



Huawei HiCare Support Services

User Guide

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1 Introduction to HiCare Support Services

Welcome to Huawei HiCare Support. HiCare is the Huawei Enterprise Customer Support portfolio that offers Huawei branded services and provides technical assurance to Huawei customers. HiCare assists customers in maintaining high network reliability and sustainable system operations with comprehensive leading edge technical support.

Huawei HiCare services consist of the following components:

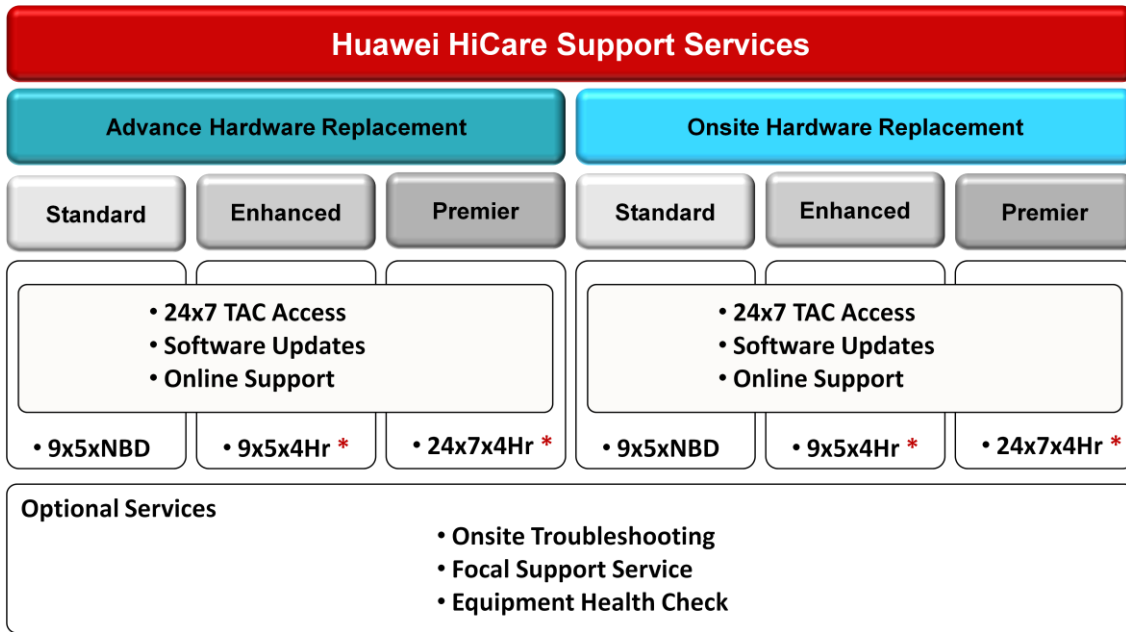
- **Technical Support (Levels 1, 2 and 3)** – Remote support assistance.
- **Spare Parts Support (with optional Onsite Replacement)** – For hardware failure related issues.
- **Software Support** – For software/firmware updates and/or to solve software defects.
- **Online support** – Access to the Huawei website <http://support.huawei.com/enterprise/> for information and tools.

HiCare addresses customer requirements for any technical inquiry or product issues, including Return Material Authorization (RMA). HiCare provides expedited replacement parts and the hardware service component is available as an option. It includes delivery to the customer designated address and optional installation as contracted within the HiCare support package. HiCare was specifically created for the customer who:

- Demands leading edge technology support by the vendor.
- Prefers minimal investment in the warehousing and inventory delivery infrastructure.
- Requires availability of defective parts replacement by the vendor within a fixed turnaround time.
- Requires an optional installation package for the field engineering services.

2 HiCare Support Packages

The following table summarizes Huawei's support packages and their associated Service Levels:



9 X 5 = Business Days: Monday to Friday, from 9:00am to 5:00pm local business hours excluding holidays.

24 X 7 = 24 hours a day, 7 days a week.

'NBD' = Next Business Day Delivery.

Technical Assistance will be provided 24x7 for severity 1 Service Requests, lower severity requests will be handled during regular business hours.

(*) Telepresence TV screens are excluded from the 4Hr Spare Parts Support.

- For Server and Storage products, Customer Self Repair (CSR) items are excluded from the Onsite Hardware Replacement service packages. Please refer to the *Huawei Enterprise USA IT Products Warranty* document for the list of items.

Each Huawei HiCare Support package has a Service Level designed to address a specific customer requirement. The Service Level is an overall task completion target. This is measured as the Turn-Around-Time (TAT) between the acceptance of the valid customer request by the Huawei Technical Assistance Center (TAC) and the completion of the Spare Parts Support Service (SPSS) and the onsite replacement service (if applicable).

