Faulty Parts Replacement Service (Customer discretion for CRUs); 4 Hour arrival of Field Specialist to Customer site after the RMA registration.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support: 24x7 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
RMA Registration	24x7
Spare Parts	Delivery within four (4) hours after RMA registration
Alerts Call Home	Available 24 hours a day, 7 days a week. Hardware alarm is automatically reported to Huawei technical support center by Call Home system, and then Huawei informs Customer if necessary. (Applies only to Huawei storage.)
Field Specialist On-site	Arrival within four (4) hours after RMA registration Huawei issues a WO following the RMA registration that is coordinated with the defined hardware replacement activity
Hardware Replacement	Depending on Customer defined Maintenance Window and Maintenance Duration
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

1. Prior to committing to the 4 Hour Delivery, the full post code data for each Customer site is required. Given the depot infrastructure available to Huawei, Huawei is confident that the majority of sites would be covered within the targeted Service Level.
2. Huawei will provide the Spare Parts logistics and On-site Faulty Parts Replacement Service twenty-four (24) hours a day, seven (7) days a week, including weekends and public holidays.
3. On-site Faulty Parts Replacement Service is optional for CRUs as Customer has the option to perform the hardware replacement activity. The Huawei Enterprise GSC organization is available to provide support off-site (remotely) to the Customer during the CRU replacement activity. If the Customer requires a Field Specialist on-site for replacement of a faulty CRU, then the Customer shall request Huawei On-site Faulty Parts Replacement Service at the time of the RMA request. Refer to Appendix C for the list of applicable products and CRUs.

4. Includes the Alerts Call Home for Huawei Enterprise Storage products in which a hardware alarm is automatically reported to the Huawei GSC. Upon confirmation that a hardware replacement activity is required, Huawei will initiate the Spare Parts Support Service including the Spare Parts and Field Specialists on-site delivery to restore the hardware functionality.
Additional details are available in the Huawei Hi-Care Onsite CTR Service Delivery Guide.

2.1.7 Hi-Care Onsite CTR6H/ CTR8H (24x7x6H/8H)

The Huawei Hi-Care Onsite CTR (Call-To-Repair) service is an advanced maintenance service solution and is strictly for the Huawei Enterprise Data Storage products. This service solution allows Huawei technical engineers to quickly investigate and troubleshoot a system-reported alarm, and to return the hardware to the operation condition within a six hour timeframe.

Service Scope	Level 1/2/3 Technical Support Service and Embedded Software Support provided off-site (remotely) by Huawei Europe GSC Spare Parts with 4 Hour Delivery to Customer site after RMA registration On-site Faulty Parts Replacement Service (Customer discretion for CRUs): <ul style="list-style-type: none"> - 4 Hour arrival of Field Specialist to Customer site after the RMA registration - 6 Hour Faulty Parts Replacement after the RMA registration for CTR6H. - 8 Hour Faulty Parts Replacement after the RMA registration for CTR8H.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details
RMA Registration	24x7
Spare Parts	Delivery within four (4) hours after RMA registration
Alerts Call Home	Available 24 hours a day, 7 days a week. Hardware alarm is automatically reported to Huawei technical support center by Call Home system, and then Huawei informs Customer if necessary. (Apply only to Huawei storage.)
Field Specialist On-site	Arrival within four (4) hours after RMA registration Huawei issues a WO following the RMA registration that is coordinated with the defined hardware replacement activity Customer shall request Huawei to send a Field Specialist for CRUs replacement
Hardware Replacement	Replacement of Faulty Parts within six (6)/ eight (8) hours after RMA registration for P1 and P2 SRs. Customer shall provide the corresponding Maintenance Window and Maintenance Duration to ensure the respective 6/ 8 hour repair commitment
Software updates	Entitlement to available software updates

Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.
---------------------------------	--

Remarks:

1. Prior to committing to the 6H/ 8H Faulty Parts Replacement, the full post code data for each Customer site is required. Given the depot infrastructure available to Huawei, Huawei is confident that the majority of sites would be covered within the targeted Service Level.
2. Huawei will provide the Spare Parts logistics and On-site Faulty Parts Replacement Service twenty-four (24) hours a day, seven (7) days a week, including weekends and public holidays.
3. On-site Faulty Parts Replacement Service is optional for CRUs as Customer has the option to perform the hardware replacement activity. The Huawei Enterprise GSC organization is available to provide support off-site (remotely) to the Customer during the CRU replacement activity. If the Customer requires a Field Specialist on-site for replacement of a faulty CRU, then the Customer shall request Huawei On-site Faulty Parts Replacement Service at the time of the RMA request. Refer to Appendix C for the list of applicable products and CRUs.

Huawei CTR (Call-To-Repair):

Huawei CTR includes the Alerts Call Home service item in which a hardware alarm is automatically reported to the Huawei GSC. The notification is processed by the Huawei eService intelligent cloud management platform which combines big data analysis and AI technologies to provide services such as automatic fault reporting (i.e. SR generation), capacity performance prediction, and disk risk prediction to prevent potential risks and perform capacity planning. A list of storage device alarms for which eService will automatically generate a SRs are available via the Huawei Support-E portal at

[SR-generating Storage Device Alarms.](#)

Upon confirmation that a hardware replacement activity is required, Huawei will initiate the Spare Parts Support Service including the Spare Parts and Field Specialists on-site delivery to restore the hardware functionality. Additional details are available in the Huawei Hi-Care Onsite CTR6H/ CTR8H Service Delivery Guide.

2.2 Support Service for Non-embedded Software

For the independent licensed software (e.g. network management platforms such as iMaster NCE, eSight, and U2000), Huawei offers both software update and upgrade support services for such independent Non-embedded Software.

Non-embedded Software update and upgrade downloads and installation are the responsibility of the Customer. The Software installation instructions and downloads are available via the Huawei Support-E portal at <http://support.huawei.com/enterprise/en/software/index.html>.

The Customer shall perform the installation of the Software update and upgrade unless otherwise deemed necessary to be performed by Huawei. The Customer may contact the Huawei GSC regarding the Software installation procedure, however, technical step-by-step assistance during the actual Software update or upgrade process from start to finish is not in the scope of this service and is subject to a separate charge to the Customer. For installation of Software upgrades to be performed by Huawei, Customer

should consult with the local Huawei Service representative and inquire about the Huawei Software Advance Support Service.

The Software installation instructions and downloads are available via the Huawei Support-E portal at <http://support.huawei.com/enterprise/en/software/index.html>.

Huawei Software naming convention

Generally, Software versions of Huawei Enterprise products are named in the format VxxxRxxxCxxSPC/SPH/CP/HPxxx format as described in the table below:

Type	Major Release		Minor Release	Sub-Release		Patch
	Field	V(xxx)	R(xxx)	C(xx)	C(xy)	L(yyyy)
Bearer Content	Platform set version, product based software or hardware platform version	Feature set version, feature set for customer release; product functional characteristics	Feature enhancement; Small version	Branch version	Customized version	Defect repair & bug

Example: V100R001C01SPC100; abbreviated version naming is V1.1.01.100

A Major Release is comprised of 'V' representing the product platform, and 'R' representing the functional characteristics or feature set. 'V' and 'R' version numbers are independent.

For example, for a Major Release of VR100R001, the following Major Release is either V100R002, V200R001, or V200R002 as shown in the following table:

	VR version number	V version	R version
Original product VR version	V100R001	V100	R001
Platform change	V200R001	V200	R001
New feature set; functional characteristics change	V100R002	V100	R002
Platform and functional characteristics change	V200R002	V200	R002

Huawei Software definitions:

- Software Upgrade is a Major Release change; i.e. a new platform version (Vxxx) and/or a new feature set version (Rxxx)
- Software Update is a Minor Release change; i.e. a Feature Enhancement or "Small version" (Cxx)

2.2.1 Hi-Care Application Software Update Support

With this support service, Huawei provides the latest applicable Non-embedded Software updates including correction patches and minor release updates to the Customer. After each release of updates, Huawei makes available to the Customer the related information including installation instructions and the patch release documentation, and provide suggestions on loading related updates.

Service Scope	Level 1/2/3 Technical Support Service of the independent Non-embedded Software including Correction Patch and Minor Release provided off-site
----------------------	---

	(remotely) by Huawei Europe GSC.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Correction Patch

In case of a Non-embedded Software defect, Huawei will provide a correction patch to solve the software problem. Non-embedded Software defects do not include problems or bugs caused by installation, maintenance, alteration, or addition of software functions performed by parties other than Huawei, or without Huawei's consent, nor does it include defects or non-conformance due to using the software in conjunction with another vendor's product.

