

Hi-Care Standard Support service Proposal

Huawei Technologies Co.,





Contents

1 SERVICE OVERVIEW	3
2 SERVICE DESCRIPTION	3
2.1 HI-CARE STANDARD SERVICE LEVEL OBJECTIVE (SLO).....	3
2.2 TECHNICAL ASSISTANCE CENTER (TAC) SUPPORT.....	4
2.3 OPERATING SYSTEM (OS) SOFTWARE UPDATES	6
2.4 ONLINE SELF-HELP SUPPORT.....	6
2.5 ADVANCE HARDWARE REPLACEMENT	6
3 APPLICABLE ZONES	8
4 EXCLUSIONS.....	10
5 LIMITATION OF LIABILITY	11
APPENDIX 1 PRIORITY LEVEL DEFINITION	13

1 Service Overview

The Hi-Care Standard Support 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 Technical Assistance Center (TAC) Support and advance hardware replacement within the shortest time. The solution helps you maintain a more efficient and stable network environment and improve network productivity.

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: 01-800-770-3456 / 0052-442-4288288 (Backup Tel: 00524435283456)

Technical support mailbox: lasupport@huawei.com

2 Service Description

With the Hi-Care Standard Support service level purchased by you on the PO/contract, Huawei shall provide the services described in the following sections.

2.1 Hi-Care Standard service Level Objective (SLO)

No.	Service Item	Description
1	Technical Assistance Center (TAC) Support	Available 24 hours a day, 7 days a week. For Priority 1, respond within 30 minutes; For Priority 2 calls, within 60 minutes; For Priority 3 calls, within 2 hours; For Priority 4 calls, within NBD.

		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
2	Operating System (OS) Software Updates	Providing the maintenance releases (patches and minor releases) of OS Software.
3	Online Self-help Support	Access to Huawei Website Knowledge Base, product documents, and self-help tools, Smart Q & A, etc.
4	Advance hardware replacement*	<p>Available 9 hours a day (09:00 to 18:00), 5 days a week (Monday to Friday).</p> <p>Replacement parts will arrive the next Business Day (NBD) where available after Huawei deems a spare part is necessary and RMA number generates.</p> <p>For service requests received after 15:00, Huawei will ship the replacement parts the next Business Day.</p> <p><i>If your site is more than 100 kilometers away from the nearest Huawei spare parts warehouse, it may take longer for the equipment to arrive at the site.</i></p> <p>Delivery time is calculated from the time when Huawei deems a spare part is necessary and RMA number generates to the time when the replacement part arrives.</p>

Notes:

1. 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.
2. Service delivery is based on commercially reasonable effort.

2.2 Technical Assistance Center (TAC) Support

After receiving a service request for rectifying a network or system fault, Huawei engineers will first analyze and handle the fault remotely and then rectify it in the

shortest possible time. There are two methods of Technical Assistance Center (TAC) Support: telephone support and remote access.

(1) Telephone Support

After receiving a service request from you, Huawei engineers will respond to you 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

2.3 Operating System (OS) Software Updates

To keep your networking technology up-to-date with the latest Operating System (OS) software features and system improvements within your licensed feature set, Huawei provides OS software updates that include bug fixes and maintenance, and minor releases. Huawei also provides the rights to new software update releases as made generally available by Huawei. You will perform the installation of software updates, unless otherwise deemed necessary by Huawei.

2.4 Online Self-help Support

Huawei provides technical and general information on Huawei products with product manuals, configuration guides, and network maintenance cases. After obtaining website access permission, a customer can view or download helpful documents and self-support tools, and get latest product information. In addition, the website provides Smart Q & A service to support real-time online help.

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

2.5 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 Huawei deems a spare part is necessary and RMA number generates. Please return the defective equipment to a designated Huawei site within 15 business days upon receipt of the replacement equipment. In the event the defective part is not received by Huawei within 30 calendar days, Huawei reserves the right to charge you then-current price of the Spare Parts provided and to degrade the advance hardware replacement service.

You are responsible for returning the faulty unit to Huawei at your cost.

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 defective 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 defective 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 equipment is shipped or the date when the equipment is replaced
- (2) The remaining maintenance service of the original equipment

Responsibility Matrix

No.	Activity	Huawei's Responsibility	Your Responsibility
1	Fill out the <i>Service Request Form</i> to get hardware support services.	Assistant	Owner

2	Send the replacement equipment to a site agreed by both you and Huawei.	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 defective equipment to a warehouse designated by Huawei within the defined time frame.	-	Owner
5	Fill out a fault tag for each defective 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 fax or 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.

