



Huawei Co-Care Services

Co Overview

Professional

Experienced technical expert team

Efficient

global spare parts capabilities and service organizations

Intelligent

Diverse digital service platforms

Reliable

Customer-centric

The Co-Care Services are Huawei maintenance service solutions which are designed for Certified Service Partners (CSPs). A CSP who purchases Co-Care Services is supposed to integrate its value-added services (on-site technical support, equipment health check, etc.) with the Co-Care Services, to form and deliver CSP-branded technical support services to the End Customer.

Huawei is committed to providing CSPs with more professional and intelligent maintenance services. Huawei Co-care services go beyond L3 technical support and spare parts support, Huawei also provides various maintenance tools for CSPs to better carry out maintenance activities.



Huawei Co-Care services provide multiple maintenance service packages to flexibly meet CSPs requirements.

Service Item	Service Package	Basic	Standard	Premier
Technical Assistance Center (TAC) Support (L3 only)		24x7	24x7	24x7
Online Self-help Support		Yes	Yes	Yes
Rights to Software Updates		Yes	Yes	Yes
Advance Hardware Replacement		9x5xNBD-S	9x5xNBD	24x7x4
Rights to Maintenance Tools		Yes	Yes	Yes

Notes

- NBD-S= Next Business Day Shipment; NBD= Next Business Day ; For further details on service level, see Service Description section below.
- 24x7x4: For Priority 1 and Priority 2 service requests, 24x7 coverage window, four-hour delivery; For Priority 3 and Priority 4 service requests, 9x5 coverage window, Next Business Day (NBD) delivery. Refer to Appendix 1 for Priority Level Definition.
- 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 Huawei local 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. Huawei reserves the right to select the specific service mode.
- The Co-Care service does not include L1 technical support, L2 technical support, and onsite support. These are provided by CSPs. Refer to Appendix 2 for Technical Support Level Definition.
- 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.
 - For a renewal service order, the Service Start Date is the day after the end date of warranty or the previous Service.



Co Service Description

Technical Assistance Center (TAC) Support

CSPs 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**

<http://e.huawei.com/service-hotline-query>

- **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 CSPs 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. CSPs 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 CSPs to share technological information and experience. CSPs can find hot information, typical cases, expert Q&A, product documents, and technical live broadcast sharing.

Weiknow, the Huawei intelligent Q&A chatbot, provides CSPs with Q&A services on Huawei products and technologies anytime and anywhere, which is the best way for customers to quickly resolve problems.

- **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>



Rights to Software Updates

Within the validity period of the service, Huawei provides embedded system software updates that include bug fixes and maintenance releases. CSPs can obtain the software updates from the Huawei technical support website, and perform the installation of software updates. Embedded software is the non-licensed software implanted in chips or hardware cards that a Huawei Enterprise product requires in order for the hardware to function properly, and includes Operating System (OS), drivers, and firmware. Embedded software has the same lifecycle as the hardware. Updates to third-party software and application software (such as storage HyperSnap value-added software) are not covered by this service.

Advance Hardware Replacement

Advance Hardware Replacement entitles CSPs to receive advance replacement of hardware after Huawei deems a spare part is necessary and Return Material Authorization (RMA) number is generated. CSPs are responsible for returning defective parts to a designated Huawei site within 15 business days upon receipt of the replacement parts. In the event the defective part are not returned within this period, Huawei reserves the right to charge you the then-current list price of the replacement parts provided. CSPs shall remove any confidential, proprietary, or personal information that is stored on the defective unit before it is returned to Huawei. If the

defective parts cannot be returned to Huawei due to data security, privacy, or other reasons, please purchase the Defective Parts Retention Service for retaining the defective parts.

CSPs are responsible for returning the defective parts to Huawei at their own cost. If Pick-up Service is available in your region, Huawei will incur all shipping and insurance costs to return the defective parts to Huawei. For the regions covered by the Pick-up Service, please contact local Huawei sales and service representative.

Replacement parts may be new or equivalent to new in performance. If the products or parts is no longer in production or is out of stock, Huawei will provide another type of products or parts with performance equal to or better than the original. Huawei warrants any replaced product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Advance Hardware Replacement services are subject to geographic and weight restrictions, and actual delivery times may vary depending on customer's location and transportation conditions. Huawei shall use commercially reasonable efforts to provide advance hardware replacement services where available. The detailed service levels are as follows:

Service Package	Service Level	Feature Description
Basic	9x5xNBD-S	<ul style="list-style-type: none"> 9x5 coverage window, service is available 9 hours a day , 5 days a week, excluding local official holidays. Replacement parts will Ship out from Huawei the Next Business Day (NBD-S);
Standard	9x5xNBD	<ul style="list-style-type: none"> 9x5 coverage window, service is available 9 hours a day, 5 days a week, excluding local official holidays. Replacement parts will arrive the Next Business Day (NBD) , provided that an RMA number has been generated before 15:00 (local time) . If generated after 15:00 (local time), then Huawei will log RMA application on the next business day and replacement parts will arrive on the Next Business Day (NBD) of the RMA application logged date.
Premier	24x7x4 (P1/P2) 9x5xNBD (P3/P4)	<ul style="list-style-type: none"> Priority 1 and Priority 2 service requests: 24x7 coverage window, replacement parts will arrive within 4 hours after an RMA number has been generated. Priority 3 and Priority 4 service requests: 9x5 coverage window, replacement parts will arrive the Next Business Day (NBD) , provided that an RMA number has been generated before 15:00 (local time) . If generated after 15:00 (local time), then Huawei will log RMA application on the next business day and replacement parts will arrive on the Next Business Day (NBD) of the RMA application logged date.