Minor Release

Huawei periodically provides a basic performance enhancement minor release to optimize the performance of the current Non-embedded Software version. Specifically, a basic performance enhancement minor release can enhance the performance of existing functional features without changing the basic functions of the Non-embedded Software, for example, optimization of user interface, and improvement of reliability and maintainability.

2.2.2 Hi-Care Application Software Upgrade Support

The Software Upgrade Support service enhances the correction patches and minor version updates with the inclusion of newly issued major release for the Non-embedded Software. After each release of upgrades of the Non-embedded Software, Huawei makes available to the Customer the related information including installation instructions and the version release documentation.

Service Scope	Level 1/2/3 Technical Support Service of the independent Non-embedded Software including Major Release, Correction Patch and Minor Release provided off-site (remotely) by Huawei Europe GSC.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
Software updates	Entitlement to available software updates
Software upgrades	Entitlement to available software upgrades
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

2.2.3 Huawei Software Subscription and Support Service (SnS)

For the software support, except the Hi-Care Application Software Update/Upgrade Service, Huawei also provide 'Software Support and Subscription Service' (SnS) as a component with the Software license. SnS has the same software support scope as the Hi-Care Application Software Update/Upgrade Support service allowing for 24x7 technical support (remotely) by the Huawei GSC and access to the Software updates and upgrades via the Huawei Support-E portal.

Service Scope	Level 1/2/3 Technical Support Service of the independent licensed Software including Major Release, Correction Patch and Minor Release provided off-site (remotely) by Huawei Europe GSC.
TAC	Huawei Europe GSC call center availability: 24x7 Technical Support for P1 and P2 SRs: 24x7 Technical Support for P3 and P4 SRs: 10x5 Refer to chapter 3.9 'SR Service Levels' for SR Response details.
Software updates	Entitlement to available software updates
Software upgrades	Entitlement to available software upgrades
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

For the avoidance of doubt, SnS shall not include the following items:

- 1) Any incremental on Software license or hardware on the system;
- 2) The "not purchased" optional Features which are listed under the Software Release notice and/or product roadmap;
- 3) A new 'V' platform version which is a major upgrade and require data migration and/or change of Hardware;
- 4) Any additional customization needed for the adoption on the new Software Release including but not limited to localization, UI and integration with the 3rd party vendors system or equipment;
- 5) Any additional Hardware, Third Party Hardware and/or Third Party Software license raised by the implementation of the Software Release;
- 6) Implementation service including but not limited to deployment, integration, testing and training;
- 7) Any maintenance support service or managed service other than as described under this SnS Description;
- 8) SnS will address issues in the production version of the licensed software with the exception as the following scope:
 - a) Recovery for Software other than the licensed software packages;
 - b) Running tests unrelated to support or reliability issues;
 - c) Troubleshooting for interconnection or compatibility problems that are not connected to the licensed software packages;

- d) Any faults that arise as a result of the Customer not installing recommended system modifications or workarounds unless such refusal to install has reasonable justification.

2.3 Maintenance Service Card

To meet the extended warranty requirements of Distribution Products, Huawei provides the Maintenance Service Card offering to the Distribution Partner to efficiently extend the warranty period. Upon activation, the Maintenance Service Card key code associates to the corresponding device serial number and binds the warranty service duration and service level of the Maintenance Service Card to the corresponding device. The related maintenance service starts on the day after the warranty end date or the last service end date, and the service scope provided to the Distribution Partner includes:

- 1) Online Self-help Support
- 2) Software Updates
- 3) RFR 9x5x30BD-S

Service Scope	Online Self-help Support. Spare Parts shipment within thirty (30) Business Days to Distribution Partner after receiving the Faulty Parts.
TAC	N/A
RMA Registration	9x5
Spare Parts	Shipment within thirty (30) Business Days from date of receiving the Faulty Parts.
Field Specialist On-site	N/A
Hardware Replacement	N/A
Software updates	Entitlement to available software updates
Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q&A, etc.

Remarks:

RMA registered before 15:00 (local country time) of a Business Day, then task completion target will be before 18:00 the next locally recognized Business Day. Huawei will provide the Spare Parts logistics service during the standard Business Day hours; Monday to Friday, five (5) days a week, nine (9) hours a day from 09:00 to 18:00 (local country time).

Maintenance Service Card characteristics include:

- Applies to a single device only extending the service for one year (12 months). Multiple Maintenance Service Cards are required for multiple devices and/or multiple years of service.
- Once sold, it cannot be returned, exchanged or transferred to a different device.
- Must be activated within fifteen (15) months from the generation date which is marked by the first eight digits (YYYYMMDD) of the card number. A Maintenance Service Card is invalid 15 months after the generation date (YYYYMMDD) on the card.

Huawei EU Enterprise Hi-Care Service Definition Description (SDD) Technical Support for Huawei Enterprise Products

- The Maintenance Service Card can be activated only for devices that are within the warranty period of Huawei. The Maintenance Service Card cannot be used to activate devices that are out of a service period.

The End Customer or Distribution Partner can activate Maintenance Service Cards on the Huawei Support-E portal as follows:

- 1) Enter the Huawei Support-E portal at <http://support.huawei.com/enterprise>
- 2) Select 'Maintenance Status'
- 3) Select 'Maintenance Card Activation'
- 4) Enter related device serial number, Maintenance Service Card password; maximum 100 cards entries per activation.

The screenshot displays the Huawei Support-E portal interface. At the top, the navigation bar includes the Huawei logo and links for Products and Solutions, Learning and Tech Support, Partners, How to Buy, and About Us. The main header features the text 'TECHNICAL SUPPORT' and a search bar with the placeholder 'Product model/keyword, e.g. S9700'. Below the header is a navigation menu with icons for Online Support, Service Request, Maintenance Status (highlighted with a red box), RMA Status, Get License, Security Bulletin, Tools, and More. The main content area is titled 'PRODUCT SUPPORT' and contains a list of links: Documentation, Software Download, Knowledge Base, Bulletins, Multimedia Portal, Info-Finder, Online Courses, Multilingual Documents, and Huawei eKit. A section for 'Please input SN/ESN/LAC/SWID: [Click Here for Smart PV Warranty Check](#)' includes a text input field with instructions: 'Query up to 20 Serial numbers at a time. Separate with a comma (,) or space (), or turn (enter)'. Below the input field is a Captcha Code field with the value '9627' and buttons for Search and Reset. A 'Legal Disclaimer' section follows, containing five numbered points. At the bottom right, there is a QR code and a prompt to 'Download the app to get full support at your fingertips.' The 'Maintenance Card Activation' link in the disclaimer is highlighted with a red box.

Huawei EU Enterprise Hi-Care Service Definition Description (SDD) Technical Support for Huawei Enterprise Products



Maintenance Card Activation

English

Please enter the device SN:

A maximum of 100 records can be queried in batches. Use commas (,), spaces, and carriage return to separate them.

Enter the password of the maintenance card to be activated.

A maximum of 100 records can be queried in batches. Use commas (,), spaces, and carriage return to separate them.

* Code

Click to change the picture

9941

Activate

Reset

Precautions for query:

1. This system is only used for querying the service information of the Huawei maintenance card or activating the Huawei maintenance card (the media retention card is not supported currently).
2. The query results are for reference only. If you have any questions about the results, please feel free to contact your [local Huawei TAC](#) and attach the end customer information in the email.
3. The validity period of a Maintenance Card is 15 months from the time marked by the first eight digits of the card number. After the expiration, the Maintenance Card is invalid.
4. Once the Maintenance Card is sold, it cannot be returned or exchanged.
5. The Maintenance Card can be activated only for devices that are within the service period of Huawei. The Maintenance Card cannot be used to activate devices that are out of service period.

[Maintenance Card Query](#) [Purchase and Query](#) [Maintenance Service Introduction](#)



Scan and download apps for easy access to handheld services

3 Technical Support Service

3.1 Service Summary

The Huawei Enterprise GSC organization provides Technical Support service off-site (remotely) for the Customer issues encountered with the operation and maintenance of Huawei network solutions. Huawei engineers provide the expert level support off-site (remotely) to assist a Customer's support staff with a reported problem providing diagnostics collection, troubleshooting, and restoration of configuration and/or product related Software deficiencies. Incidents deemed to be caused by the software issues will be addressed by the provision of the corrective patches for software bug fixes.

