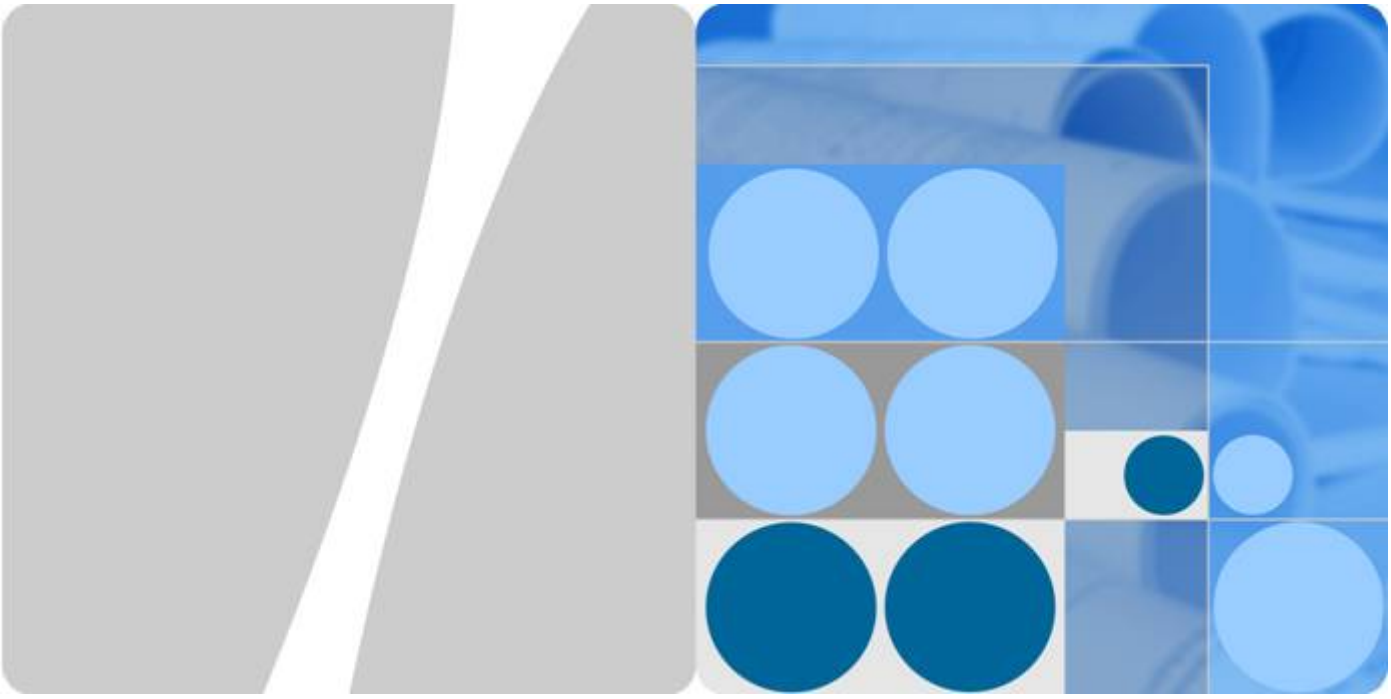


Partner Support Plan

usermanual

Issue 02

Date 2020-02-26

HUAWEI TECHNOLOGIES CO., LTD.

HUAWEI

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1 Buying a Partner Support Plan

Scenario

You are using a Basic partner support plan, and want to buy a Standard or Premier partner support plan to obtain better service response and service content.

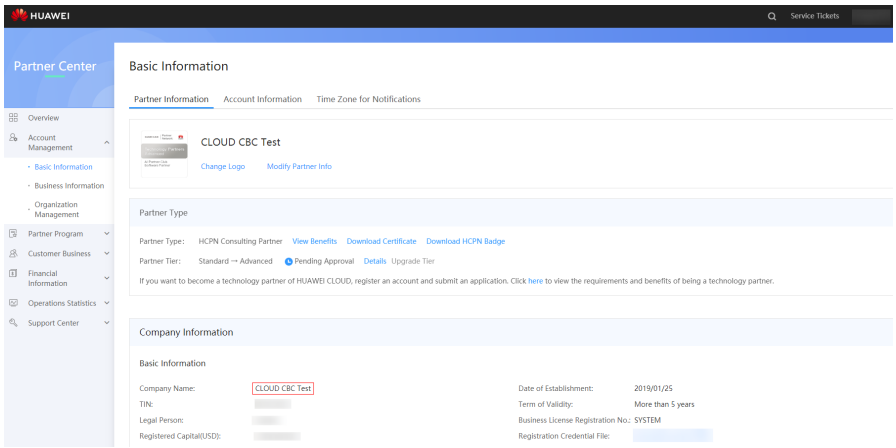
Restrictions

- A partner support plan can be purchased only by a member account associated with the partner's master account.
- The company name of the associated member account must be the same as that of the master account.