Rights to Maintenance Tools

Within the validity period of the service, CSPs can use the functions of Inspection Tool and eService Intelligent O&M Platform to better carry out maintenance activities.

- Inspection tool: CSPs can perform inspection on data communication, optical, and storage products, quick export of inspection reports, and query of inspection results, to detect network risks in advance.

Inspection tool:

<https://serviceturbo-cloud.huawei.com>

- eService Intelligent O&M Platform: For Huawei storage products, CSPs can use the asset stocktaking, intelligent alarming, and request management functions of eService to improve O&M capabilities. Huawei provides eService software for CSPs, and CSPs provide eService delivery and services for End Customers.

- Asset Stocktaking: View alarm statistics, device configuration, device status, maintenance service status, and product EOS information.
- Intelligent Alarming: When an alarm is generated, the eService notifies the CSPs of alarm handling in a timely manner, shortening the troubleshooting time.
- Request Management: Automatically create a trouble ticket. If necessary, CSPs can manually escalate the trouble ticket to Huawei in one-click mode.

eService Intelligent O&M Platform: <https://eservice.huawei.com>

Co Partner Responsibilities

In order to ensure the End Customer's best-in-class experience in receiving support services from CSPs, CSPs who purchase Co-Care Services have the following obligations:

- Deliver CSP-branded technical support services to its End Customer. The expiration or termination of the CSP's certification shall not affect the aforesaid obligation.
- Provide the End Customer with the CSP's service delivery arrangements in advance, including technical support contacts, delivery scopes, and SLAs, etc. The duties and responsibilities between the CSP and the End Customer, and any other necessary terms and conditions are advised to be provided together.
- Record and manage the End Customer's service requests, encourage engineers to be certified by Huawei, and sign onsite service reports.
- When applicable, check contract information when receiving the Co-Care Service Welcome Kit to ensure the information is correct, and contact the Huawei TAC in case of any incorrectness.
- Provide true, accurate, and complete information of the CSP's technical support and service capabilities in ePartner. Such information includes the CSP's hotline and after-sales email, etc.
- When submitting a service request, CSPs need 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, CSPs is responsible for assisting Huawei in granting remote access authorization from the End Customer and providing remote access channels and temporary access accounts and passwords.
- Notify Huawei of the equipment changes in the service contract by email in a timely manner:1) Notify Huawei within 30 days after moving any equipment included in the equipment list of the Co-Care service activation to another location. Services will be provided beginning thirty (30) days of receipt of such notification. 2) Notify Huawei within five (5) days if you modify the parameters or configuration of a product, including upgrading the product or modifying the configurations of a Field Replaceable Unit.
- For advance hardware replacement service, CSPs are obligated to provide the following operational assistance:
 - Fill out the RMA Application Form and Service Request Form when submitting an RMA request, then send them to Huawei via email. Huawei is not responsible for any delay caused by errors such as a lack of information or inaccurate information.
 - 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 defective parts requested in a single RMA.

- Use the original packaging (including antistatic and foam packaging) of the returned defective parts. If the original packaging cannot be used, please ensure that the packaging of the returned defective parts meets transportation requirements and be responsible for damage and loss of parts during shipping.
- The documents and software versions provided by Huawei can only be used by the equipment in this project and cannot be used for commercial purposes.

- Customer satisfaction is an important part of technical support service delivery by service partners and 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.

Co Annex1 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.



Co Annex2 Technical Support Level Definition

Technical Support Level	Definition
<p>Level 1 Technical Support</p>	<p>The responsibility of Level 1 Technical Support is to register and classify received Incidents and to undertake an immediate effort in order to restore a failed product as quickly as possible.</p> <p>If no ad-hoc solution can be achieved, Level 1 Technical Support will transfer the Incident to expert technical support groups (Level 2 Technical Support).</p> <p>Level 1 Technical Support also processes Service Requests and keeps users informed about their Incidents' status at agreed intervals.</p>
<p>Level 2 Technical Support</p>	<p>Level 2 Technical Support takes over Incidents which cannot be solved immediately with the means of Level 1 Technical Support.</p> <p>If necessary, it will request Huawei support.</p> <p>The aim is to restore a failed product as quickly as possible.</p>
<p>Level 3 Technical Support</p>	<p>Level 3 Technical Support is typically located at Huawei.</p> <p>Its services are requested by Level 2 Technical Support if required for solving an Incident.</p> <p>The aim is to restore a failed product as quickly as possible.</p>