The Huawei Hi-Care Technical Support Service scope and related tasks provided to the Customer by Huawei experts are shown in the table below:

Huawei Hi-Care Technical Support Expertise Levels	Related Tasks
Level 1 (includes Help Desk)	<ul style="list-style-type: none"> • Customer call reception, service entitlement check, SR information collection and base problem determination, Customer request acknowledgement, and defining call routing to an appropriate engineer. • The ability to provide general Huawei Enterprise product information and configuration support, collect relevant technical problem identification information, and provide basic support on the standard Software protocols and features. • Immediate escalation of critical service outage issues. • Processing Hardware RMA and Spare Parts requests. • Problem solving based on Knowledge Database.
Level 2	<ul style="list-style-type: none"> • Initiate and analyze traces and dumps. • Advanced support on all Software protocols and features. • Fault isolation, specific Huawei Enterprise product defect determination, lab simulation and interoperability testing, including reproducing complex problems in a lab environment, and the diagnosing of problems off-site (remotely). • Resolutions published in Knowledge Database.
Level 3	<ul style="list-style-type: none"> • Provide Hardware correction or Software fix, patch or Workaround. • Provide high level technical information. • Troubleshoot problems that were not diagnosed during Level 2 Support. • Capable to escalate to the Global Product Expert teams (3rd Line support) that includes the design and R&D organizations.

	<ul style="list-style-type: none"> Resolutions published in Knowledge Database.
--	--

All events will be managed as specific Service Requests (SRs). The SR provides a unique reference number to track Customer reported problems, describes the issue and contains a record of all work, actions and findings of investigations up until the SR closure. Huawei facilitates Customer visibility of SRs with direct email status updates via a web-based incident management system.

In addition, Huawei will provide the Customer with access to the Support-E web-based resources including the Information Sharing portal that both give access to the broad range of Huawei technical documentation, Huawei Enterprise product bulletins and software download facilities. Embedded and Non-embedded Software update downloads and installation are the responsibility of the Customer, and downloads are available via the Huawei Support-E portal at <http://support.huawei.com/enterprise/en/software/index.html>.

To summarize, the Technical Support Service includes the following core disciplines:

- SR Management
- Fault Analysis and Fault Restoration
- Assistance with the 3rd party equipment issue diagnostics collection (limited scope)
- Access to the Knowledge Database and fault handling experience sharing portal (product manuals, technical bulletins and fault/cases information).

Technical Support Service is provided for all problems that are classified as P1, P2, P3 or P4 (see chapter 3.2 'SR Classification'). Technical Support Service provides restoration for all situations, advice relating to faulty system performance, configuration, and other technical queries. Huawei will use commercially reasonable efforts to deliver assistance related to Huawei system operation and maintenance issues affecting covered products.

The following table provides a summary of all service components provided within the Technical Support Service:

Service Component	Scope	Availability
Technical Support Service	Critical (P1) and Major (P2) issues support	24x7
Technical Support Service	Minor issues support (P3 or P4)	24x7
Software Patch delivery	Bug fixes and corrective patches	For fault restoration triggered by SR
Software Maintenance Download Center	Software updates and maintenance releases via Support-E platform: http://support.huawei.com/enterprise/en/software/index.html	24x7
Online Service Requests	SR management system: http://app.huawei.com/ects	24x7

Online Support	Case collection and troubleshooting knowledge database	24x7
Support-E Information Sharing portal	Product bulletins & documentation, feature guides, live chat, knowledge database, maintenance info inquiry, license application, support community, videos, tools, online courses, etc.	24x7
Telephone Support	Phone calls answered by Technical Support	24x7
Email Support	Emails attended to by Technical Support	24x7

3.1.1 Online Support

The primary contact point for assistance is the Huawei Global Service Center (GSC) and Service Desk can be reached by email at EUsupport@huawei.com, and by telephone at the international toll free number **+800 33.88.88.88** or alternatively at **+40.31.2261900**. Upon receiving the Customer call, the Huawei GSC will perform the service entitlement check. The Customer is required to provide the case information, containing (but not limited to) the service contract number, the Huawei Enterprise product and chassis serial number and incident's severity level according to Huawei's SR classification.

Access to the online Huawei Support-E portal (<http://support.huawei.com/enterprise>) will be provided. It will allow the access to Huawei's Knowledge Management environment, which is a resource domain of publicly available product and support material, including a customer service question and answer forum. With the help of these resources, the Customers will be able to:

- Create and submit SRs (except P1 that must be reported by telephone)
- Manage SRs; Customers will be able to view SR status, log notes, add attachments and search issue history
- Review status of known issues
- Access technical documentation
- Access updates and maintenance releases for appropriate Software versions
- Access to Huawei Enterprise product and technology support pages.

The information provided via the web resources is made available as it becomes generally released for distribution by Huawei.

3.1.2 Emergency Recovery

The Emergency Recovery deals with critical service affecting faults that require immediate corrective action, regardless of time of the day or day of the week. This type of problem is classified as a P1 case and must be reported by **telephone** to the Huawei GSC. A dedicated team of engineers with appropriate skills and system knowledge is available and will provide continuous support until the network element or system performance is restored to a 'pre-incident' operation level.

Whenever the Customer reports an emergency situation to Huawei, a Technical Support Engineer will respond immediately to start the diagnostics collection off-site (remotely), problem isolation and service restoration attempt.

During the Emergency Recovery service and in case Huawei's Technical Support Engineer requires remote access to systems for troubleshooting purposes, the Customer shall provide the VPN or other mutual agreed connectivity including the authorized account and passwords. If the remote access facilities do not function due to reasons not attributable to Huawei, the Workaround Time and/or Restoration Time may be prolonged according to the time it takes to solve the issue in another way (e.g. by sending information via email, or on-site intervention, etc.).

The case addressed by the Emergency Recovery service is considered resolved when:

- The Customer accepts a suitable Workaround, and the network or service has been restored to the state before the P1 situation occurred
- During a mutual agreed observation period, the emergency situation does not re-occur.

Upon restoration of the network or system fault, a P3 SR can be created for follow up and further diagnose the root cause, at Huawei discretion, with the purpose of determining the ultimate reason for the occurred fault and elimination of reoccurrence possibility.

3.1.3 On-site assistance

On-site troubleshooting will be provided, at Huawei's discretion, if problems cannot be duplicated or resolved off-site (remotely) within a reasonable amount of time. Huawei will arrange to attend site in a timescale consistent with the impact of the event on the system and the availability of appropriate Huawei resources. The Customer will be charged an incremental price for this service delivery based on Huawei's then-current time-and-materials fee plus any business travel expenses incurred (such additional charges do not apply to Hi-Care Onsite CTR6H/ CTR8H).

3.1.4 Alerts Call Home

Huawei Call-Home System monitors hardware alarms from Customer's devices in 24*7 mode. Once a device alarm is generated, Call-Home System automatically reports it to the Huawei technical support center. The notification is processed by the Huawei eService intelligent cloud management platform which combines big data analysis and AI technologies to provide services such as automatic fault reporting (i.e. SR generation), capacity performance prediction, and disk risk prediction to prevent potential risks and perform capacity planning.

According to the prior agreed mode of contact with the Customer (default is E-mail), Huawei informs Customer to speed up troubleshooting. A list of storage device alarms for which eService will automatically generate a SRs are available via the Huawei Support-E portal at [SR-generating Storage Device Alarms](#).

Huawei Call-Home system consists of front-end subsystem and back-end subsystem, and the front-end subsystem supports Client and eSight deployment modes. When Call-Home is deployed, Huawei will select one of the deployment modes based on product type and Customer environment. The front-end subsystem requires necessary installation resources that are provided by Customer as the following:

- (1) Client mode: Customer is responsible for providing Windows server (Physical machine or virtual machine) for the installation of the front-end subsystem Software. The Windows server can communicate with all devices properly.

- (2) eSight mode: Customer is responsible for providing the eSight system which has been installed the required eSight software version. The eSight system can manage all devices properly.

Huawei will continuously enhance the functions of the Call Home system. For details about the resources and requirements required for deploying the Call Home system, refer to the related release documents released with the Call Home system.

Huawei Call-Home system uses industry-leading encryption and authorization technologies to ensure data transmission security, and the Huawei Call-Home system only transmits the device basic information and fault information after getting your formal authorization.

