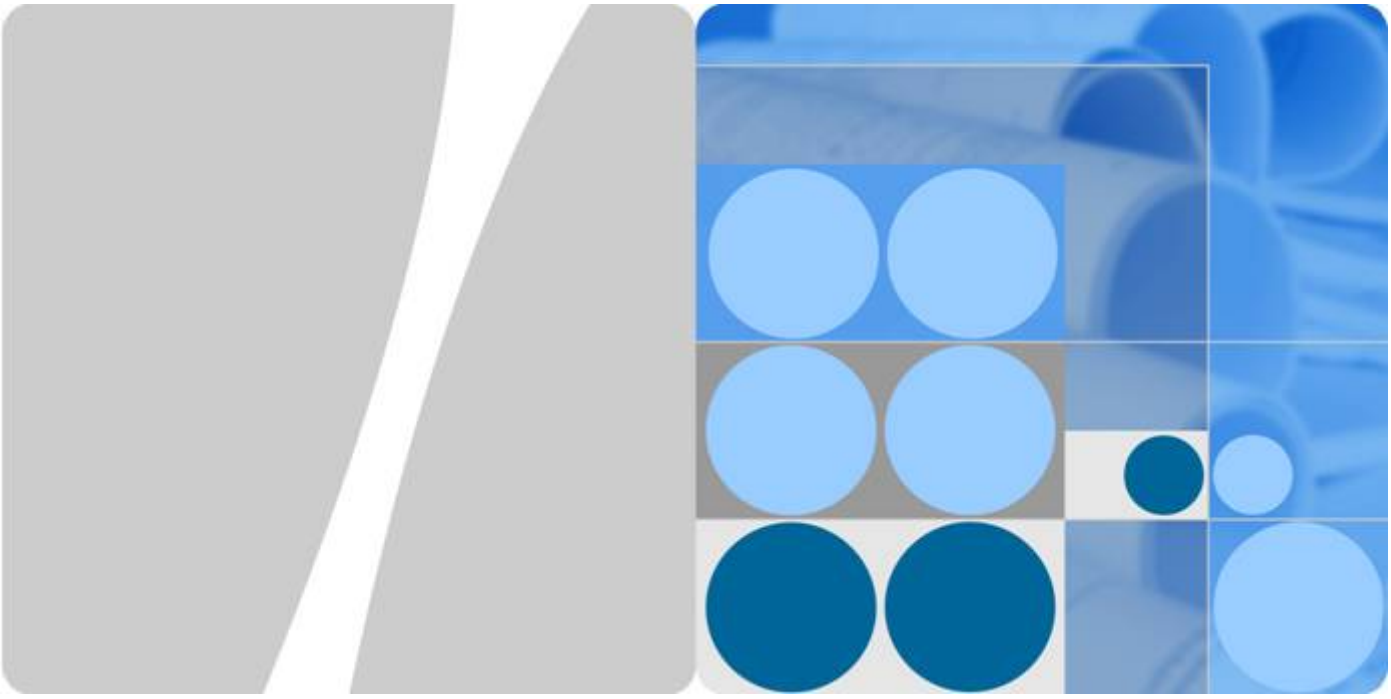


Partner Support Plan

faq

Issue 02

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HUAWEI TECHNOLOGIES CO., LTD.

HUAWEI

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Huawei Technologies Co., Ltd.

Address: Huawei Industrial Base
Bantian, Longgang
Shenzhen 518129
People's Republic of China

Website: https://www.huawei.com

Email: support@huawei.com

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1 General

1.1 Can a Partner Support Plan Be Shared Among Multiple Users?

A HUAWEI CLOUD partner support plan only provides support services for a single partner account, under which the partner can create multiple log-in accounts. The number of log-in accounts used to submit service tickets is not limited.

1.2 What Does a Partner Support Plan Provide?

HUAWEI CLOUD partner support plans help you solve the following problems:

- Errors and faults of HUAWEI CLOUD products
- Service or product unavailability
- Service errors and irregular exceptions that affect service availability
- Services or products not operating as they are supposed to be
- Large-scale network outage
- Regional problems that affect multiple users
- Quota adjustment
- Accounting dispute

1.3 How Do I Configure Account Permissions to Grant O&M Personnel Only the Ticket Permission but Not Other Management Permissions of the Partner Account?

You have a HUAWEI CLOUD partner support plan and want to set different access permissions for organization members under the partner to achieve permission control for different employees. For example, you grant O&M personnel only the ticket permission but not other management permissions of the partner account.

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> **NOTE**
>
> All organization members created under a partner account have the permission to submit service tickets. You can create user accounts for O&M personnel and assign minimum permissions to them according to needs of different roles.

Procedure

Step 1 Log in to the Partner Center as an administrator.

Step 2 Create a role (such as **operation_engineer**), and assign minimum permissions (for example, only the permission to view the account balance on the Overview page) to the role.

Step 3 Create an organization member and assign the role to the member.

For details about how to create an organization member, see Adding a Member.

----End

1.4 How Do I Submit a Problem?

HUAWEI CLOUD provides various support channels. It is recommended that you **submit service tickets** on the partner management console and then accelerate problem solving through other channels.

For details, see **Support Modes**.

1.5 How Long Does It Take to Get a Response?

HUAWEI CLOUD provides 24/7 technical support services. Time of the first response to the customer case request is related to the subscribed partner support plan level and case severity. For details, see **SLA**.

1.6 How Long Does It Take to Solve My Problem?

How long a problem can be resolved depends on the problem complexity. HUAWEI CLOUD will cooperate with you to solve your problems as soon as possible.

1.7 What Languages Are Supported for the Partner Support Plan?

Chinese and English are supported.

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1.8 Which Regions are Partner Support Plans Available In?

Partner support plans bought from the China site are available for all regions except EU-Paris and AP-Singapore. If you need a partner support plan in these regions, **contact us**.

1.9 Can I Obtain Professional Services, Such As Cloud Migration and Event Management Service, Free of Charge After Purchasing a Partner Support Plan?

The partner support plan provides common after-sales services. It provides only the service content defined in the service catalog. For professional services such as cloud migration and Event Management Service, go to **Ask Us** and communicate with the professional service team.

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2 Billing

2.1 How Is the Partner Support Plan Billed?

Partner support plans are charged by calendar month. The Basic partner support plan is free of charge. A partner support plan of other levels is charged as described in **Table 2-1**.

Table 2-1 Prices of partner support plans

Basic	Standard	Premier
Free	¥8,500/month (Price for additional service tickets: ¥1,750 for every 10 service tickets)	¥16,000/month

2.2 How Can I Unsubscribe from a Partner Support Plan?

HUAWEI CLOUD allows you to unsubscribe from a partner support plan and returns the prepaid basic support fee based on unused service days.

For details, see **Unsubscription Rules**.

2.3 Which Cloud Services Are Included When the Partner Support Plan Is Billed?

Expenditures of almost all HUAWEI CLOUD services, except for that of the partner support plan itself, professional services, and Marketplace products, are included.

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3 Change History

Date	Description
2020-02-26	This issue is the second official release. Added section **1.3 How Do I Configure Account Permissions to Grant O&M Personnel Only the Ticket Permission but Not Other Management Permissions of the Partner Account?**.
2019-12-10	This issue is the first official release.

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