NOTE

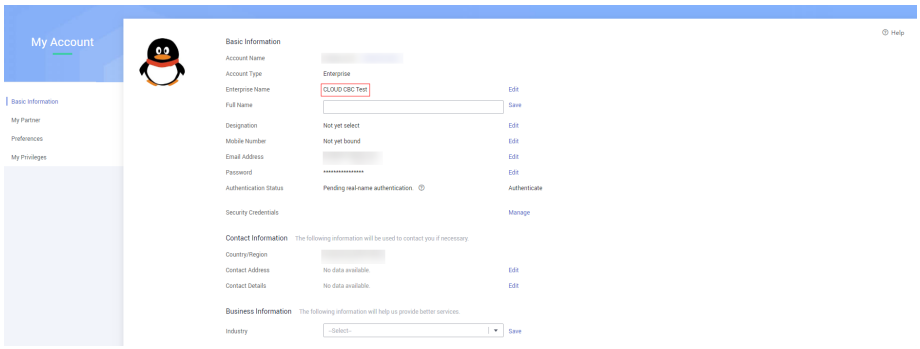
A member account registered by the partner's company can be directly used to buy a partner support plan. If the partner does not have such a member account, the partner needs to register one and complete its association with the master account. If the company name of a member account is different from that of the master account, change the company name of the member account, or create a new member account.

Figure 1-1 Partner Center



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Figure 1-2 My Account



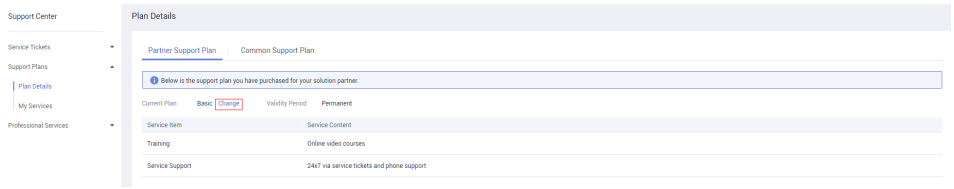
Procedure

Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

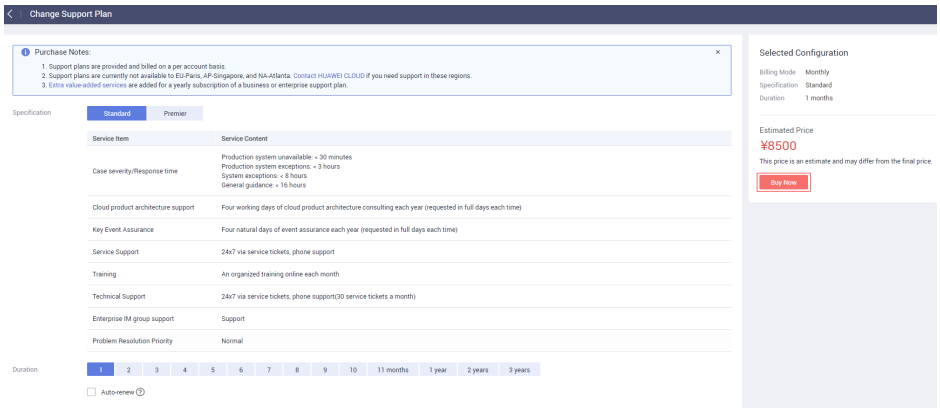
Step 3 On the **Partner Support Plan** page, click **Change** to go to the page for changing the partner support plan.

Figure 1-3 Change



Step 4 On the **Change Support Plan** page, select the desired partner support plan. View the fee needed and click **Buy Now**.

Figure 1-4 Buy Now

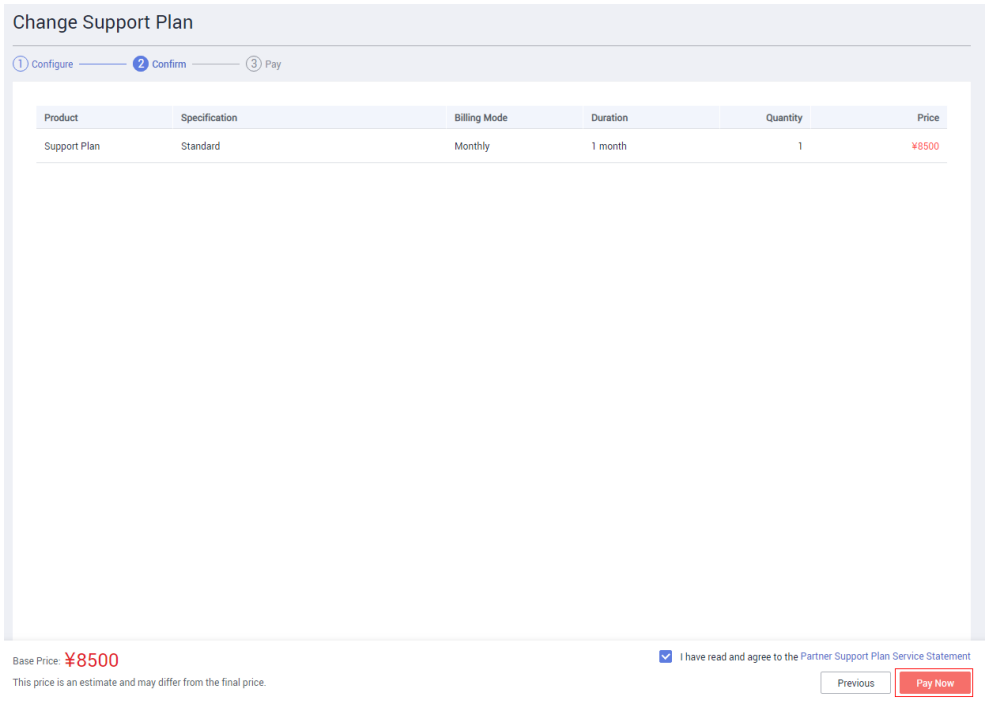


Step 5 In the **Confirm** dialog box that is displayed, click **OK**.