3 Technical Support Service

Service Summary

Huawei Enterprise Customer Support organization provides remote technical assistance for customer operation and maintenance of Huawei network solutions. Huawei engineers deliver expert level support to assist customer while providing remote diagnostics, troubleshooting, restoration of configurations and/or product related software deficiencies. Incidents deemed to be caused by software issues will be addressed by provisioning of the corrective patches for software bug fixes. Incidents related to hardware issues will be addressed by Return Material Authorization (RMA) process.

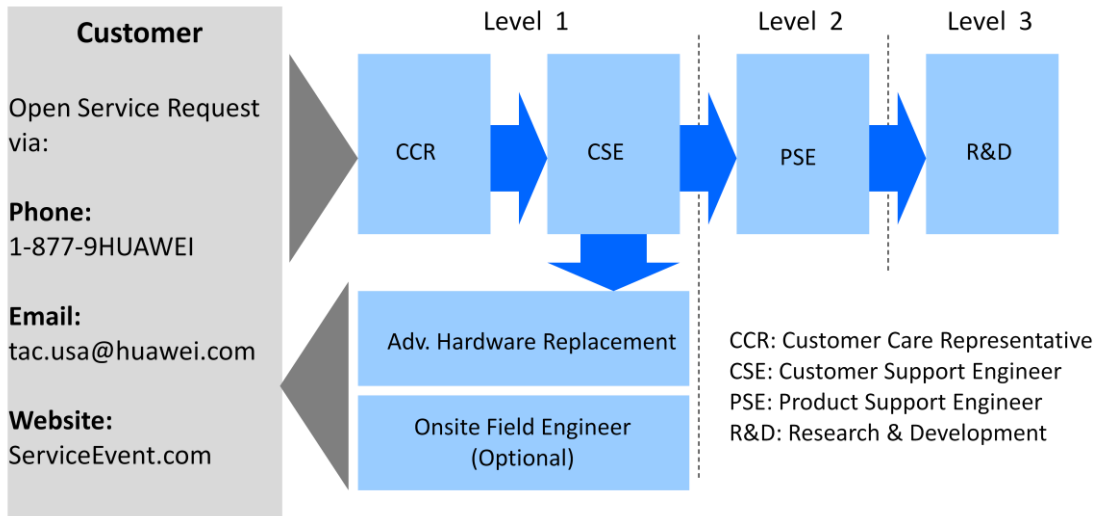
All reported cases will be logged and managed as specific Service Requests (SR). The SR provides a unique reference number to track customer reported problems, describes the issue and contains a record of all work, actions and all investigation findings up until the SR closure. Huawei facilitates customer visibility of SR status via telephone, email as well as online website.

Service Request (SR) Support Levels

The Huawei Technical Support Service scope, described in this chapter, includes Levels 1, 2 and 3 support delivered by the Huawei engineers. The support levels are described below:

| Support Level | Definition |
|---|--|
| Customer Care Representative (CCR) | <ul style="list-style-type: none">• Call reception, service entitlement check and request acknowledgement.• Case information collection and base problem determination.• Call routing to Level 1 Customer Support Engineer. |
| Level 1 Customer Support Engineer (CSE) | <ul style="list-style-type: none">• Basic support on standard protocols, features and general product information including configuration support.• Return Material Authorization (RMA) processing.• Hardware/Software problem resolution or workaround. |
| Level 2 Technical Support | <ul style="list-style-type: none">• Advanced support of all protocols and features, remote problem diagnosis, reproduction of complex problems in a lab environment, interoperability testing, trace/dump collection and analysis.• Hardware/Software problem resolution or workaround. |
| Level 3 Technical Support | <ul style="list-style-type: none">• Highest level of support.• Most difficult or advanced problems that cannot be solved in previous support levels.• Hardware/Software problem resolution or workaround. |

SR Support Flow



Note: Severity 1&2 issues should always be reported by phone

4 Opening and Tracking SR with Technical Assistance Center

Huawei TAC is the single point of contact for the receipt of all customer calls and inquiries and is available 24 hours a day, 365 days a year. Where toll free access is not available, customer will be responsible for any telecommunication facility charges and long distance toll charges associated with access to the Huawei TAC.

TAC can be reached by the following methods:

- Toll free telephone at **877-9HUAWEI (877-948-2934)**
- Email at tac.usa@huawei.com
- Online at <http://ServiceEvent.com>

Please note when opening a service request (SR) online for the first time, customer is required to call 1-877-9Huawei. Once the SR is created, customer has an option to subscribe an account on ServiceEvent.com where the status of the case can be checked as well as subsequent new SRs can be opened.

The following outlines the procedure for customer to report a problem via the Huawei TAC website.

- Login to the secured <http://ServiceEvent.com> website by entering the customer login ID and password.
- Select Place a Service Call.
- Fill in all required fields, once submitted the call detail page with the service call information and service order number will display. Customer should record this number for future reference.

Huawei technical support engineer will contact the customer per the service request classification.