Note: The Alerts Call Home service can only be activated for the Huawei storage products with a Hi-Care Onsite Standard, Hi-Care Onsite Premier or Hi-Care Onsite CTR support package.

3.1.5 Effective Capacity Guarantee (ECG)

The Huawei Hi-Care Onsite with Effective Capacity Guarantee (ECG) service provides a one-time hardware expansion should the Huawei storage device not provide the expected effective capacity within the Hi-Care Onsite service period. Guarantee of the storage effective capacity is measured on the Data Reduction Ratio (DRR) specified in the ECG option with the Hi-Care Onsite Standard/Premier. If verified that the storage system is not providing the effective capacity as specified to the DRR value in the purchase order, then Huawei will ship the required storage expansion hardware, and, after confirmation of the hardware delivery to Customer site, install the hardware on a mutual agreed date.

Service Scope Summary	Level 1/2/3 Technical Support Service and tooling to measure the DRR provided off-site (remotely) by Huawei Europe GSC. Delivery and installation of storage expansion hardware to compensate for the effective capacity difference.
ECG Standard Edition	DRR value is $\geq 2.5:1$ (minimum measured DRR value is 2.5-to-1)
ECG Enhanced Edition	DRR value is $\geq 3.5:1$ (minimum measured DRR value is 3.5-to-1)
Storage Hardware for capacity expansion	Shipment within thirty (30) Business Days (30BD-S) to Customer site after confirmation that storage system is not providing the effective capacity guaranteed according to the DRR value of the purchased ECG Edition (Standard/Enhanced)
Field Specialist On-site	The Field Specialist will arrive at the Customer site at the prior agreed date and time after the expansion hardware has been delivered.
Hardware Expansion	Depending on Customer defined Maintenance Window and Maintenance Duration

Key points regarding Hi-Care Onsite with ECG:

- (1) Only one compensation is allowed within the Hi-Care Onsite service period during the product's life cycle (i.e. until EOS).
- (2) The data stored does not include non-compressible data.
- (3) If a new and higher DRR commitment is requested by Customer (e.g. in a service renewal or capacity expansion scenario), then Huawei must first assess the new guaranteed value.

Assessment may include, but is not limited to, the physical capacity, effective capacity, and amount of non-compressible data.

Customer responsibilities regarding effective capacity compensation include:

- (1) Opening of SR to apply for assessment, and assign a qualified operation & maintenance (O&M) engineer to provide necessary information and assistance for Huawei engineers.
- (2) Schedule a mutual agreed Maintenance Window and Maintenance Duration for installation of the storage expansion hardware to be performed after delivery.
- (3) Ensure that the Huawei Field Specialist can access the site conveniently and has the permission to operate the necessary equipment. Note, Customer must be present at the site during the installation activities.
- (4) Sign the documentation presented by the Field Specialist (e.g. Onsite Technical Support Report) confirming that the compensation hardware has been successfully installed and that the installation service is completed.
- (5) Verify the effectiveness of the effective capacity compensation.

3.2 SR Classification

All SRs reported will be classified in accordance with Huawei's network impact severity levels. These categories determine the priority that they are given for restoration. The definitions given below are for the purpose of determining the appropriate categorization of issues reported by the Customer.

Priority 1 (P1 - Critical):

Customer cannot perform critical business functions, and immediate corrective action is required. Huawei and Customer each commits to work on the problem continuously until functionality has been restored.

Priority 2 (P2 - Major):

Customer can perform critical business functions, but performance of critical business functions is degraded or severely limited. Huawei requires continuous support from the Customer during the troubleshooting and resolution period.

Priority 3 (P3 - Minor):

Customer business functionality is largely unaffected but Customer requires support to resolve minor issues. Huawei requires support from Customer during the troubleshooting and resolution period.

Priority 4 (P4 - Other):

No impact to Customer business functionality. Normal service requests for the sales, installation, operation and maintenance of Huawei Enterprise products, Huawei documentation non-conformance, non-urgent RMA requests, and cosmetic defects.

3.3 SR Restoration Options

3.3.1 SR Restoration through Software, procedures or actions

For problems that can be verified and/or recreated by Huawei on the currently supported revisions of the Software, Huawei may provide:

- A recommended corrective action
- A Workaround to restore the impacted services
- A Software update or revision to resolve the problem (a Software patch)
- An interim solution with the aim of providing a long-term validated solution to the SR
- A statement that the system operates in accordance with design intent and whether custom modification may be possible.

Software updates in a form of correction patches will be made available to the Customer in accordance with the Software delivery policy that applies to the specific product(s) being supported. Pertinent to this policy Huawei provides the Software incidental support and bug fixes only on the supported Software releases. Therefore as a first step of the case diagnostics collection activities, the Huawei GSC engineer will audit the Software on the faulty system to ensure that it is at the supported level. If the Software is not a currently supported version, then Huawei will close the SR and urgently request the Customer to upgrade the systems at which time, if still required, the Technical Support resumes. If after the upgrade the problem still persists, the Customer is requested to open a new SR in order for Huawei GSC to re-engage troubleshooting the reported problem.

Upon the corrective patch implementation, the Customer will obtain access to the features and functionalities that conform to the licenses purchased for the given network equipment.

For problems with Software that could not be verified and/or recreated by Huawei, Huawei shall provide a statement that the issue could not be verified and that more data or continuing work is necessary to verify the existence of an issue. Software enhancements in the form of change requests or by changes to the system design, are not within the Technical Support service scope.

3.3.2 SR Restoration through Upgrading or Replacement of Hardware

For known problems the cause of which has been corrected in a later, supported version of Hardware, the Customer will be advised to upgrade to the newer Hardware in order to resolve the issue.

If, after a number of troubleshooting and fault clearance attempts, the Huawei GSC engineer diagnoses that the reported problem is not attributable to an Embedded Software problem, then a hardware part replacement may be recommended as governed by the Spare Parts Support Service (refer to Section 4 for further details).

3.3.3 SR Handling Procedures

P1 Problems
The GSC Technical Manager on Duty will be notified immediately to ensure appropriate resources are allocated to this critical problem. Huawei and Customer will work together continuously to provide either a Restoration of Service to pre-call conditions or Resolution to the critical problem. If a Workaround is available and implemented, the P1 status will be downgraded to P3 for determining the Root Cause. Huawei will use all reasonable efforts to provide a suitable Workaround within 24 hours after the problem has been classified as P1.
P2 Problems
Huawei and Customer will work together continuously to provide Restoration of Service to pre-call conditions or Resolution to this major problem. If a Workaround for providing full functionality is available and implemented, then the P2 status will be downgraded to P3 for determining the Root Cause. Huawei will use all reasonable efforts to provide a suitable Workaround within 5 Business Days after the problem has been classified as P2.
P3 Problems
Huawei and Customer will work during Business Day hours to provide Resolution to this minor problem. Huawei will use all reasonable efforts to provide a suitable Resolution to the problem within 60 Business Days after the problem has been classified as P3.
P4 Problems
Huawei and Customer will work during Business Day hours to provide assistance to the request. Huawei will use all reasonable efforts to provide a suitable Resolution or other requested assistance to the issue within 90 Business Days after the request has been classified as P4.

While assisting a Customer with a SR restoration, Huawei will investigate the issue using reasonable investigative techniques to verify that the products covered by the support plan are working according to specifications. If the issue is found to be the result of products that are not covered by a support contract, Huawei, with Customer approval, will continue to investigate the issue at the then-current Huawei time-and-materials fees plus associated business travel expenses.

Huawei will observe the public holidays that apply in the countries in which the Huawei technical support teams are located. Responses to P2, P3 and P4 conditions will at these times be deferred until the next business day.

Where Huawei has tried unsuccessfully on three (3) consecutive Business Days to obtain further assistance from the Customer to resolve the reported issue, Huawei may at its discretion change the status of the SR to 'Closed'; Customer may request reopening of the SR. Huawei is not liable for any penalties or liabilities associated with delays in resolving the SR.

Where Huawei has tried unsuccessfully on three (3) consecutive Business Days to obtain confirmation from the Customer of a resolved SR, Huawei may at its discretion change the status of the SR to 'Closed';

Customer may request reopening of the SR. Huawei is not liable for any penalties or liabilities associated with the SR closing date that was extended due to missing confirmation from Customer.