Step 6 On the displayed page, select **I have read and agree to the Partner Support Plan Service Statement**, and click **Pay Now**.

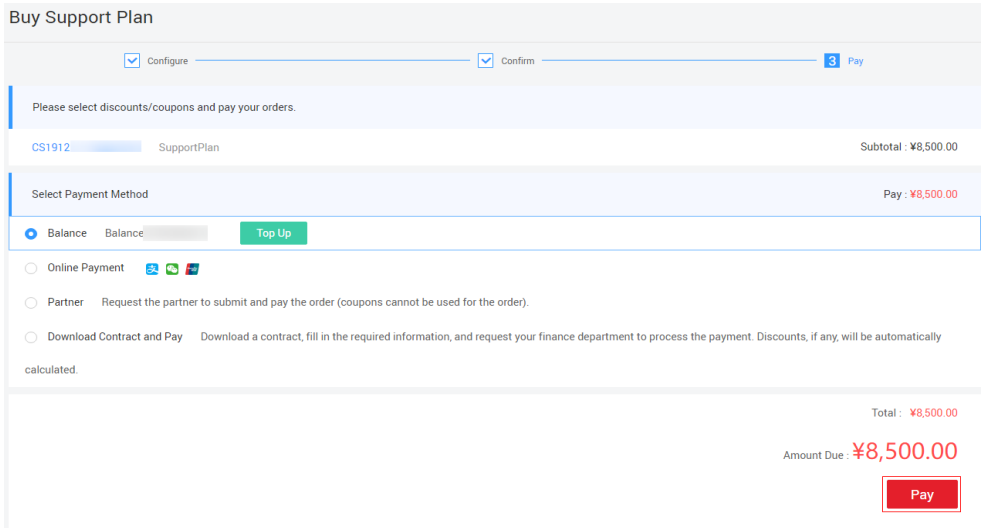
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Figure 1-5 Pay Now



Step 7 On the payment confirmation page, select a payment method and click **Pay**.

Figure 1-6 Pay



Step 8 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

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2 Buying Additional Service Tickets

Scenario

With a Standard partner support plan, you can submit a maximum of 30 technical (product) service tickets in a calendar month. If you have used up the quota for a month, you cannot submit any more technical service tickets in the month. If you want to increase your quota, purchase an add-on package (10 service tickets per package). The package takes effect immediately once you pay for it and you get an increased quota of service tickets. It remains valid throughout the calendar month. Remaining quota will be automatically discarded when the package expires.

Prerequisites

The level of the partner support plan you have purchased is Standard.

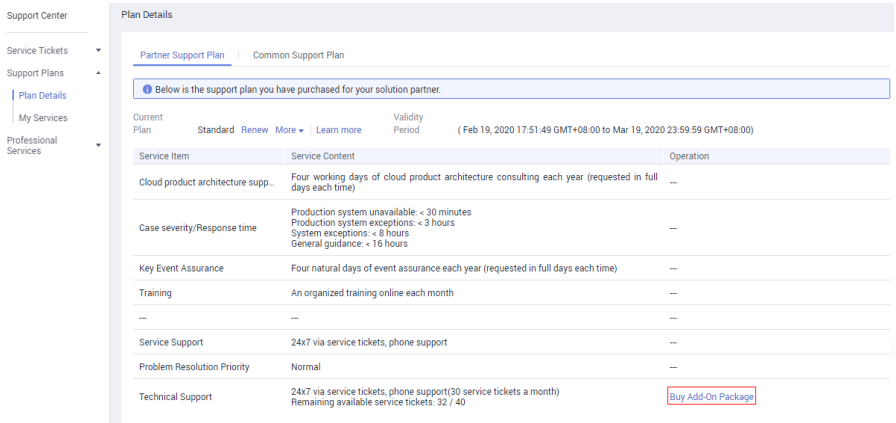
Procedure

Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

Step 3 Under the **Partner Support Plan** tab, click **Buy Add-On Package**.