Escalation of Service Request:

For any reason if customer is not satisfied with the progress of the case, customer can login to <http://ServiceEvent.com> and escalate the SR to higher levels of management within Huawei. Huawei requests customer to provide additional detail in the Note Box and click on “Escalate call”. Once submitted, a Huawei CSE / manager will be assigned to take action on the escalated case.

Technical Support Entitlement

Upon receiving the initial customer call, Huawei customer care representative (CCR) will perform the service entitlement check. Customer is required to provide the following information:

- Product and chassis serial number.
- Definition of the problem in detail.
- Severity level and impact of the problem.
- Software version.
- Related configuration and debug data.
- Current network topology.
- Remote access for Huawei engineers to log into the network device if needed.

General Questions and Problems

Huawei provides an online, self-service portal at <http://support.huawei.com/enterprise/> to accommodate customer who has general questions on products as well as technical problems that are not time-sensitive in nature. The web portal provides the following:

- Product documentation.
 - Huawei Electronic Documentation Explorer (HedEx Lite) is software used to view, search and manage electronic documentation for Huawei products. Please refer to Appendix A for more information on HedEx.
- Knowledge Base.
- Technical Bulletins for relevant hardware and software notification.
- Latest versions of software and release notes
- Frequently Asked Questions

Note: Depending on user registered as guest, end user or partner, www.support.huawei.com/enterprise site provides different access levels of information and services. For information to upgrade privilege please refer to Appendix C.

Critical Technical Cases

Critical Technical Case is when a network outage severely impacts customer business operation. Customer and Huawei will commit resources to resolve the issue around the clock regardless of time of day or day of the week. This type of issue is classified as a Severity 1 (S1) case and **must be reported by telephone**.

Telephone: 1-877-9HUAWEI (1-877-948-2934).

Engineers with appropriate skills and knowledge are available and will provide continuous support until the network is restored. Whenever the customer reports a S1 case to Huawei, the technical support engineer will respond immediately to start the remote diagnostics, problem isolation and a service restoration attempt. The case is considered resolved when:

- Customer accepts a suitable workaround and the network or service is restored to the state before the S1 problem occurred.
- After an agreed observation period, the emergency situation does not re-occur.

Upon restoration of the network or system fault, the S1 SR can be downgraded to a lower severity for the purpose of follow up and further diagnose the root cause at Huawei discretion, with the aim to determine the reason for the fault and to eliminate future occurrences.

SR Severity Classification

All reported SRs are categorized as Severity 1, 2, 3 or 4 based on information reported by the customer and handled as detailed in the table below.

| SR Severity | Huawei Responsibilities | Customer Responsibilities | Examples |
|----------------------------------|---|---|---|
| Severity 1 (S1) - Critical | -Resources dedicated 24x7x365 until a resolution or workaround is in place. - If a workaround is implemented, the S1 status will be decreased to S3 to determine the root cause. -Huawei will use all commercially reasonable efforts to provide a suitable workaround. | -Resources available 24x7x365 *. -Provide necessary diagnostic info. *If the Huawei TAC engineer cannot reach the customer within one hour, the severity is temporarily lowered until customer contact is made. | -Network or Environment is down, there's critical impact to business operations. -Significant reduction in capacity or traffic handling capability such that expected loads cannot be maintained. -Problems that severely impair the service, capacity/traffic and maintenance capabilities or are jointly viewed as Critical by Huawei and customer. |
| Severity 2 (S2) - High | -Resources available Monday through Friday during local business hours until a resolution or workaround is in place. - If a workaround is implemented, the S2 status will be decreased to S3 to determine the root cause. | - Resources available Monday through Friday during local business hours until a resolution or workaround is in place. -Provide necessary diagnostic info. | -Major degradation of system or service performance that impacts service quality or significantly impairs network operator control or operational effectiveness. -Customer given a workaround but the situation still requires constant attention due to the temporary nature of the workaround. -Corruption of system databases on |

| SR Severity | Huawei Responsibilities | Customer Responsibilities | Examples |
|--------------------------|---|--|--|
| | -Huawei will use all commercially reasonable efforts to provide a suitable workaround. | | an ongoing basis. -Software application or migration issues that affect the introduction of new services or functionality. |
| Severity 3 (S3) - Medium | -Resources available Monday through Friday during local business hours until a resolution or workaround is in place. - Huawei will use all reasonable efforts to provide a suitable recovery or resolution when the problem is classified as S3. | - Resources available Monday through Friday during local business hours until a resolution or workaround is in place. -Provide necessary diagnostic info. | -Issues in the network that do not affect mission critical functionality. -Degradation of any capacity/traffic measurement function or diagnostics capability. -Degradation of maintenance access or recovery operations. -Software application or migration issues that do not impact services. -Follow up to downgraded S1 or S2 problems. |
| Severity 4 (S4) – Low | -Resources available Monday through Friday during local business hours until a resolution or workaround is in place. - Huawei will use all reasonable efforts to provide a suitable recovery or resolution when the problem is classified as S4. | - Resources available Monday through Friday during local business hours until a resolution or workaround is in place. -Provide necessary diagnostic info. | -Issues that clearly cause little or no impact to user operation. -General enquiries (for example: details o where to send items, how to purchase upgrades or additional hardware or services) -Enquiries related to documentation support. |