3.4 Huawei Responsibilities

Provide access to the Huawei GSC, which is the single point of contact for the receipt of all Customer calls and inquiries. The Huawei GSC is available 24 hours a day, every day of the year. Incoming calls might be connected to an Automatic Call Distribution (ACD) system and may be recorded and/or monitored for quality purposes. Where toll-free access is not available, the Customer will be responsible for any telecommunication facility charges and/or long distance toll charges associated with access to the Huawei GSC.

Provide access to the online SR tracking system available via the Huawei Support-E support portal <http://support.huawei.com/enterprise>. This SR management system enables the Customer to open and view cases via the support portal. The Customer will be responsible for any telecommunication facility charges associated with access to Huawei's support portal.

Assign a unique reference number from its case tracking system when the Customer reports a service request and record the time at which the SR was received. Together with Customer, Huawei will confirm the SR priority level in accordance with the guidelines set out in chapter 3.2 'SR Classification'.

Provide an access account to the Information Sharing web portal, which is Huawei's Knowledge Management platform, available via the Huawei Support-E support portal <http://support.huawei.com/enterprise>. The Customer will be entitled to access that facility 24 hours a day, every day of the year. The information will be made available to the Customer when it is made generally available for distribution by Huawei. The Customer shall acknowledge and agree that access to the Huawei Support-E support portal may be conditional upon Customer's compliance with Huawei's security requirements and/or other terms deemed necessary by Huawei. Depending on the product, information and/or tools available to the Customer on the above web facility may include:

- Problem solutions knowledge database
- Status review of known Software problems
- Access to technical information (on a read-only basis), including regularly updated Huawei Enterprise product bulletins
- Known product case status and Open Issues to assess potential impact for the Customer's network.
- Software downloading capabilities.

Perform entitlement checking procedure on incoming SR's.

Provide a fault restoration off-site (remotely) as described in the Technical Support Service chapter 3.1 'Service Summary'.

3.5 Customer Responsibilities

The Customer shall use all reasonable efforts to ensure that the Huawei Enterprise products are installed and operated according to Huawei's specifications, and sustained at the then current Software Minor Release levels and patch status.

The Customer shall maintain an unmodified copy of the latest revision of all Software Major and Minor Releases provided hereunder and any additional documentation or archival files necessary to reinstall reconfigure or reconstruct any lost, altered or damaged Software.

In order to be eligible to the contracted Technical Support Service, the Customer shall install the minimum supported Software release level on the Huawei equipment.

Before contacting Huawei, Huawei requires the Customer to perform various actions, such as the collection of relevant information, problem identification and analysis, initial diagnosis, troubleshooting and, where possible, Restoration of Service or Workaround.

If the Customer is unable to diagnose and/or resolve the product issue, then before contacting the Huawei GSC Service Desk, the Customer shall obtain all information necessary for Huawei to recreate the reported non-conformance, including, but not limited to, the following information:

- A complete description and scope of the non-conformance, time that it began, the Software revision level and any known workarounds if applicable
- A network map and Software and hardware configurations
- Determine if log files are enabled and provide log file contents
- Use best efforts to reproduce the problem
- Perform network traces
- Confirm that network links are functioning
- Description of the Customer's attempted restorations

Contact the Huawei GSC requesting the case support and provide the following incident information:

- Huawei support contract number
- Huawei Enterprise product model and serial number, its hardware configuration and current Software release run on the device
- Chassis serial number
- Physical location of the device
- Severity issue defined in accordance with Huawei case severity classification.

The Customer personnel shall be available to aid in problem diagnosis for all cases reported to the Huawei GSC Service Desk. If the Customer representative is not able to maintain constant contact during the restoration of the P1 and P2 cases, Huawei reserves the right to downgrade the category assignment of the case.

The Customer will provide Huawei the VPN or other mutual agreed connectivity, as required by Huawei, to enable Huawei's support teams providing the services off-site by a remote method. Required circuits shall

be provided at the Customer 's expense. Please refer to Appendix A for a description of Huawei's remote access requirements.

3.6 Assumptions

Only products that are specifically identified in the support contract will be covered by the Technical Support Service.

The Customer shall report P1 outages by telephone. These calls will be forwarded to the Huawei Emergency Recovery team and handled in the manner described in the chapter 3.1.2 'Emergency Recovery'.

Customers may access the Huawei GSC Service Desk to escalate a case to higher levels of management within Huawei.

All Huawei Enterprise products of the same type, including the different product components, in the same site must adopt the same Hi-Care Service Level.

If the provided quantity of products with a Hi-Care service contract is inaccurate, or there are changes to the product quantity or configuration during the support period, then the Hi-Care service contract will be modified to reflect these changes.

The Customer shall comply with Huawei's Software Support policy that requires all Huawei platforms to be kept at the then-current or immediately preceding revision level. Software needs to be upgraded regularly in order to avoid technology obsolesces and keep maintenance costs down.

Huawei will log all calls for record-keeping purposes.

The Customer will provide to Huawei all necessary authorisations for remote access to the Customer network during the services restoration process. The Customer acknowledges and agrees that such access may be conditional upon compliance by the Customer with all of Huawei security requirements applicable to the remote access connectivity pertinent to the technical support service delivery,

The Customer personnel may be required to assist with service restoration in accordance with instruction from Huawei. The Customer shall designate competent personnel to work with Huawei engineers to restore the service. The Customer representatives shall have the authority to make all decisions regarding any actions required to resolve the case.

All Customer personnel responsible for operating and troubleshooting Huawei products must be technical specialists who have successfully completed relevant Huawei products training.

3.7 Exclusions

Huawei shall not be required to provide support for products that have been modified in any way by the Customer. The Customer understands and agrees that Time and Material charges apply for any Services requested by the Customer that are determined to be related to or the result of a Customer's modification of a product.

The following types of damage to Huawei equipment are not within the scope of Huawei's service commitment:

1. Direct damage caused by failure to meet system requirements already given in writing for the site running environment or external electrical parameters.
2. Large scale damage to hardware or data of Huawei-made equipment due to Customer negligence, irrelevant operation or intentional damage.
3. Damage caused by the Customer failure to run Huawei equipment in compliance with the operation manual of the equipment.
4. System damage caused by third party or Customer reasons, including relocation and installation of the system in noncompliance with Huawei requirements and damage caused by adjustment, change or removal of identification marks in noncompliance with Huawei requirements.
5. System damage directly caused by problems in a Customer's Infrastructure.

While assisting a Customer with a SR restoration, Huawei will investigate the issue using reasonable investigative techniques to verify that the products covered by the support plan are working according to specifications. If the issue is found to be the result of products that are not covered by a support contract, Huawei, with Customer approval, will continue to investigate the issue at the then-current Huawei time-and-materials fees plus associated business travel expenses.

Technical Support for Huawei Enterprise products operating on an unsupported Software release.

Consumable parts (e.g. cables, patch cords, fuses, lamps, etc.) are not included in Huawei Hi-Care.

Huawei will observe the public holidays that apply in the countries in which the Huawei technical support teams are located. Responses to P2, P3 and P4 conditions will at these times be deferred until the next business day.

Where Huawei has tried unsuccessfully on three (3) consecutive Business Days to obtain further assistance from the Customer to resolve the reported issue, Huawei may at its discretion change the status of the SR to 'Closed'; Customer may request reopening of the SR. Huawei is not liable for any penalties or liabilities associated with delays in resolving the SR.

Where Huawei has tried unsuccessfully on three (3) consecutive Business Days to obtain confirmation from the Customer of a resolved SR, Huawei may at its discretion change the status of the SR to 'Closed'; Customer may request reopening of the SR. Huawei is not liable for any penalties or liabilities associated with the SR closing date that was extended due to missing confirmation from Customer.

3.8 Escalation Management

In order to ensure SR Service Level Targets, escalation to a higher management level may be required to allocate the required resources.

There are two conditions for management escalation as stated below:

- Critical and Major problems requiring Restoration of Service
- Ageing problems.

The purpose of escalation is to ensure pending problems are brought to the appropriate levels of expertise and management for attention and action.

Huawei will follow below the Escalation Management model regarding the fault priority levels set by problems reported:

Role	P1	P2	P3	P4
GSC Technical Manager on Duty	1 hour(s)	12 hour(s)	15 Days	30 Days
GSC Service Director	2 hour(s)	24 hour(s)		
Local Service Director	4 hour(s)	48 hour(s)		
CEO Local Office	24 hour(s)			
Regional Service Director	24 hour(s)			
VP Services	48 hour(s)			

The Escalation process should involve parallel escalation within both the Customer and Huawei to ensure that both companies are escalating unresolved issues simultaneously. This process has to be aligned with the Customer operational organization at the time the support plan is being set up.

