



Huawei HiCare Support Service Description for the USA (V1.3)



Huawei Technologies Co., Ltd.

This document takes effect as of Jun 01, 2014.



Preface

This document describes the HiCare maintenance service of Huawei Technologies Co., Ltd. (hereinafter referred to as "Huawei"), including the definition, standards, and service items, to help Huawei's distributors, service partners, and end users better understand Huawei's maintenance service and policies.

For the latest information about Huawei's HiCare maintenance service, log in to Huawei's website (<http://huaweienterpriseusa.com/>) or call Huawei's customer support service hotline at 877-9HUAWEI (877-948-2934).


Service Guidelines

Huawei is committed to providing professional and quality services for our customers quickly and enthusiastically.

Huawei hotline is available 24 hours a day, 7 days a week.

Tel: 877-9HUAWEI (877-948-2934)

Technical support mailbox: tac.usa@huawei.com

 Note: To ensure that Huawei can quickly respond to you, please provide the following information in detail when you raise a service request:

- (1) Contact person and telephone number
 - (2) Serial number or bar code of the faulty equipment
 - (3) Detailed description of the fault
 - (4) Measures that have been taken
 - (5) Possible causes of the fault
-



Requirements to obtain Huawei Maintenance Service

Note: The services listed in this document can be provided only for products that meet the following requirements:

1. You have purchased the service for the applicable product from Huawei and the contract is valid. The service applies only to the hardware and software stipulated in the contract and the hardware and software for which you have legally acquired a proper license.
2. Huawei provides the services listed in this document only in the United States of America (USA). If you move the hardware to other countries or regions, Huawei will not provide the services mentioned in this document.
3. Huawei only provides HiCare maintenance service for Huawei products that meet the following requirements: (1) The products are sold in USA either directly by Huawei or through Huawei sales channels; (2) The products are in good condition and are not customized by users or third parties.

How to Obtain the Service

Huawei's HiCare maintenance service can be obtained the following ways:

1. If your products are within the warranty period, you can purchase the HiCare maintenance service based on the requirement to obtain higher-level service support.
2. If your product warranty expires, you can purchase the HiCare maintenance service from Huawei to extend the warranty.
3. You can request services by calling Huawei service hotline at 877-9HUAWEI (877-948-2934). Huawei will contact you as soon as possible after receiving your request. You can also get more information about Huawei services or purchase them from Huawei's offices and authorized resellers.



1 Applicability

This document is applicable to Huawei's Enterprise Networking products, Unified Communications and Collaboration (UC&C) products, and Wireless products.

2 Service Overview

The HiCare maintenance service is a maintenance service solution developed for the customers who purchase Huawei products. Through this solution, Huawei not only provides warranty services, but also responds to your requests for remote troubleshooting and advance hardware replacement within the shortest time. The solution helps you maintain a more efficient and stable network environment and improve network productivity.

With the HiCare maintenance service solution purchased by you on the PO/contract, Huawei shall provide the services described in the following sections.



2.1 HiCare Standard Service (9x5xNBD)

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week; For Severity 1, respond within 30 minutes; For Severity 2 calls, within 60 minutes; For Severity 3 calls, within NBD; For Severity 4 calls, within NBD.
3	Access to Huawei.com	Including technical information sharing and patch downloading.
4	Download of software updates	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 9 hours a day, 5 days a week; Replacement parts will arrive the next Business Day (NBD) after Huawei deems a spare part is necessary and RMA number is generated. For service requests received after 15:00 local time, Huawei will ship the replacement parts the next Business Day.
6	Faulty Part Return Service	Huawei provides Shipping Labels to have the faulty parts returned to Huawei.



2.2 HiCare Enhanced Service (9x5x4Hr)

No.	Service Item	Description
1	Help Desk	Available in 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week. For Severity 1, respond within 30 minutes; For Severity 2 calls, within 60 minutes; For Severity 3 calls, within NBD; For Severity 4 calls, within NBD.
3	Access to Huawei.com	Including technical information sharing and patch downloading.
4	Download of software updates	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 9 hours a day, 5 days a week. Replacement parts will arrive within 4 hours after Huawei deems a spare part is necessary and an RMA number is generated. For service requests received after 15:00 local time, Huawei will deliver the replacement parts the morning of the next Business Day.
6	Faulty Part Return Service	Huawei provides Shipping Labels to have the faulty parts returned to Huawei.