Technical Support Service is delivered against the delivery targets applicable to the following SR classifications:

| SR Classification | Service Availability | Target Response Time (see Notes) |
|-------------------|----------------------|----------------------------------|
| S1 | 24x7 | < 30 minutes |
| S2 | 9x5 | < 4 hours during Business Day |
| S3 | 9x5 | Next Business Day |
| S4 | 9x5 | Next Business Day |

Notes:

1. Response Time is the time from when the Huawei TAC acknowledges the SR to when a Huawei's Technical Assistance engineer responds to the customer.

The Restoration Target Time requires strict adherence to the remote connectivity requirements described in the Appendix B of this document. Failure to comply with these requirements will void the Service Level Agreement.

Non-critical Technical Cases

Non-critical case is defined as any non-urgent technical inquiry or RMAs. Some examples are minor defects, configuration assistance, standard troubleshooting and RMA processing.

Non-critical technical case can be opened with the Huawei TAC via one of three methods:

- Email tac.usa@huawei.com
- Phone 1-877-9HUAWEI (1-877-948-2934)
- <http://ServiceEvent.com>

Return Materials Authorization (RMA) Process

For hardware troubleshooting and product replacement, an SR should be opened with the TAC. Customer has the responsibility of providing up-to-date information on Huawei equipment (configuration and location) under a HiCare support contract. Only Field Replaceable Units (FRU) will be stored in the local and regional logistics facilities for hardware replacement interventions.

If a hardware failure is determined to be the cause of the problem, or if a hardware repair/replacement is required for any other reason, the TAC engineer will create an RMA. The RMA number will be communicated to the customer for tracking purposes and linked to the SR. The RMA will be validated for entitlement and service level before the hardware replacement is shipped to the customer designated locations.

In addition to calling 1-877-9Huawei support hotline, customer can also login to <http://ServiceEvent.com> to request a hardware replacement.

Customer has ten (10) business days to return the faulty part. After 10 business days, Huawei reserves the right to charge the customer the full list price for the non-return defective part. This notice is included in the confirmation of the RMA that is sent to the customer.

Onsite Assistance

For customer who purchased HiCare Advanced Hardware Replacement, onsite assistance can be arranged, upon mutual agreement between the customer and Huawei. If problems cannot be duplicated or resolved remotely within a reasonable amount of time, Huawei will arrange an onsite visit in a timeline consistent with the impact of the event 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 incurred business travel expenses.

5 Resolving Problems with Huawei TAC

SR Restoration Options

SR Restoration through software, procedure or action

For issues related to software that can be verified and/or recreated by Huawei on the currently supported releases, Huawei may provide:

- A recommended corrective action.
- A workaround (temporary or permanent) to fix the problem or restore the impacted services.
- A software update or release to resolve the problem (a software patch).
- An interim solution with the aim to provide a long-term validated solution to the SR.
- A statement that the system operates in accordance with the design intent and whether custom modification may be possible.

Software updates in the form of corrective 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 activities, the Huawei TAC 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 release, Huawei will close the SR and advise the customer to upgrade the system. If the problem still persists after the upgrade, customer is requested to open a new SR for the Huawei TAC engineer to re-engage troubleshooting.

After the corrective patch implementation, customer will obtain access to the existing features/functionalities set that are conformed to the purchased licences for the given network equipment.

For issues with software that could not be verified and/or recreated by Huawei, Huawei will 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 that provide new or improved functions, features or performance will not be provided within the scope of Technical Support Service.

SR Restoration through Hardware Upgrade or Replacement

For known issues that have been corrected in later supported version of hardware, customer will be advised to upgrade in order to resolve them.

If, after a number of troubleshooting and fault clearance attempts, Huawei TAC engineer diagnoses that the reported problem is not attributable to the software but to the hardware then a hardware part replacement will be recommended, please refer to the section 6 Spare Parts Support Service (SPSS) for further details.

Huawei Responsibilities

When the customer reports an SR, it is assigned a unique reference number and the time stamp is recorded. Huawei will request that the customer agree to a case severity level in accordance with the guidelines set out in the 'SR Severity Classification' section. Huawei will provide remote fault restoration based on the SR severity.

Huawei will provide customer with an access account to the information sharing web portal, which is Huawei's Knowledge Management platform, available via the Customer Support web site <http://support.huawei.com>. Customer will be entitled to facility access 24 hours a day, 365 days a year. The information will be made available to the customer when it is made generally available for distribution by Huawei. Customer must acknowledge and agree that access to the web site 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 on the web site may include:

- Problem resolution knowledge database.
- Known software issues.
- Access to technical information, including regularly updated product bulletins.
- Known product case status and open issues to assess potential impact to the customer network.
- Software downloading capabilities.