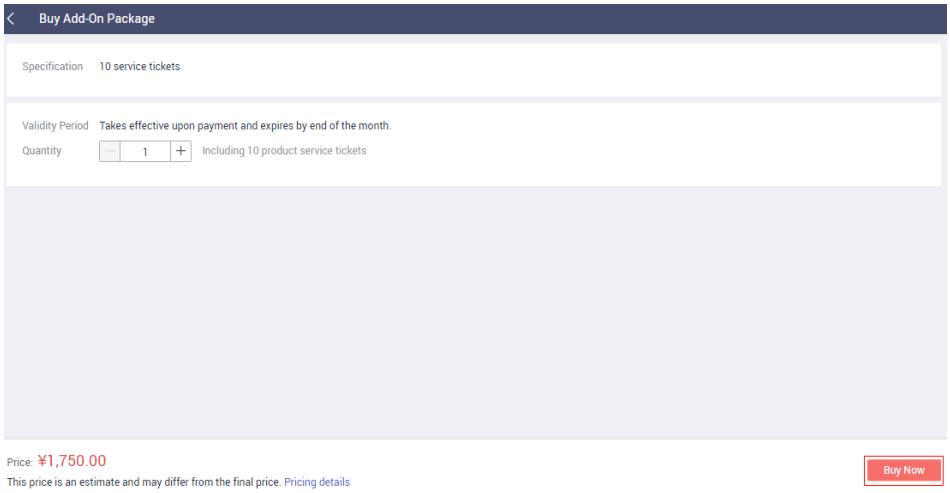
Figure 2-1 Buy Add-On Package



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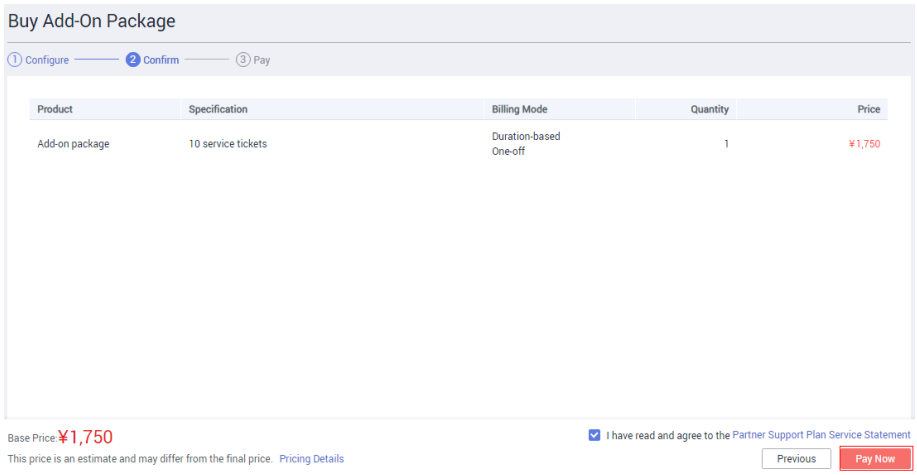
Step 4 On the **Buy Add-On Package** page, set the number of packages you want to purchase and click **Buy Now**.

Figure 2-2 Buy Now



Step 5 On the displayed page, confirm the payment amount, select **I have read and agree to the Partner Support Plan Service Statement**, and click **Pay Now**.

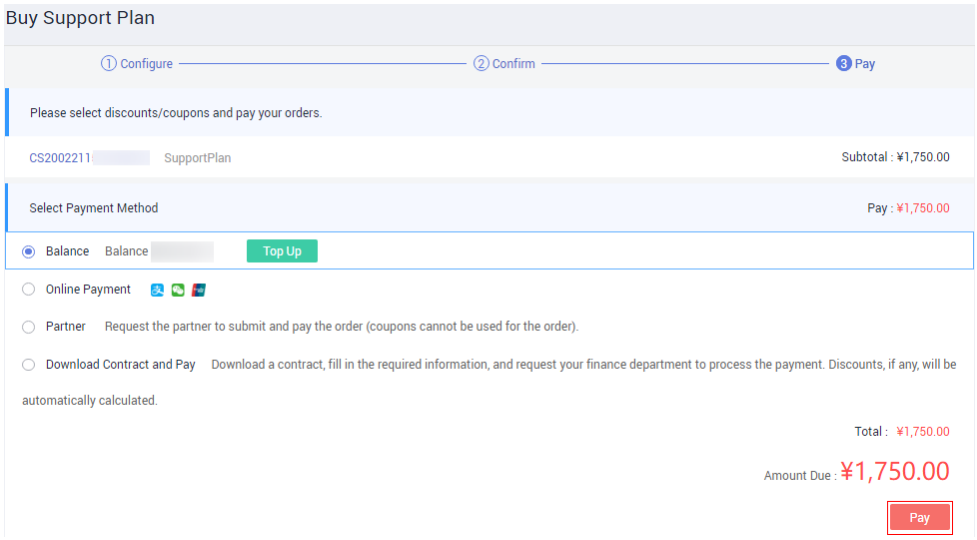
Figure 2-3 Pay Now



Step 6 On the payment confirmation page, select a payment method and click **Pay**.

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Figure 2-4 Pay



----End

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3 Viewing a Partner Support Plan

Scenario

You view the level, validity period, and service contents of the current partner support plan.

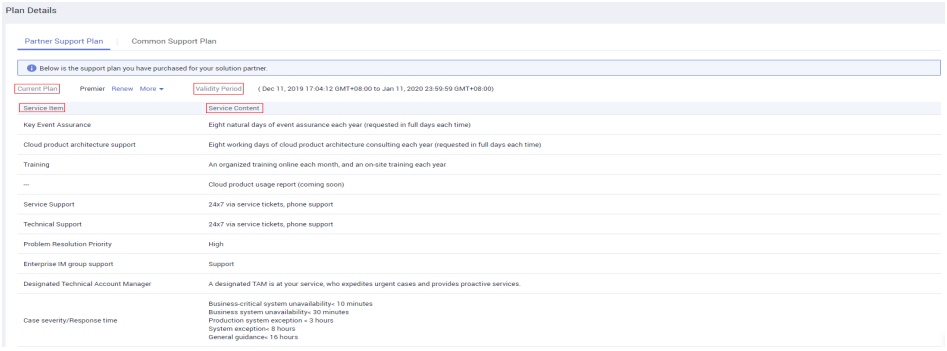
Procedure

Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

Step 3 On the **Partner Support Plan** page, you can view the service items, service contents, and validity period of the current partner support plan.