2.3 HiCare Premier Service (24x7x4Hr)

No.	Service Item	Description
1	Help Desk	Available in 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week. For Severity 1, respond within 30 minutes; For Severity 2 calls, within 60 minutes; For Severity 3 calls, within NBD; For Severity 4 calls, within NBD.
3	Access to Huawei.com	Including technical information sharing and patch downloading.
4	Download of software updates	Providing the maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 24 hours a day, 7 days a week. Replacement parts will arrive within 4 hours after Huawei deems a spare part is necessary and an RMA number is generated.
6	Faulty Part Return Service	Huawei provides Shipping Labels to have the faulty parts returned to Huawei.



3 Service Description

3.1 Help Desk

Huawei provides a 24-hour Help Desk hotline (877-9HUAWEI or 877-948-2934) for you to obtain after-sales technical support (for example, to declare equipment faults and request repair of hardware), enquire about Huawei products and service policies, and submit complaints or suggestions.

By leveraging advanced management methods and technologies, Huawei's technical support center responds to all calls in real time and transfers the calls to the corresponding technical engineers in the shortest possible time.

The technical engineers handle the fault in real time.

The entire service process is recorded and tracked in IT systems to ensure that each of the service requests raised by you can be handled in a timely and efficient manner.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	Your Responsibility
1	Provide Help Desk hotline number.	Owner	-
2	Receive and confirm the service request (SR) and create a SR ticket in the IT system.	Owner	Assistant
3	Provide the serial number or bar code of the faulty part.	Assistant	Owner
4	Divide the problems submitted by you into different types and levels.	Owner	Assistant
5	Distribute the SR tickets and track the problem resolution progress.	Owner	-
6	Conduct a customer satisfaction survey on problem resolution.	Owner	Assistant
7	Verify that the problems are resolved and close the problem.	Owner	Assistant

3.2 Remote Troubleshooting

After receiving a service request for rectifying a network or system fault, Huawei



engineers will first analyze and handle the fault remotely and then resolve it in the shortest possible time. There are two methods of remote troubleshooting: telephone support and remote access.

(1) Telephone Support

After receiving a service request from you, Huawei engineers will respond through phone calls within the time period defined in the Service Level Agreement (SLA) and help you analyze and locate the problem. Then the engineers provide a solution and guide you in implementing the solution.

(2) Remote Access

If the fault or problem cannot be handled through telephone support, with your permission, Huawei engineers will log in to the faulty equipment through a remote terminal to investigate the problem and collect data. After analyzing the causes, the engineers propose a solution and guide you in implementing it. If necessary, the engineers will operate the equipment remotely.

Responsibility Matrix

No.	Activity	Huawei's Responsibility	Your Responsibility
1	Provide the channels for raising a service request.	Owner	-
2	Respond to a service request within the SLA-defined time period.	Owner	Assistant
3	Escalate the problem to the corresponding expert support team if necessary.	Owner	-
4	Provide the information required to locate the problem, including the serial number or bar code 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.	Assistant	Owner
5	Provide a remote access channel and an account and password for temporary access. Grant Huawei engineers with the remote access permission.	-	Owner
6	Confirm that the remote access permission has been obtained. Handle the problem through remote access if necessary.	Owner	Assistant



7	Locate and handle the problem remotely.	Owner	Assistant
8	Provide a temporary solution and restore the system to its previous state before the fault occurs if necessary.	Owner	Assistant
9	Implement the solution and validate the effectiveness.	Assistant	Owner
10	Confirm the effectiveness of the solution and provide the status of the problem.	-	Owner

3.3 Download of Software Updates

To ensure that the equipment purchased by you can run reliably, Huawei provides software correction patches. A patch is software designed by Huawei to fix the bugs found in the original licensed software when the software is running. All software patches have been verified and improved in the practical application environment or a simulated trial network and can remove or correct hidden problems in the original licensed software.

Notes:

1. You can obtain software patches from Huawei's technical support website. It's your responsibility in installing the patches.
 2. This service does not include upgrading software or providing a new function or feature.
 3. This service applies only to host software versions rather than service software (for example, network management software).
-

3.4 Access to Huawei.com

Huawei's website provides technical materials about the products, such as product manuals, configuration guides, networking cases, and maintenance experiences. After obtaining website access permissions, you can download documents, get up-to-date information of maintenance experiences and skills, and learn about the latest products.

Huawei technical support website: <http://support.huawei.com/enterprise/>



3.5 Advance hardware replacement

Huawei provides advance hardware replacement services to help you cope with your urgent needs of Spare Parts.

Advance hardware replacement is a service that entitles you to receive advance replacement of hardware after Huawei deems a spare part is necessary and RMA number is generated. Huawei incurs all shipping and insurance costs by providing the Shipping Label to have the faulty part returned to Huawei. Please return the faulty part to a designated Huawei site within 15 business days upon receipt of the replacement equipment. In the event the equipment is not returned in this period Huawei reserves the right to charge you then-current list price of the Spare Parts provided.