Customer Responsibilities

In order to receive the contracted Technical Support Service, customer must install the minimum supported software release level on the Huawei equipment.

Customer will use all reasonable efforts to ensure that the products are installed and sustained at the then-current software release levels and patch status according to the Huawei specifications.

Customer must maintain an unmodified copy of the latest revision of all software releases provided and any additional documentation or archival files necessary to reinstall configuration or reconstruct any lost, altered or damaged software.

Before calling the Huawei TAC, customer must obtain all necessary information to help Huawei TAC engineer to recreate the reported non-conformance. Information includes:

- Complete description and scope of the non-conformance, time it began, software revision level and any known workarounds if applicable.
- Network map and hardware, software configurations.
- Log file contents if available.
- Use best efforts to reproduce the problem.
- Perform network traces and dump.
- Confirm network links are functioning.
- Details of the customer's attempted restorations.

For entitlement checking purposes, customer will provide notice to Huawei of the employees whom the customer wishes to designate as authorized to place calls to Huawei. Each of these customer contacts will be referred to as the “Named Caller”. Customer will notify Huawei of each Named Caller by name, title, address and telephone number. Huawei will not be obliged to initiate access to services in response to a request placed by anyone other than the Named Callers.

Customer personnel must be available to aid in the problem diagnosis for all reported cases. If the customer representative is not able to maintain constant contact during the restoration of the S1 and S2 cases, Huawei reserves the right to downgrade the severity assignment of the case until Customer contact is made.

Customer will provide the VPN (Virtual Private Network) or other mutually agreed upon connectivity, as required by Huawei to enable Huawei’s support team to remotely access the network. Required circuits will be provided at the customer’s expense. Please refer to Appendix B for a description of Huawei’s remote access requirements.

Assumptions

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

All S1 outages **must be reported by telephone**. Non-critical cases will be addressed by the Technical Assistance Service team during normal Huawei local business hours.

All Huawei products in the network must be covered under the same level of service. If the provided product count is inaccurate, or there are changes to the product count or configuration during the supported period, then the support services contract must be modified to reflect these changes.

Customer must 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 obsolescence and control maintenance costs.

All Huawei products of an equivalent type are entitled to receive the same level of support. Warranty addresses product defects in material and workmanship only. Products under a support contract are covered for both product hardware and software deficiencies.

Huawei will log all calls for record-keeping purposes.

Customer will provide Huawei with all necessary authorizations for remote access to the Customer network during the service resolution process. Customer acknowledges and agrees that such access may be conditional upon compliance with all of Huawei’s security requirements. These requirements are only applicable to the remote access connectivity pertinent to the technical support service delivery.

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

All customer support personnel responsible for operating and troubleshooting Huawei products must be technical specialists who have successfully completed relevant Huawei product trainings and certifications.

Exclusions

Huawei will not be required to provide support for products that have been modified in any way by the customer. Customer understands and agrees that Time and Material charges will 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 damages to Huawei equipment are not within the scope of Huawei service commitment:

1. Damage to Huawei-made equipment because of force majeure (natural disasters, fires or wars).
2. Direct damage caused by failure to meet system requirements already given in writing for the site running environment or external electrical parameters.
3. Large scale damage to hardware or data of Huawei-made equipment due to customer negligence, unnecessary operation or intentional damage.
4. Damage caused by Customer failure to run Huawei equipment in compliance with the equipment operation manual.
5. System damage caused by a third party or customer, 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.
6. System damage directly caused by problems in a customer's infrastructure.

While assisting customer with an 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, if applicable.

Huawei will observe the holidays that apply in the countries in which the Huawei technical support teams are located. At these times, responses to S2, S3 and S4 SRs will be deferred until the next business day.

Where Huawei has tried unsuccessfully on three (3) separate occasions 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'.

6 Spare Parts Support Service

Service Summary

Huawei provides a complete Spare Parts Support Service (SPSS) with logistics support and optional installation services when an expedited delivery response is required. Within the SPSS scope, Huawei will manage and maintain an inventory of spare equipment, ensuring the logistics for the equipment between the Huawei spare location and the customer designated address.

With the 'Onsite' support package options provided in the Spare Parts Support Service (SPSS), Huawei will dispatch a field engineer for parts replacement activities.

The SPSS includes the following components:

- Huawei TAC for a single point of contact (7 days a week, 24 hours a day including holidays) regarding all parts shipping and delivery enquiries.
- Equipment warehousing and inventory management.
- Equipment logistics service to customer designated address after Huawei's acknowledgement of the RMA request.
- Escalation management and service reporting.

