

Huawei Software Advanced Support Service

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1. Overview

Huawei Software Advanced Support service is an advanced maintenance service solution developed for the customers who purchase Huawei stand-alone software products. Based on the software maintenance service, Software Advanced Support service mainly includes Software onsite emergency support service, version push and software upgrade support to help customer maintain a more efficient and stable software running environment.

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

The following table shows Software Advanced Support service coverage:

Service Item	Description
Software onsite support service	According to the customer requirements, Huawei engineers will arrive at the site within 4 hours for Priority 1 and Priority 2 calls; For Priority 3 and Priority 4 calls, within NBD to provide onsite service. Available 24 hours a day, 7 days a week. Onsite Service is calculated from the time when Huawei determines to assign an engineer to the time when he arrive at the site.
Version push and software upgrade support	Proactively push new software features and the related description/guide; Provide onsite software upgrade solution implementation according to the customer requirements.
Root cause analysis (RCA) report	Customer-concerned issue root cause analysis report, and assist the customer to eliminate the problem risks

Notes:

1. The SLA in this document is for general reference only. Service contents and response times may vary by region or country. For detailed information, please contact a Huawei authorized partner or your local Huawei sales and service representative.
2. Service delivery is based on commercially reasonable efforts. Huawei will select a proper service mode based on the actual situation and the committed SLA to resolve your problems in a timely and effective manner. Huawei reserves the right to select the specific service mode.
3. The number of man-days for Onsite support service is limited to the one purchased in the contract /PO; Extra fee is involved if exceeding the onsite service man-days limit.
4. For the definition of the problem level of P1~P4, please refer to Appendix 1 "Priority Level Definition".

2. Product Support Services Description

2.1 Software onsite support service

When receiving a service request for software onsite technical support, Huawei engineers will confirm the on-site service content and necessary information and assign experienced technical support engineers to your site to provide onsite support within the time period defined in the SLA. The service mainly includes the following contents.

On-site information collection

For software problems, on-site collect the relevant information of the problem, and transfer the skills to the customer engineers for information collection.

On-site problem analysis

Based on the collected information, Huawei onsite engineers are responsible for analyzing and locating the problem.

On-site solution implementation

Addressing software issues, implement the problem resolution solutions, including configuration resets, patch/updates installation, etc.

For onsite technical support services, it is required for customer to designate qualified O&M personnel to work with Huawei onsite engineers to provide the necessary information and assistance, ensuring that Huawei engineers can access the site conveniently and grant Huawei engineers with the permission to operate the necessary equipment, and that the work environment is safe for Huawei engineers.

After the onsite service is finished, Huawei will submit the "software onsite service report" to the customer, which includes information for the service request and operation records.

2.2 Version Push and Software Upgrade Support

According to the version of software that is running in the customer's network, Huawei regularly pushes the released software updates (including patches, maintenance versions, etc.) and upgrade information and related instructions/guidance documents, so that customers can know about and acquire new features and functions of the software in a timely manner, to keep the technology up-to-date and improve product availability and stability.

If necessary, at the request of the customer, Huawei software engineers can provide on-site software upgrade implementation support services at the customer's site.

Note: for on-site service, Huawei must operate with the permission of the customer.

2.3 Root cause analysis (RCA) report

For customer's concerns, Huawei organizes technical experts to analyze the root cause of the problem and provide analysis reports to help customers eliminate potential problems and ensure the stable operation of the customer network.

Annex 1 Priority Level Definition

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