Figure 3-1 Viewing details



----End

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4 Changing a Partner Support Plan

4.1 Upgrading a Partner Support Plan

Scenario

The response time and service contents of the current partner support plan cannot meet service requirements, and faster response or dedicated service content is required.

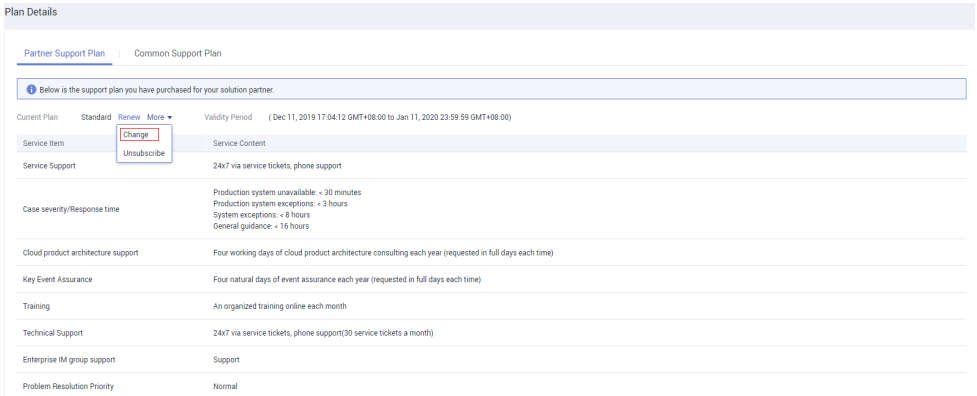
Procedure

Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

Step 3 On the **Partner Support Plan** page, click **More** > **Change** to go to the page for changing the partner support plan.

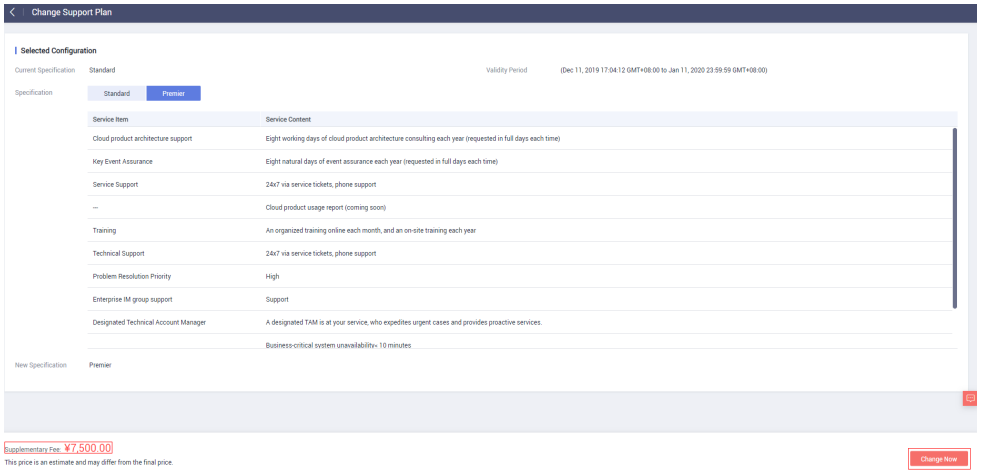
Figure 4-1 Change



Step 4 On the **Change Support Plan** page, select the desired partner support plan of a higher level. View the supplementary fee and click **Change Now**.

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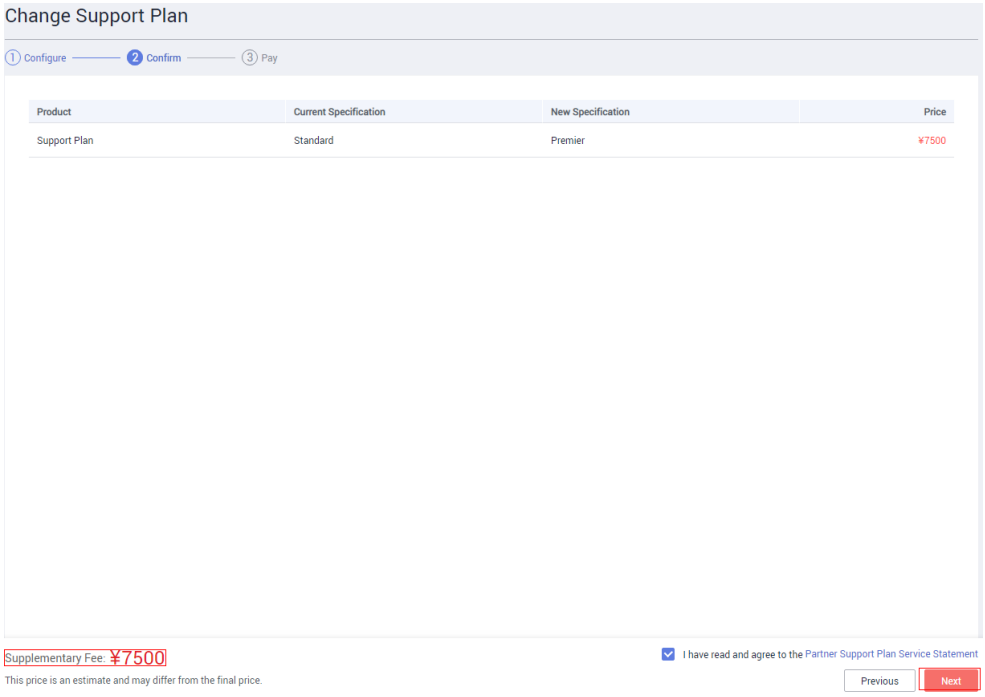
Figure 4-2 Change Now



Step 5 In the **Confirm** dialog box that is displayed, click **OK**.