The replacement equipment may be new or an equivalent with the same functions. If the product is no longer in production and is out of stock, Huawei will provide another type of equipment or board with performance equal to or better than the original.

You will own the replacement unit provided by Huawei, while Huawei will own the faulty unit.

If you cannot return the faulty unit to Huawei due to data security, privacy, or other reasons, you can purchase the service for retaining the faulty unit.

For a product that has been replaced by Huawei, you are entitled to either of the following services (whichever is longer):

- (1) A 90-day warranty starting from the date when the good part is shipped or the date when the part is replaced;
- (2) The remaining maintenance service of the original equipment.



Responsibility Matrix

No.	Activity	Huawei's Responsibility	Your Responsibility
1	Fill out the Service Request Form to get hardware support services.	Assistant	Owner
2	Send the replacement equipment to a site designated by you.	Owner	-
3	Sign the Proof of Delivery (POD). Check whether the received equipment can operate normally and conforms with your application	-	Owner
4	Return the faulty part to a warehouse designated by Huawei within the defined time frame.	-	Owner
5	Fill out a fault tag for each faulty unit.	Assistant	Owner
6	Sign the POD and acceptance report after confirming that the received equipment is consistent with your application	Owner	-

Notes:

1. When you submit a Return Material Authorization (RMA) request, please fill out the fault tag and *Service Request Form* and then send them to Huawei through email. Huawei is not responsible for any delay or other unexpected result that is caused by your fault, such as lack of information or inaccurate information provided.
2. If you move a piece of equipment included in the equipment list to another location, please notify Huawei within 30 days after moving, and Huawei will start the maintenance of the equipment within 30 days after receiving your notice.
3. If you modify the parameters or configurations of a product, including upgrading the product or modifying the configurations of the Field Replaceable Unit (FRU), please notify Huawei within 5 days after modification.
4. It is highly recommended to keep the packaging (including antistatic and foam packaging) of the returned product unchanged. If the original packaging cannot be used, please ensure the packaging of the returned product meets the transportation requirements and the returned product is transported without any damage.
5. Advance hardware replacement does not apply to special hardware and software, such as hardware and software customized by you.



4 Time Coverage and SLA

Service Item	Response Time	Description	Remarks
Help Desk	24×7	Available 24 hours a day (00:00 to 24:00), 7 days a week (Monday to Sunday).	N/A
Remote troubleshooting	24×7, For Severity 1, respond within 30 minutes; For Severity 2 calls, within 60 minutes; For Severity 3 calls, within NBD; For Severity 4 calls, within NBD.	Available 24 hours a day (00:00 to 24:00), 7 days a week (Monday to Sunday).	Definition of response time: from the time when the customer service engineers of Huawei's technical support center accept your service request to the time when technical support engineers contact you for the first time and start to provide remote technical support services
Advance hardware replacement	HiCare Standard (9x5xNBD) On a 9×5 basis, Huawei will deliver replacement parts the next Business Day.	Available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday). For service requests received after 15:00 local time, Huawei will ship the replacement parts the next Business Day.	
	HiCare Enhanced (9x5x4Hr) On a 9×5 basis, Replacement parts will arrive within 4 hours	Available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday). For service requests received after 15:00 local time, Huawei will deliver the replacement parts the morning of the next Business Day.	
	HiCare Premier (24x7x4Hr) On a 24x7 basis, Replacement parts will arrive within 4 hours	Available 24 hours a day (00:00 to 24:00), 7 days a week (Monday to Sunday).	
Faulty Part Return Service		Huawei provides Shipping Labels for faulty parts to be returned to Huawei.	



Download of software updates	24×7	You can obtain the service at Huawei's website. The service is available 24 hours a day (00:00 to 24:00), 7 days a week (Monday to Sunday).	N/A
Access to Huawei.com	24×7	You can obtain the service at Huawei's website. The service is available 24 hours a day (00:00 to 24:00), 7 days a week (Monday to Sunday).	N/A

Notes:

1. The service start date and end date are provided on PO/contract between you and Huawei. In the case of no service start date listed on PO/contract, a) if sold together with products, keep the same start date as product warranty; b) for renewal service sales, keep the last warranty or maintenance end date as this service start date.
2. Service delivery is based on commercially reasonable effort.
3. The items to which the HiCare maintenance service does not apply include but are not limited to:
 - 1) Recovery of general operating systems and other software and data
 - 2) Testing for the operation of applications or other tests required by you
 - 3) Rectification of equipment faults associated with interconnectivity or compatibility
 - 4) Services requested by you because you do not install the software or patches provided by Huawei for system recovery, repair, and modification
 - 5) Services requested by you because you do not take the preventive measures recommended by Huawei

5 Exclusions

1. Huawei shall not have any obligation to provide maintenance in the following circumstances:
 - a) Accidents caused by force majeure (e.g. fire, flood, earthquake, lightning strike, etc.)
 - b) Poor service delivery conditions caused by social problems (e.g. social unrest, war, strike, social disharmony, government regulation, etc.)
 - c) Failure to deliver services due to interruption of energy supply (e.g. power supply, water supply, oil supply, etc.)

