HUAWEI

Hi - Care

Huawei Hi-Care Software Maintenance Services

Professional
Experienced technical expert team

Efficient
global service organizations

Intelligent
Diverse digital service platforms

Reliable
Customer-centric

Hi-Care **Overview**

Huawei Hi-Care Software Maintenance Support Services are the maintenance service assurance solutions for the customers who purchase Huawei application software products, including Hi-Care Application Software Support services and Hi-Care Application Software Upgrade Support services. These services can help you maximize the value of your application software by providing remote technical support and rights to software updates and upgrades.

Hi-Care Application Software (Upgrade) Support services provide the following contents:

Service Item	Hi-Care Application Software Support Service	Hi-Care Application Software Upgrade Support Service
Rights to Software Updates	Yes	Yes
Rights to Software Upgrades	No	Yes
Technical Assistance Center (TAC) Support	24x7	24x7
Online Self-help Support	24x7	24x7

Notes

- This document should be read in conjunction with the Exceptions and Limitations available at

  https://support.huawei.com/enterprise/en/customer-support-service/ENEWS2000007772, which are an integral part of this document.

  Service contents and response times may vary by region or country.
- For detailed information, please contact a Huawei authorized partner or your local Huawei sales and service representative.

  Service delivery is based on commercially reasonable efforts. Huawei will select a proper service mode based on the actual situation and the
- committed SLA to resolve your problems in a timely and effective manner.

  The Service Start Date and End Date should be specified in the respective Purchase Order or contract between you and Huawei. If no

- Service Start Date is listed on the PO or contract, it is defined as below:

  For a new service order sold together with Huawei product, the service starts on the 90th day after the product shipment date from Huawei; Should Huawei also provide the Installation or
- Commissioning services, then the Service Start Date is the same as the customer preliminary acceptance (PAC) date.

  or a renewal service order, the Service Start Date is the day after the end date of the previous Service.

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Hi-Care Service Description

Rights to Software Updates

Within the lifecycle of the software version, Huawei provides software updates that include bug fixes and maintenance releases. Customers can obtain the software updates from the Huawei technical support website, and perform the installation of software updates, Huawei can provide remote instruction if customer encounter difficulties while installing the software.

Rights to Software Upgrades

Besides software updates, customers can download the major software upgrades as made generally available by Huawei. The service ensures that the software purchased by customers can run in the optimal performance to meet more application scenes and higher demand for service. Customers can obtain the software upgrades from the Huawei technical support website, and perform the installation of software upgrades, Huawei can provide remote instruction if customer encounter difficulties while installing the software.

Technical Assistance Center (TAC) Support

Customers can access Huawei Technical Assistance Center (TAC) 24 hours a day, 7 days a week through TAC hotlines, emails, websites, and mobile APP for product technical consultation, troubleshooting issues, and other service requests.

- TAC hotline
  https://e.huawei.com/en/about/service-hotline

- Mobile App
  HiKnow

Priority Level	Coverage Window	Response Time
Priority 1	24x7	30 minutes
Priority 2	24x7	60 minutes
Priority3	24x7	2 hours
Priority4	24x7	NBD

Note: The response time is calculated from the time TAC accepts your service request, to the time a technical support engineer first contacts you.

Online Self-help Support

Huawei provides a one-stop online self-service platform to help customers solve problems, including the technical support website, technical support community, and intelligent Q&A chatbot.

Huawei's technical support website provides technical and general information on Huawei products with product manuals, configuration guides, and network maintenance cases. Customers can view or download software, helpful documents and get latest product information.

Huawei's technical support community is an online mutual assistance platform that enables customers to share technological information and experience. Customers can find hot information, typical cases, expert Q&A, product documents, and technical live broadcast sharing.

Weiknow, the Huawei intelligent Q&A chatbot, provides customers with Q&A services on Huawei products and technologies anytime and anywhere ,

which is the best way for customers to quickly resolve problems.

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- Huawei technical support website
  http://support.huawei.com/enterprise

- Huawei technical support community
  https://forum.huawei.com/enterprise

- Intelligent chatbot WeiKnow
  https://support.huawei.com/iknow

Hi-Care Customer Responsibilities

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

- Maintain a proper and adequate environment, and use the Huawei product in accordance with the instructions provided by Huawei.

- When submitting a service request, the customer needs to provide the information required to locate the problem, including the serial number of the equipment, equipment location, and description of the fault as well as other information that is required to analyze the problem, such as alarms, logs, performance measurement results, and operation records.

- If remote access is required for fault diagnosis, then customers are responsible for providing a remote access channel and an account and password for temporary access, and granting the remote access permission to Huawei engineers.

- Implement the solution provided by Huawei and validate the effective-

- ness.

- The documents and software versions provided by Huawei can only be used for the equipment in this project and cannot be used for commercial purposes.

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

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Hi-Care **Annex 1 Priority Level Definition**

Priority Level	Definition
Priority 1（P1）	There is a critical impact on customer's business operations.
Priority 2（P2）	Significant aspects of customer's business operation are negatively impacted; the customer is able to perform business operations, but performance of business operations are degraded or severely limited.
Priority 3（P3）	These are faults that have limited impact to business operations, while most business operations remain functional.
Priority 4（P4）	There is little or no impact on customer's business operations; includes information or assistance with Huawei product functionality, operation, or configuration and other enquiring questions.