Step 6 On the displayed page, select **I have read and agree to the Partner Support Plan Service Statement**, and click **Next**.

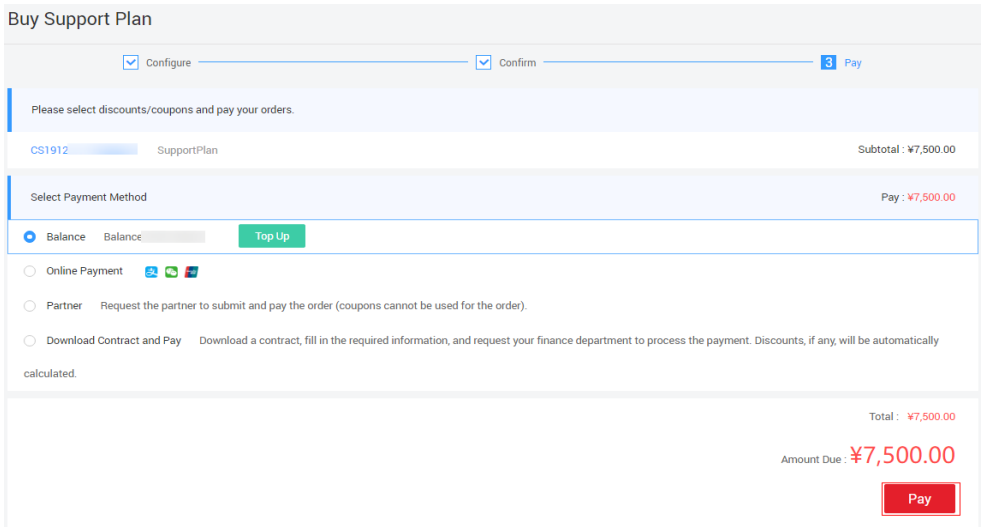
Figure 4-3 Next



Step 7 On the payment confirmation page, select a payment method and click **Pay**.

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Figure 4-4 Pay



Step 8 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

4.2 Downgrading a Partner Support Plan

Scenario

You downgrade the partner support plan to balance service costs and service requirements.

Procedure

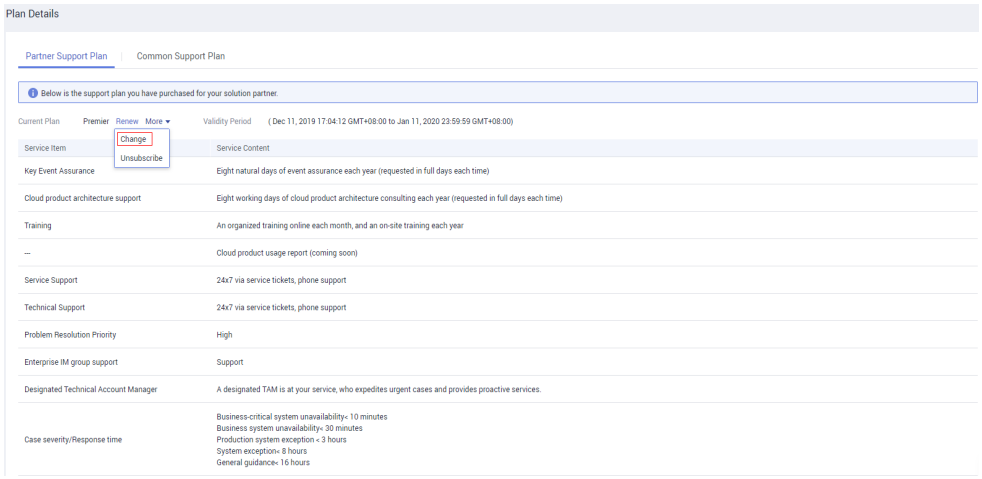
Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

Step 3 On the **Partner Support Plan** page, click **More** > **Change** to go to the page for changing the partner support plan.

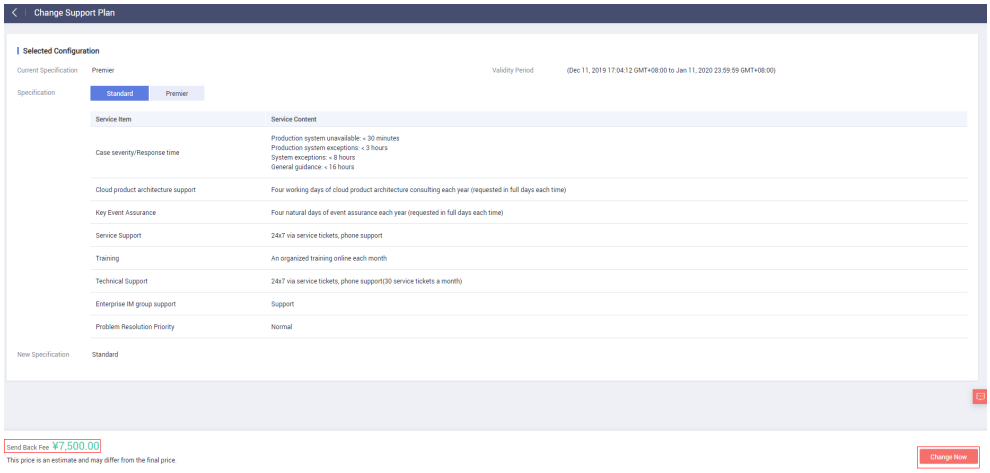
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Figure 4-5 Change



Step 4 On the **Change Support Plan** page, select the desired partner support plan of a lower level. View the refund and click **Change Now**.