The spare parts stock is constantly monitored and re-assessed in order to ensure that sufficient quantity of parts are available to support the customer spare requirements.

Deliverables

The Huawei TAC serves as a single point of contact to receive part replacement requests and an escalation point for SPSS issues.

After Huawei TAC receives a service request for a replacement unit, the request is validated by a Huawei support engineer and checked against the service entitlement. Huawei then issues the Return Material Authorization (RMA) number to the Customer (at this point the Spare Parts Service Level measurement begins) and dispatches the spare parts according to the support package service contract.

Huawei TAC will create or update an RMA with the tracking number and an Estimated Time of Arrival (ETA). 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 designated address are according to Huawei's high quality standards. Each installed spare will be feature, function and fit compatible to the faulty FRU.

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

The spare parts are delivered to the customer in exchange for the faulty units they replace. Faulty units are returned to Huawei for refurbishing or disposal in an environmental friendly manner.

Huawei TAC will notify the customer of any non-compliant SR or an SR for non-contracted equipment. If the SR is non-compliant, Huawei will support the customer request on a highly exceptional basis subject to the following conditions:

- The dispatch approval has to be given by the Huawei Service Management team.
- Customer will be charged the current hardware list price fee for the delivered part.
- Customer will be requested to upgrade the existing support package to the next level.

Huawei Responsibilities

Huawei TAC will acknowledge RMA and spare parts installation 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 the next Business Day prior to 3:00PM local time.

Upon the request acknowledgement, the spares will be dispatched. Huawei will ensure the requested parts are delivered to the customer designated address within the targeted Service Level at Huawei expense. Huawei provides all spares.

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

In order to meet the requirement for spare parts, the warehouse location will be determined according to the distribution of equipment installed in the current network of the customer. This is to include the warehouse management for spare parts packaging, stock inbound and outbound operations, as well as quarterly inventory.

Huawei will close the RMA upon receiving the defective unit.

Onsite Spare Parts Installation Service

Huawei responsibilities associated with spare parts installation service as part of an 'Onsite' support package include:

- Upon receipt and validation of a request for the spare part installation requirement, Huawei will dispatch a field engineer to the customer site within the targeted Service Level.
- Upon arrival at the site, the field engineer will initiate the task as requested. If the fault condition is not resolved, Huawei will consider further activities requested as a new SR.
- The Huawei field engineer may take the faulty parts after it has been replaced and return it to the Huawei Spare Parts center.

Customer Responsibilities

Customer is to call the Huawei TAC for RMA and Spare Parts installation requests, including identifying the task to be completed, within the support package 'Service Availability' timeframe as specified in Section 2.

Customer will ensure that products are used only in accordance with Huawei technical documentation.

Customer will provide full information on products and configurations identified for service in order to permit planning and management of appropriate spares inventories. For all equipment under a 4 hour replacement contract, we require customer to inform Huawei of the exact location and configuration of the equipment. Any

additions or changes need to be provided 45 days in advance to allow Huawei to update the spares in the local warehouses.

Customer will notify Huawei of any changes to site configuration. This notification includes new products and configurations, additions, changes or deletions to existing configurations as well as the establishment of new sites and product configurations at those sites.

Customer will provide the first level of diagnostics in determining the need for a RMA request. Customer support staff should have appropriate product training to allow effective identification of the faulty part.

Customer will confirm that appropriate access at the time of the request has been arranged for the delivery of the spare part. Delivery task completion times are subject to the courier gaining entry to the agreed spare part destination address within 10 minutes of arrival to site.

Customer will purchase the Spare Parts Support Service for all similar equipment at each covered site.

Customer will allow Huawei to audit a contracted site through software or other means to verify the site's in-service inventory against the contracted equipment at Huawei discretion.

Customer will immediately contact the Huawei TAC upon receiving the faulty replacement units or upon finding spares to be Dead- On- Arrival (DOA). DOA is defined as new equipment that fails at first boot up or **48 hours** after power on.

When performing the spare parts installation tasks, the customer responsibilities include:

- Putting the spare part into service using customer resources.
- Shipping the faulty unit back to Huawei designated address at Customer's own expense within 10 business days after receiving the spare parts.

If the customer fails to ship the defective unit to Huawei within 10 Business Days after receipt of the replacement part, then Huawei reserves the right to charge the customer then-current list price of the spare parts provided.

- Adhering to packing instructions provided by Huawei (including anti-static precautions) when shipping defective units back to Huawei.

For "Onsite" support package, customer responsibilities associated with the Huawei spare parts installation service include:

- Scheduling of the maintenance window to allow the onsite part replacement performed by Huawei field engineer.
- Ensuring that the Huawei field engineer has access to the site upon arrival with the replacement unit so that the installation can be performed at the same time. In the event that access to the site is not possible, due to the absence of the customer representative, etc., the targeted Service Level will be stopped. Failure to start the replacement activities within 15 minutes will result in Huawei field engineer leaving the customer site and the RMA request will be closed.
- Huawei field engineer being present at the site will perform the hardware replacement.
- Defective part will be collected by the Huawei field engineer.