3.9 SR Service Levels

The Technical Support Service is delivered against the Response and Restoration of Service targets applicable to the following SR classifications:

SR Classification	Service Availability	Response Time *	Service Level Target **
P1	24x7	< 15 minutes	100% Restoration of Service in 24 hours
P2	24x7	< 30 minutes	95% Restoration of Service in 5 Days
P3	24x7	< 2 hours	95% Resolution in 60 Days
P4	24x7	Next Business Day	95% Resolution in 90 Days

* Response Time: The time from when the Huawei GSC acknowledges the SR to when a Huawei's Technical Support Engineer responds to the Customer.

** Service Level Target: The time from when the Huawei GSC acknowledges the SR to when Huawei restores the services functionality by providing a Workaround or fix to pre-issue conditions. The Restoration of Service targets require strict adherence to the remote connectivity requirements described in the Appendix A of this document. Failure to comply with those requirements voids the Service Level.

Measurement of the Service Restoration and Resolution TATs are specific to the maintenance support service tasks handling by Huawei and/or by Huawei suppliers. It does not include the time related to non-maintenance support service tasks handling such as, but not limited to:

- Task handling by the Customer (e.g. to provide information, apply tests, solution implementation, etc.),
- Clarification of Customer claims of non-conformant product parameters, or
- Customer requests for feature enhancements or new features.

For SRs opened for non-maintenance support service scenarios, Huawei GSC will be a communication interface between Customer and Huawei product organizations; SR Service Levels do not apply.

4 Spare Parts Support Service

4.1 Service Summary

When the Customer requires a fast response with expedited spares delivery to sites, Huawei will provide a complete Spare Parts Support Service (SPSS) with Logistics Service and, if applicable, the On-site Faulty Parts Replacement Service for a 'Hi-Care Onsite' support package. Within the SPSS scope, Huawei will manage and maintain a spares inventory and ensure the logistics for the Spare Parts between the Huawei spare stocks and the Customer site address. The Hi-Care Onsite support package options provide the On-site Faulty Parts Replacement Service in which Huawei will dispatch a Field Specialist for parts replacement activities.

The Spare Parts Support Service includes the following components:

- 24x7 Service Center for a Single Point of Contact regarding all spares parts shipping and delivery enquiries and escalations
- Spares Warehousing and Inventory Management
- Spare Part(s) Logistics Service to Customer site address after Huawei's acknowledgement and registration of the RMA request
- Faulty Parts pickup service (when available)
- Escalation Management and Service Reporting

The Spare Parts stock is constantly monitored and re-dimensioned in order to ensure that sufficient quantities of parts are available to support the Customer spare requirements.

4.2 Deliverables

The Huawei GSC is available twenty-four (24) hours a day, seven (7) days a week, and serves as a single point of contact to receive parts replacement requests and an escalation point for Spare Parts Support service issues.

The following steps occur when the Huawei GSC receives the Customer request for Spare Parts:

1. Service entitlement check based on the serial number associated to the Faulty Parts.
2. Verification check that the hardware unit is faulty.
3. Collection/confirmation of the required information within the RMA Request Form used for the Spare Parts application.
4. Registration of the RMA based on the Hi-Care Service Level associated to the Faulty Parts; i.e. create RMA in Huawei internal system and obtain a RMA number (RMA No.). The Spare Parts Service Level measurement begins after RMA registration which triggers the Spare Parts application procedure. When requesting a RMA outside of Business Day hours and there is not a Premier Service Level for the Faulty Parts, the RMA registration may be delayed until the following Business Day.
5. Issuing of the RMA number (RMA No.) and 'RMA Request Form' to the Customer; standard procedure is to send via email.

6. Dispatching of the Spare Parts according to the Hi-Care support package Service Level definition.

The Spare Parts tracking number and an Estimated Time of Arrival (ETA) data are logged with the RMA entry. The ETA will be communicated to the Customer within an agreed time period; any circumstances that cause the ETA to be revised will be communicated to the Customer.

The Spare Parts dispatched to the Customer site address are according to Huawei's high standards of quality. Each installed spare will be feature, function and fit compatible to the faulty FRU.

The Spare Parts provided will be covered by a minimum 3-month warranty term. If the original warranty has longer than 3 months remaining, then the original warranty period will apply.

The Spare Parts are delivered to the Customer in exchange for the Faulty Parts they replace. Faulty Parts are returned to Huawei for refurbishing or disposal in an environment-friendly manner. The Huawei GSC will arrange pickup of the Faulty Parts when the service is available. If Faulty Parts pickup service is not available, then Customer is to return the Faulty Parts to a designated Huawei site within fifteen (15) business days.

If the Customer's RMA request is non-compliant (e.g. entitlement check fails and faulty unit is not included in the Hi-Care contract), then Huawei will support the Customer application for Spare Parts on a highly exceptional basis subject to the following conditions:

- The dispatch approval has to be given by the Huawei Country Service Manager.
- The Customer will be charged for the delivered spares.
- The Customer will be requested to upgrade the existing support package to the next Hi-Care Service Level.

Spare Parts dispatch status tracking will be available via a web interface.

Deliverables associated with On-site Faulty Parts Replacement Service for a Hi-Care Onsite support package specifically include:

- Huawei GSC will dispatch the Field Specialist with an appropriate skill set to the Customer site. This will be done in combination with dispatching of the Spare Parts.
- Huawei Field Specialist will report to the Customer site within the targeted Service Level timeframe and perform on-site Faulty Parts replacement activities as required.
- The Faulty Parts will be packed by Huawei Field Specialist for return to Huawei Spare Parts center.

4.3 Huawei Responsibilities

Huawei GSC will acknowledge RMA and on-site Faulty Parts replacement requests per the support package 'Service Availability' timeframe specified in Section 2 with the following 'Service Type' notifications:

- 'Next Business Day' requests must be acknowledged on a Business Day prior to 15:00 (local country time).

- 'Same Business Day' requests must be acknowledged on a Business Day prior to 13:00 (local country time).

Upon the RMA registration acknowledgement, the Huawei Spare Parts are dispatched. Huawei will ensure the requested parts Logistics Service to the Customer site address with the targeted Service Level at Huawei expense.

Huawei GSC provides the 'RMA Request Form' containing the registered RMA number (RMA No.) and the Spare Parts application information provided by the Customer. Huawei GSC also provides the 'Return Address' for Faulty Parts return to Huawei.

To furnish the Spare Parts Support service, Huawei will stock and warehouse the spares inventory to support the maintenance of deployed Huawei Enterprise products within the Customer network. A detailed review of the entire Customer installed base would be conducted to ensure that spares are correctly dimensioned in terms of parts, quantity and location to meet the targeted Service Level.

The warehouse location will be determined according to the distribution of equipment installed in the current networks of the Customer in order to meet the requirement for Spare Parts, including the warehouse management for Spare Parts packaging, stock inbound and outbound operations, as well as quarterly stocktaking.

Huawei will close the RMA upon receiving the Faulty Parts.

Huawei responsibilities associated with On-site Faulty Parts Replacement Service for a Hi-Care Onsite support package specifically include:

- Upon receipt and validation of the request for the on-site Faulty Parts replacement requirement, Huawei will dispatch a Field Specialist to the Customer site within the targeted Service Level.
- Upon arrival at the site, the Field Specialist will undertake the task as requested, and if the fault condition is not resolved Huawei will consider further activities requested as a new service request.
- After replacing the Faulty Parts, the Field Specialist will do the following:
 - Pack securely the Faulty Parts to avoid physical damage and electrostatic discharge by using the packaging and packing material from either the original product or the delivered Spare Parts.
 - Ensure the outside of the packaging has the following information:
 - RMA number (RMA No.), and
 - Affix the 'RMA Request Form' that was provided from Huawei GSC to the Customer (the Field Specialist will request this form from Customer).
 - Either remove the Faulty Parts from Customer site, or contact Huawei GSC to **arrange pickup of the Faulty Parts by a Huawei logistic partner. If the Field Specialist cannot remove the Faulty Parts and pickup service is not available, then Customer is responsible for returning the Faulty Parts to a designated Huawei address.**
- For Hi-Care Onsite Premier and Hi-Care Onsite CTR6H/ CTR8H, Huawei provides On-site Faulty Parts Replacement Service of Faulty Parts (i.e. faulty FRUs) that are CRUs upon request from Customer.