Figure 4-6 Change Now



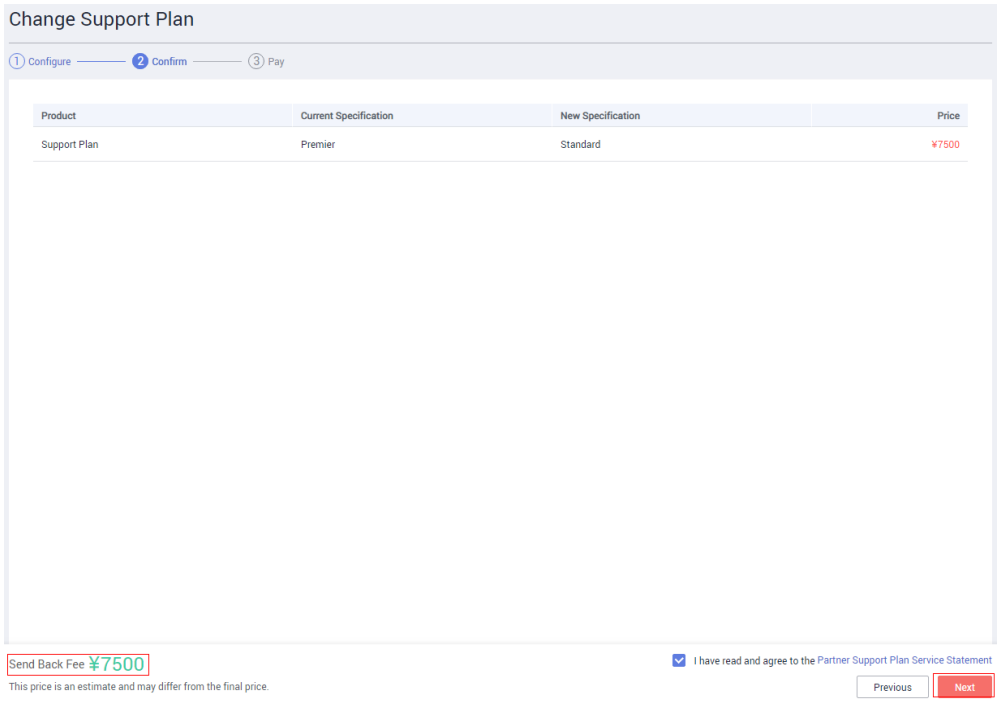
NOTE

If you are using a Standard partner support plan, click **More** > **Unsubscribe**.

Step 5 On the displayed page, select **I have read and agree to the Partner Support Plan Service Statement**, and click **Next**.

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Figure 4-7 Next



----End

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5 Renewing a Partner Support Plan

Scenario

Your partner support plan is about to expire and needs to be renewed.

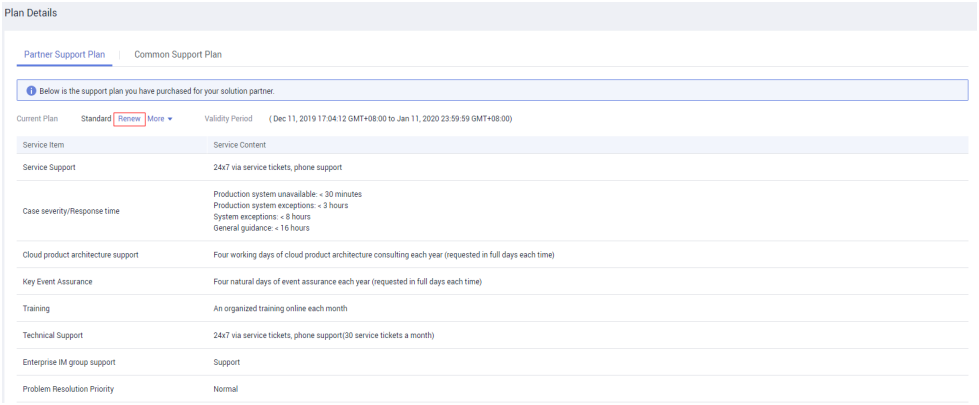
Procedure

Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

Step 3 On the **Partner Support Plan** page, click **Renew** to go to the renewal management page.