Assumptions

Huawei adopts the advanced spare parts calculation 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 warehousing, etc).
- Installed base to be supported.
- Importance of service part / critical components.
- Measure fulfillment rate of Service Level performance on a monthly basis, comparing calculated failures with actual failures (quarterly / yearly).
- End of Life (EOL) of a product.

Huawei will incur the expense of shipping the spare parts to the customer designated address using a method and logistics carrier selected by Huawei in a designated region. Huawei is responsible for loss of or damage to a part while it is in possession by Huawei or in transit to the customer.

The payment of customs clearance process fees, payment of duties, taxes and other charges, associated with the importation of spare parts to the customer country of destination outside of the US territory, will be the customer's responsibility. A shipment delivery delay voids Huawei liabilities to the targeted Service Level.

The replacement part will be at or above the minimum revision level supported by Huawei at the time of the request. No customer specific software data files will be loaded onto the replacement unit provided by Huawei.

Exclusions

The following items are excluded from the SPSS scope:

- Onsite hardware repair and any associated labor, travel and living expenses.
- Spare parts installation by a Huawei onsite engineer unless an 'Onsite' support package has been contracted.
- Faulty parts collection from the customer site. Faulty parts collection by a Huawei onsite engineer may be available only in combination with an 'Onsite' support package.
- SPSS installation is only available for maintenance support and cannot be used for Planned Engineering Works (PEW) such as upgrades, equipment relocation or network expansion.

Appendix A – HedEx Lite

HedEx stands for Huawei Electronic Documentation Explorer. It is a lightweight documentation desktop tool, runs directly without installation and requires little memory space. This tool is used to manage Huawei product documentation in a centralized manner. It allows user to obtain the latest Huawei product documentation, upgrade product documentation online, and search product documentation. HedEx Lite can be downloaded from www.support.huawei.com/enterprise

| Number in Figure 1 | Indicator | Color | Description |
|--------------------|---|--------|--|
| 1 | STAT | Green | If the indicator blinks once 2s (0.5 Hz), the system is running properly. If the indicator blinks once 0.25s (4 Hz), the system is powering on or restarting. |
| | | Red | If the indicator is red, a fault that affects services occurs and cannot be rectified automatically. The fault needs to be rectified manually. |
| | | Off | If the indicator is off, the software is not running or is being reset. |
| 2 and 3 | FE/GE interface indicators: • The LINK indicator is in green. • The ACT indicator is in yellow. | Green | If the indicator is steady on, a link has been established. If the indicator is off, no link is established. |
| | | Yellow | If the indicator is blinking, data is being transmitted or received. |
| | | | |

Note: HedEx Lite only handles and supports HDX-formatted libraries. Stand alone PDF-documents are not managed by HedEx. These documents have to be opened with a standard pdf-reader, such as Adobe Reader.

Appendix B – Remote Access to customer network

To facilitate a rapid solution to emergency or high-priority SRs, Huawei requires remote access to the customer live network at all times. Therefore, the customer must provide the following two remote access enabler facilities:

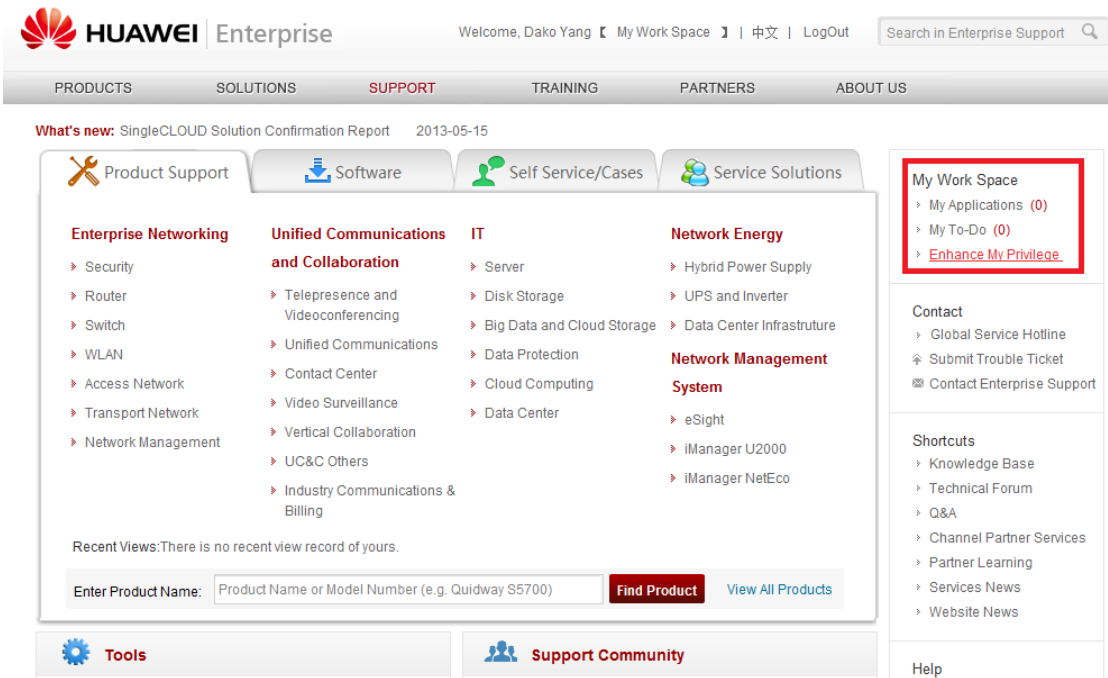
- High speed access (1Mbps or higher) via Internet by installing and maintaining at least one VPN Gateway or Branch-to-Branch VPN for a mutually agreed-upon number of users. During the remote troubleshooting period logons and passwords must be assigned to Huawei TAC. The gateway will be the primary point 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.
- Customer must provide permanent unrestricted root-access level logon and passwords for all Huawei provided equipment and the individual node IP addresses of each network element. It is the Customer's responsibility to notify Huawei of any changes to the node IP list prior to implementing the changes.