4.4 Customer Responsibilities

The Customer is to contact the Huawei GSC for RMA and on-site Faulty Parts replacement requests, including identifying the task to be completed, within the support package 'Service Availability' timeframe as specified in Section 2.

Ensure that products are used only in accordance with Huawei technical documentation.

Provide full information on products and configurations identified for service in order to permit planning and management of appropriate spares inventories.

Notify Huawei of any change to site configuration; this notification includes new products and configurations, additions, changes or deletes to existing configurations as well as the establishment of new sites and product configurations at those sites.

Provide the first level of diagnostics collection in determining the need for a RMA request. Customer staff should have appropriate product training to allow effective identification of the Faulty Parts, and shall contact the Huawei GSC to initiate the RMA registration no more than five (5) Business Days after identifying Faulty Parts. 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.

Confirm that appropriate access at the time of the request has been arranged for the delivery of the Spare Parts. Delivery task completion times are subject to the courier gaining entry to the Spare Parts destination address that has been prior agreed with Customer within 10 minutes of arrival to site.

Purchase the Spare Parts Support service for all similar equipment at each covered site.

Contact immediately the Huawei GSC upon receiving faulty Spare Parts or upon finding the Spare Parts to be Dead On Arrival (DOA).

Customer responsibilities associated with the Huawei On-site Faulty Parts Replacement Service as part of a Hi-Care Onsite support package include additionally:

- Schedule the maintenance window to allow the on-site Faulty Parts replacement performed by Huawei Field Specialist.
- Ensure that the Field Specialist has access to the site upon arrival with the Spare Parts so that the on-site Faulty Parts replacement can be performed at the same time. In the event that access to the site is not possible, for instance due to the absence of the Customer representative, the targeted Service Level shall be stopped. Failure to start the replacement activities within 15 minutes will result in the Huawei Field Specialist leaving the Customer site and the RMA request will be closed.
- Be present at the site during the On-site Faulty Parts replacement activities performed by the Huawei Field Specialist.

- Printed copy of the Huawei 'RMA Request Form' provided by the Huawei GSC.

For Hi-Care Onsite Standard, Customer shall self-replace Faulty Parts (i.e. faulty FRUs) that are Huawei Customer Replaceable Units (CRUs). The Huawei Enterprise GSC organization is available to provide support off-line (remotely) to the Customer during the CRU replacement activity.

For Hi-Care Onsite Premier and Hi-Care Onsite CTR6H/ CTR8H, Customer may request Huawei On-site Faulty Parts Replacement Service for CRUs at the time of RMA request. Refer to Appendix C for the list of applicable products and CRUs.

When the Customer performs the Faulty Parts replacement tasks for CRUs, Customer responsibilities include additionally:

- Put the Spare Parts into service using own resources.
- Pack securely the Faulty Parts to avoid physical damage and electrostatic discharge by using the packaging and packing material from either the original product or the delivered Spare Parts.
- To ensure confirmation that Huawei receives the Faulty Parts, the following information must be specified on the outside of the packaging containing the Faulty Parts:
 - RMA number (RMA No.), and
 - Affix the 'RMA Request Form' provided by Huawei GSC which has the Spare Parts application information

When Faulty Parts pickup service is available, Customer shall contact Huawei GSC to arrange pickup of the Faulty Parts within fifteen (15) Business Days after receipt of the Spare Parts. If the Customer fails to contact the Huawei GSC for pickup or fails to return the Faulty Parts to Huawei within fifteen (15) Business Days after receipt of the Spare Parts, then Huawei reserves the right to charge the Customer for the Spare Parts provided.

4.5 Assumptions

All Spare Parts provided to the Customer by Huawei will remain the property of Huawei until the Faulty Parts have been returned to Huawei's Spare Parts center.

Huawei maintains restocking levels that reflect service planning and inventory management practices that are standard in the industry. The spares inventory turnover is closely monitored and any adjustments or stock injections required would be reviewed with the Customer. A product's lifecycle and the related End of Marketing (EOM), Last Order Date of Spare Parts (LODSP) and End of Service (EOS) milestones are closely monitored to ensure stock levels are sufficient to support the targeted Service Level at all times.

Huawei adopts the advanced Spare Parts calculation model (Poisson Model) to calculate and maintain sufficient stock levels for the Spare Parts. The following factors are taken into consideration when planning the Spare Parts inventory:

- Required Turn Around Time (TAT)
- Hardware Mean Time between Failures (MTBF)

- Logistical possibilities (means of transport, local depots, etc.).
- Installed base to be supported
- Importance of service part / critical components
- Measuring fulfillment rate of Service Level performance on a monthly basis, comparing calculated failures with actual failures (quarterly / yearly)

Huawei will incur the expenses of shipping Spare Parts to the Customer and of shipping Faulty Parts to a return address provided by Huawei GSC using a method and logistics carrier selected by Huawei in the region. Huawei is responsible for loss of or damage to a part during the shipping.

The Spare Parts will be at or above the minimum revision level supported by Huawei at the time of the request. No Customer specific software data will be loaded onto the Spare Parts provided by Huawei.

4.6 Exclusions

The following items are excluded from the SPSS scope:

- On-site hardware repair and any associated labor, travel and living expenses.
- On-site Faulty Parts Replacement Service for products with a non-Onsite support package (e.g. Hi-Care Basic, Standard or Hi-Care Premier).
- On-site Faulty Parts Replacement Service of Faulty Parts (i.e. faulty FRUs) that are CRUs for products with Hi-Care Onsite Standard as Customer must self-replace. The Huawei Enterprise GSC organization is available to provide support off-line (remotely) to the Customer during the CRU replacement activity. Refer to Appendix C for the list of applicable products and CRUs.
- Spare Parts Installation Service is only available for maintenance support and cannot be used for Planned Engineering Works (PEW) such as upgrades, equipment relocation or network expansion.

5 Service Exceptions and Limitations

5.1 Exceptions

Services that are not expressly set forth in the applicable Service Description document are excluded under such Services Description including, without limitation, the following:

- Services for 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, SataDom, M.2, TPM cards and USB Flash, the usage of which has reached its write endurance limit (**excluding the SSD in Dorado storage product**).
- Recovery of general operating systems and other software and data.
- Testing for the operation of applications or other tests required by you.
- Rectification of equipment faults associated with interconnectivity or compatibility.
- Services requested for system recovery, repair, and modification because you did not install the software or patches provided by Huawei.
- Services requested by you because you did not implement the Workaround recommended by Huawei.
- Services for non-Huawei Software installed on any Huawei Product.
- Services for Products where the services are entitled to parties other than the requestor
- Support or replacement of Product that was inoperable prior to purchase of a maintenance contract with Huawei.
- Support of Product beyond the identified End of Support (EOS) date.
- Furnishing or the replacement of the following products or components: consumables (e.g., 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 (e.g., HG series access terminals, wireless terminals, Thin Client terminals, etc.).
- On-site services for terminal products and product accessories (including but not limited to IVS cameras, coders, and decoders; IP phones, IADs (excluding IAD1224), EGW, etc.).
- Huawei standalone, Non-embedded Software support service does not apply to hardware products, third-party software, or general operating systems.

5.2 Limitations of Liability

Huawei shall not have any obligation to provide maintenance in the following circumstances (including, without limitation, the following):

- Accidents caused by force majeure (e.g. fire, flood, earthquake, lightning strike, etc.);
- Poor service delivery conditions caused by social issues (e.g. social unrest, war, strike, social disharmony, government regulation, etc.);
- Failure to deliver services due to interruption of energy supply (e.g. power supply, water supply, oil supply, etc.).

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 incidental, special, indirect, punitive or consequential damages whatsoever, loss of profit or interest, loss of revenue, loss of opportunity, loss of goodwill or reputation, loss or anticipated savings, loss of damaged data, down time loss, cost of interrupted operation, 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 15% of the price paid by you for the service that caused the claim under the relevant contract/order.

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.