3 Applicable Zones

Huawei provides advance hardware replacement services based on the SLA in the following cities:

Service Level	Applicable Cities
Hi-Care Standard Support service	<i>Mexico city</i> <i>GUADALAJARA</i>

	<i>MERIDA</i>
	<i>MONTERREY</i>
	<i>LA PAZ</i>
	<i>CAMPECHE</i>
	<i>TUXTLA GUTIERREZ</i>
	<i>CHIHUAHUA</i>
	<i>CIUDAD JUAREZ</i>
	<i>GOMEZ PALACIO</i>
	<i>LEON</i>
	<i>ACAPULCO</i>
	<i>URUAPAN</i>
	<i>TEPIC</i>
	<i>OAXACA</i>
	<i>QUERETARO</i>
	<i>CANCUN</i>
	<i>SAN LUIS POTOSI</i>
	<i>MAZATLAN</i>
	<i>CULIACAN</i>
	<i>TAMPICO</i>
	<i>VERACRUZ</i>
	<i>VILLAHERMOSA</i>
	<i>HERMOSILLO</i>
	<i>AGUASCALIENTES</i>
	<i>PUEBLA</i>
	<i>TIJUANA</i>

Notes:

1. The replacement cycle may be prolonged for the following reasons:
 - 1) Your site does not included in the applicably city.
 - 2) The spare parts fail to arrive at the site within the defined time frame due to transportation or postal problems.
-

4 Exclusions

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.) and (c) Failure to deliver services due to interruption of energy supply (e.g. power supply, water supply, oil supply, etc.)

This service does not extend to any damages, malfunctions, or non-conformities caused by (a) Force majeure, such as fire, flood, earthquake, war, etc.; (b) Abnormal physical or electrical stress (power surges, power outages, etc.); abnormal environmental conditions, misuse, negligence, virus infection, or accident; (c) Failure to follow installation, operation, or maintenance instructions supplied by Huawei with regard to the product; (d) Software, parts, or supplies not supplied by Huawei; (e) Combination, modification or service by anyone without the authorization of Huawei or its authorized representatives; (f) Normal wear due to product use including, but not limited to, product cosmetics and display scratches; and (g) Any solid-state drive (SSD) the usage of which has reached its write endurance limit (Refer to the product user guide for usage status and write endurance limit).

The maintenance service does not apply to the following products or components:

consumables, accessories, structural parts (for example, batteries, cabinet structural parts, bracket, frames, shield, carts, desks, and chairs), and terminals (HG series access terminals, wireless terminals, Thin Client terminals, etc.). Huawei will not provide onsite services for terminal products and product accessories (including but not limited to IVS cameras, coders, and decoders; IP phones, IADs (excluding IAD1224), EGW, etc.). The application software service does not apply to hardware products, third-party software, or general operating systems.

The items to which the Hi-Care services do not apply including, but are not limited to: a) Recovery of general operating systems and other software and data. b) Testing for the operation of applications or other tests required by you. c) Rectification of equipment faults associated with interconnectivity or compatibility. d) Services requested by you because you did not install the software or patches provided by Huawei for system recovery, repair, and modification. e) Services requested by you because you did not take the preventive measures recommended by Huawei.

5 Limitation of Liability

Huawei is not obligated to provide any implicit or explicit business or technical assurance not included in this document. In all cases, Huawei shall not assume the responsibility for any direct or indirect financial losses to you caused by the content of this document. The maximum compensation amount claimed by you against Huawei for the losses caused by Huawei shall not exceed the price paid by you for the product or service.

Huawei may take proper measures to protect the security of customer's information,

but Huawei shall not be liable for any direct or indirect liabilities incurred when Huawei obtains and processes the information during service delivery.

Huawei will only access and process related information and data that is needed to locate and resolve problems after obtaining permission from the customer. If the customer grants the service, it indicates that the customer permits Huawei to access and gather the information and data that was needed to locate and resolve problems while providing the service. Consequently, the customer 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 does not violate the applicable laws, your privacy policies, or your agreements with users when providing the service.

The customer shall be solely responsible for removal of any confidential, proprietary, or personal information stored on the defective unit before it is returned to Huawei and further indemnify, defend, and hold Huawei harmless 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 a third party, whenever arising or incurred from, or relating to, any failure to comply with all applicable laws in the transfer or disposal of the above-mentioned information. If the customer returns hardware to Huawei, it indicates that customer has made backup copies and removed all above-mentioned information stored in the hardware, and grants Huawei the right to transfer it to a Huawei repair center in any country for repair.

Appendix 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.