2. Huawei shall not have any obligation to repair or replace the damaged products under the following circumstances:

- a) Product damage caused by a force majeure (e.g. natural disaster, fire, war, etc.)
- b) Normal wear and tear to equipment.
- c) Direct damage to the equipment due to the failure to meet the written requirements for the environment where the equipment can be operated normally (e.g. humidity) or external factors (e.g. electromagnetic interference, faults of interconnected equipment, etc.)
- d) Large-scale damage to the hardware and data of Huawei equipment due to your mistakes, improper operations, or sabotage.
- e) Product damage caused by your failure to operate Huawei equipment in accordance with product manuals.
- f) System damage caused by your mistakes or mistakes of third parties, including removing or reinstalling the system or adjusting, modifying, or deleting identification marks on the product not in accordance with Huawei's requirements.
- g) System damage caused by problems with your infrastructure.
- h) The Hardware or software has been modified without authorization.

3. The HiCare maintenance service does not apply to the products or components listed in the following table:

Type	Products or Components
Consumable items	Cables, earphones, microphones (excluding telepresence), whiteboard markers, extenders, and distributors
Terminals and items for personnel use	Thin Client, Operator Earphone, headset telephone, sound boxes (excluding telepresence), modems, Wireless handset, Access Terminal, personal computers and peripheral , laptops, and TV sets (excluding telepresence)
Mechanical parts	Protective covers, supports, tripod, carts, desks and chairs



Cabinets and accessories	Cabinets, documents, product accessories, installation accessories, tools and outdoor antenna
--------------------------	---

4. Huawei is not obligated to provide any implicit or explicit business or technical assurance not included in this document.
5. In all cases, Huawei shall not assume the responsibility for any direct or indirect financial losses caused by this document to you. The maximum compensation amount claimed by you against Huawei for the losses caused by Huawei's faults shall not exceed the price paid by you for the product or service.
6. Huawei shall not provide onsite services for terminal products and product accessories.
7. The maintenance service provided by Huawei is optional. You can purchase the service as needed and terminate it at any time. If you purchase the service, it indicates that you allow Huawei to access and gather the information and data that is needed to locate and resolve the problems when providing the service. Huawei will only access and process the related information according to your requirement after obtaining permission from you and will use the information only for providing maintenance services. Because the information is controlled by you, Huawei cannot judge whether the information contains any of your confidential or personal data. Therefore, you 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 will not violate the applicable laws, your privacy policies, or your agreements with users when providing the service. If you return the hardware to Huawei, it indicates that you have made backup copies and removed any confidential, proprietary or personal information which stored in the hardware and grant Huawei to transfer it to Huawei repair center in any country for repair. You shall solely responsible for removal of all above-mentioned information before deliver the hardware to Huawei and further indemnify, defend and hold harmless Huawei 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 the third party, whenever arising or incurred, arising out of or relating to the transfer, dispose of above-mentioned information. Huawei will take proper measures to protect the security of your information, but Huawei shall not be liable for any direct or indirect liabilities incurred when Huawei obtains and processes the information during service delivery.

Appendix 1 Severity Level Definition

Severity Level	Definition
Severity 1 (S1)	There is critical fault with adverse impact on customer network and business operations. This includes any customer-detected fault, whereby a service or the Network functionality is impaired.
Severity 2 (S2)	There is significant impact to business operations. A fault can potentially lead to service interruption. The product is partially inoperative but still usable; Limited operation is possible, but there is no effect on customer-related area, and the effect can be circumvented operationally.
Severity 3 (S3)	These are faults which have limited impact to business operations. A fault does not impair a network service or functionality. The product is usable, but with limited functions. This condition is not critical and does not severely restrict overall operations.
Severity 4 (S4)	Enquiries and help-seeking concerning the product technology or solution (performance, information, specifications, networking scheme, service provisioning, and operation and configuration) of Huawei products on customer network; Technical enquiries are not related to unstable product operation or service quality drops and do not have problem levels. There is no impact to business operations. Consultation about equipment functions, specifications, operation and configuration during routine operation and maintenance.