Remote access by Huawei TAC

Huawei TAC will not connect to a customer network without prior authorization in the form of email or recorded voice when stay on-line with technical support, 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 C – Enhanced My Privilege

Login to Huawei Enterprise support website (<http://support.huawei.com/enterprise/>), click on [\[My Work Space\]](#)



Under “My Work Space” page, scroll down and select “Product Registration”, continue with registration to enhance access privilege.

> [I have purchased Huawei products.](#)

Register the products you have purchased from Huawei datacom in order to get relevant product access privileges.

| Product Registration | | |
|----------------------|-----------------------|--------------|
| My Product | Product Serial Number | Contract No. |
| | | |

Note: ESN (Equipment Serial Number) usually starts with 21 (eg:210XXX..), 20 code in total.

Following is a matrix of capability under each privilege as guest, registered user, customer, as well as partner with different capacity.

Huawei HiCare Support Services
User Guide

| Audience Role | CSP/ASP | Sales channel | Warranty and maintenance customer | Product customer | Registered user | Guest user |
|--|--|--|-----------------------------------|---------------------------------|---|----------------|
| High-end datacom software (With License control and sold by version) | Access to the authorized product line(s) | Access to the authorized product line(s) | Access based on contract | Access to the bought product(s) | No access unless user purchases product or service. | N |
| High-end IT & UC software (With License control) | Access to the authorized product | Access to the authorized product | Access based on contract | Access to the bought product(s) | No access unless user purchases product or service. | N |
| Mid- and low-end software (No License control and not sold by version) | Access to the authorized product | Access to the authorized product | Access based on contract | Access to the bought product(s) | No access unless user purchases product or service. | N |
| Terminal software | Y | Y | Y | Y | Y | N |
| Carrier software in industry solutions | N | N | N | N | N | N |
| Product notification (version notification, IT & UC alarm, rectification notification) | Y | Y | Y | Y | Y | N |
| Document (manual, specification, guide, etc) | Y | Y | Y | Y | Y | Partial access |
| Cases, knowledge documents (A, B, C, D) | Access to the authorized product | Access to basic cases | Access based on contract | Access to the bought product(s) | Access to basic cases | N |
| Forum | Y | Y | Y | Y | Y | N Viewable |
| Service notification, promotional info | Y | Y | Y | Y | Y | Y |

Appendix D – Definitions

Bug Fix: Any modification or revision to the supported software version run on a subcontracted product, other than an Enhancement, that corrects an error or provides other incidental corrections.

Business Days: Monday to Friday, from 9:00am to 5:00pm local business hours excluding public holidays.

SR: Service Request.

DOA: Dead-On-Arrival. Term applied to parts that do not work when first installed.

Enhancement: A change, addition or new release that adds new functions or features, or improves functions or performance.

EOL: End-Of-Life. Term applied to product that is no longer supported.

FRU: Field Replaceable Unit. Term applied to the product component that can be replaced by Spare Parts.

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

TAT: Turn-Around-Time. The amount of time estimated, or actually required, to accomplish a specific task.

RMA: Return Material Authorization. Approval obtained to return defective and unwanted items to a receiving location. The RMA number allows tracking of the return and helps assure proper credit to the sender.

Service Level: Measurement and availability of the service performance target.

Spare Parts: Parts that are used for the maintenance and/or repair of an assembled product. Synonyms are replacement units, spares.

Spare Parts Support Service: A service in which Huawei dispatches a field engineer for Customer parts replacement activities.

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