Appendix A – Remote Access to Customer network

To facilitate a rapid solution to emergency or high-priority SRs, Huawei requires remote access to the Customer network. Therefore, the Customer shall provide the following two remote access enabler facilities:

- High speed access (1Mbps or higher) via Internet by installing and maintaining at least one VPN Gateway or Branch-to-Branch VPN for a mutual agreed number of users. Logons and passwords must be assigned to Huawei GSC. The gateway will be the primary point of remote access into the Customer network and must provide unrestricted, full controlling access including split tunneling, Graphical User Interface (GUI) redirection, FTP for file transfer, Telnet for Command Line Interface (CLI), etc., to all Huawei-provided equipment in the Customer network.
- The Customer shall provide unrestricted root-access level logon and passwords for all Huawei provided network elements and the individual node IP addresses of each network element. It is Customer responsibility to notify Huawei of any changes to the node IP list prior to implementing the changes.

Remote access validation

The remote access network configuration and nodal-level security must be validated by Huawei GSC at the time of the service implementation to help ensure successful remote access to network elements within two (2) minutes of the first attempt to log on. The Customer agrees to allow Huawei GSC remote access to the network elements periodically and randomly to validate remote access functionality to facilitate preparedness by Huawei to meet the targeted Service Level support requirements.

Remote access by Huawei GSC

Huawei GSC will not connect to the Customer network without prior authorization from Customer, and the purpose of connection will be solely to provide the technical support. If access procedures for data links (including procedures related to security) require non-standard activity by Huawei or impose additional costs upon Huawei, then Huawei may, as it reasonably determines to be appropriate, invoice the Customer for additional charges for Technical Support service.

Appendix B – Definitions

Bug Fix: Term applied to any modification or revision to the supported Software Minor Version run on a subcontracted product, other than an Enhancement, that corrects an error or provides other incidental corrections.

Business Days: Huawei standard working period from Monday to Friday, five (5) days a week, nine (9) hours a day from 09:00 to 18:00 (local country time) excluding public holidays.

CRU: Customer Replaceable Unit. Term applied to the product components that can be replaced by Spare Parts and the Customer is authorized by Huawei to self-replace.

CTR: Call-To Repair. An advanced maintenance service solution developed for the Customers who purchase Huawei storage and server products.

CTR6H: Call-To Repair 6 hours.

CTR8H: Call-To Repair 8 hours.

Customer(s): Term applied to the end-users or the purchaser who has acquired the Huawei Enterprise products and services for their own use and not for resale.

Distribution Business shall mean the marketing and sales operation of Distribution Products in the enterprise market.

Distribution Partner shall mean sales partner who registered and certified as Distribution Partner of Huawei, and marketing and sales operation in designated authorized regions and products.

Distribution Products shall mean, which selected by Huawei Enterprise based on product dimension, as mid-range and low-end products with high standardization, universal market demand, and suitable for stocking as per the related agreement for the Distribution Business. **DOA:** Dead On Arrival. Term applied to parts with obvious material defects when unpacked.

DRR: Date Reduction Ratio. Term applied to the Huawei storage Product effective, or useable, capacity, and is equivalent to the deduplication and compression ratio defined by Huawei.

Embedded Software: Term applied to the non-licensed software implanted in chips or hardware cards that a Huawei Enterprise product requires in order for the hardware to function; includes Operating System (OS), drivers, and firmware. Maintenance of Embedded Software and hardware are coupled together in Hi-Care, and have the same lifecycle.

Enhancement: Term applied to a change, addition or new release, other than a Bug Fix to the supported Software Major Release that adds new functions or features, or improves functions or performance by changes to system design.

EOM: End of Marketing. EOM products or equipment can no longer be sold; refer to Huawei's product lifecycle regulation at: <https://support.huawei.com/ecolumnsweb/en/warranty-policy>

EOS: End of Service. EOS products or equipment are not supported; refer to Huawei's product lifecycle regulation at: <https://support.huawei.com/ecolumnsweb/en/warranty-policy>

Faulty Parts: Term applied to a non-functioning hardware unit.

Field Specialist: Term applied to a Huawei product trained technician dispatched to Customer site for Faulty Parts replacement activities.

FRU: Field Replaceable Unit. Term applied to the product components that can be replaced by Spare Parts in which the replacement activity is performed by Huawei or a Service Partner authorized by Huawei; i.e. a Huawei Authorized Service Partner (ASP).

GSC: Global Service Center. Huawei Service organization and point of contact for technical support and RMA.

Inventory: Term applied to the physical count of all items on hand by number, weight, length, or other measurement; including any items held in anticipation of future use.

LODSP: Last Order Date of Spare Parts. Standard date is six (6) months after EOM.

Maintenance Service Card: A service offering used to extend warranty requirements of Distribution Products by associating the card's key code with the corresponding device serial number to bind the warranty service duration and service level of the Maintenance Card to the corresponding device.

Maintenance Duration: Term applied to the time frame for replacement and reconfiguration without service/device being out of service.

Maintenance Window: Term applied to the time frame for replacement and reconfiguration when the service/device has to be down for intervention.

MTBF: Mean Time Between Failures. Average time or distance or events which a part or equipment performs between breakdowns.

Non-embedded Software: Term applied to standalone software that is typically licensed and provides additional features or functionality to the Huawei Enterprise product and is not required in order for the hardware to function properly; examples include iMaster NCE, eSight, U2000, etc.

PSU: Power Supply Unit

Resolution: Term applied to identify the root cause of the issue, develop a final solution, and implement it to fix the fault permanently and ensure that the equipment will work normally and meet the requirement of technical specifications.

Restoration of Service: Term applied to the action to recover the affected services back to the status before fault occurring or the status that is acceptable by the Customer through all proper and possible measures.

Return For Replacement (RFR): A Service Level which aims to ship the Spare Parts within thirty (30) Business Days (30BD-Ship) after receipt of the Faulty Parts.

RMA: Return Material Authorization. Term applied for the approval obtained to apply for Spare Parts and to return defective and unwanted items to a receiving location. The RMA number (RMA No.) allows tracking of the return and helps assure proper credit to the sender.

SDD: Service Definition Description. Document of the service scope and responsibilities associated with the Huawei branded Hi-Care support packages.

Service Level: Term applied to the measurement and availability of the service performance target.

SnS: Subscription and Support. Term applied to the bundling of subscribing to Huawei's Software Update and Software Upgrade with the corresponding technical support. In some Huawei software products, Huawei SnS is a replacement for Hi-Care Application Software Upgrade Support.

Software: Term to imply Embedded Software or Non-embedded Software.

Software Release: Term applied to the Software made generally available by Huawei to its purchasers of a product series. A Software release will be publicly announced when available and identified with "Release" or "R" followed by a number unique to the said product series, e.g. (V001) R002.

Software Update: Term applied to the Software issued by Huawei to correct errors of a specific Software Release.

Software Upgrade: Term applied to a Software Release that consolidates all prior Software Releases and provides new features and functionality.

Spare Parts: Term applied to new, refurbished or repaired parts used for the replacement of Faulty Parts, and/or for repair of an assembled product. Synonyms are replacement units, spares.

SR: Service Request. The related ticket opened by Huawei GSC when contacted for a technical issue or inquiry.

TAC: Technical Assistance Center. Refers to the technical support organization at the Huawei GSC.

TAT: Turn Around Time. Term that is equal as lead time, the amount of time estimated, or actually required, to accomplish a specific task such as acquiring a part.

Workaround: Term applied to temporary solution provided by Huawei to mitigate or eliminate the impact of the faulty Parts and/or Software before the final solution is provided.

WO: Work Order. Assignment of Field Specialist to Customer site.

Appendix C – Customer Replaceable Units (CRUs) Parts List

CRUs are product specific individual parts or components that Huawei authorizes the Customer to self-replace. In the event of an on-site Faulty Parts replacement activity, the Customer shall remove and replace a CRU by adhering to Huawei documentation and Huawei-provided tools. The Huawei Enterprise GSC organization is available to provide support off-site (remotely) to the Customer during the CRU replacement activity.

Some Huawei parts are not designed for Customer installation or replacement. These parts must be serviced and/or replaced by Huawei or an authorized Huawei service partner.

CRUs are defined for specific Huawei Data Storage products and are listed in the following table:

Product Type	Product/Product Series	CRU
Storage	OceanStor Series (excluding OceanStor 18000), Dorado Series (excluding Dorado18000), Pacific Series	Disk Drive, Power Supply, BBU Battery, Fan, Expansion module, Optical module
	OceanStor 18000 Series Dorado18000 Series	None
	OceanStor 9000	Disk Drive, SFP, Power Supply

Further details of the Huawei Enterprise CRU policy can be found on the Huawei Enterprise Support web portal at [Customer Replaceable Units \(CRUs\)](#)