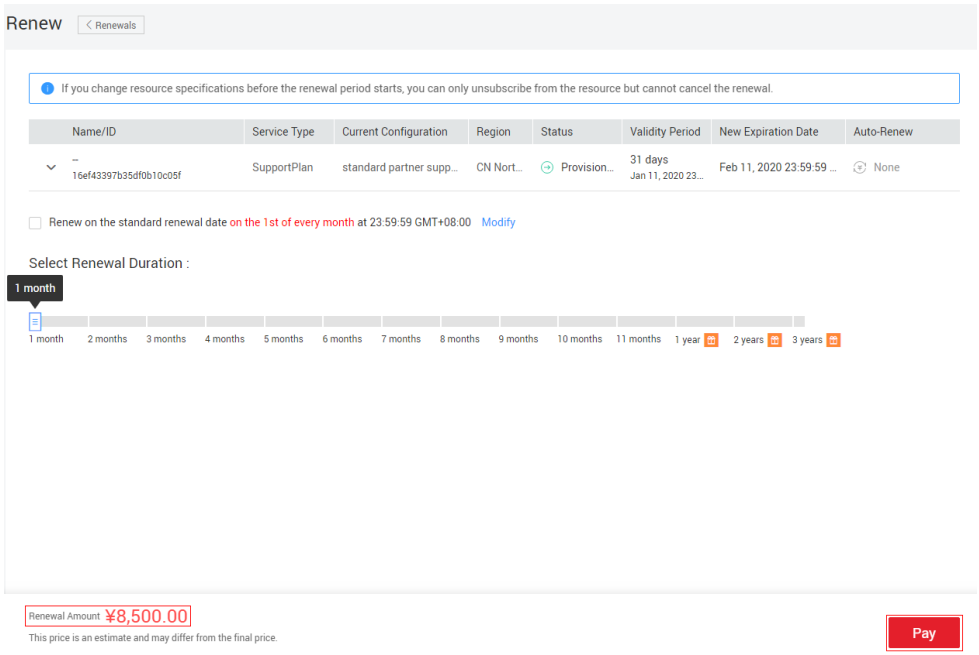
Figure 5-1 Renew



Step 4 Select a renewal duration, check the renewal amount, and click **Pay**.

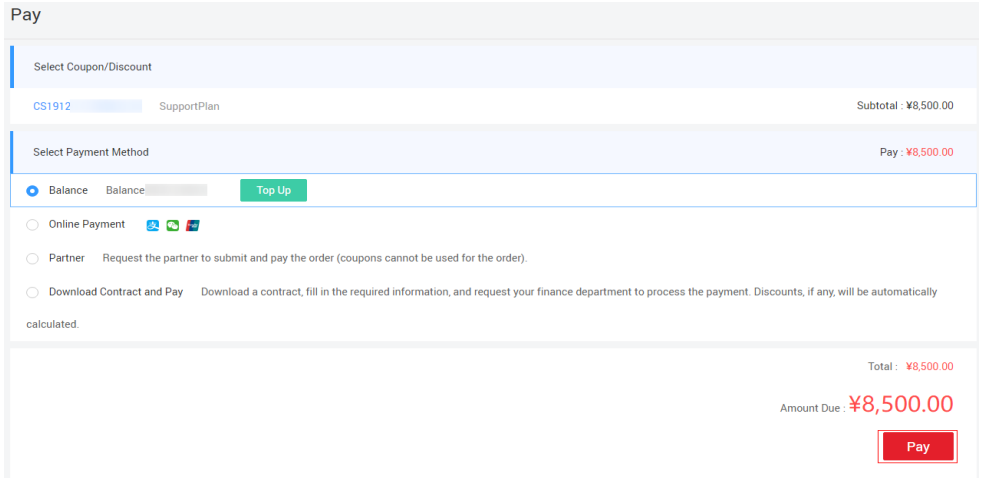
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Figure 5-2 Pay



Step 5 On the payment confirmation page, select a payment method and click **Pay**.

Figure 5-3 Pay



Step 6 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

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6 Unsubscribing from a Partner Support Plan

Scenario

When you do not need a partner support plan any more, you can return to the Basic level.

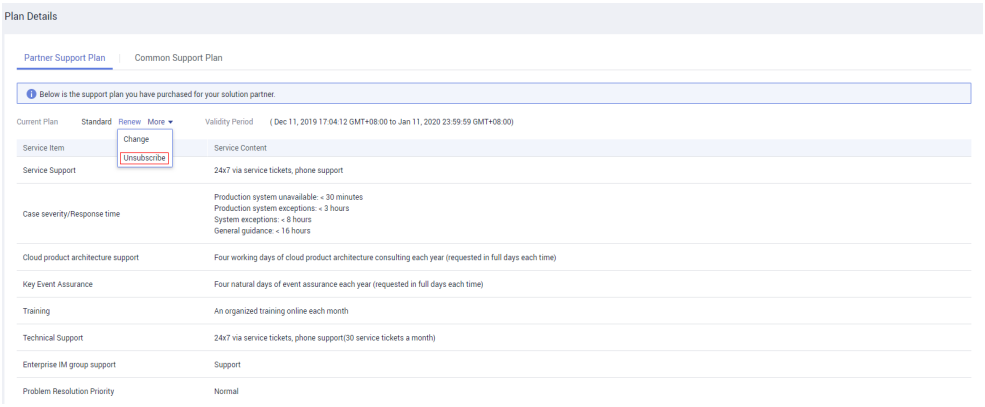
Procedure

Step 1 Log in to the **management console** as a partner member account.

Step 2 In the upper right corner, choose **Support** > **Support Plan**. The **Plan Details** page is displayed.

Step 3 On the **Partner Support Plan** page, click **More** > **Unsubscribe** to go to the unsubscription management page.

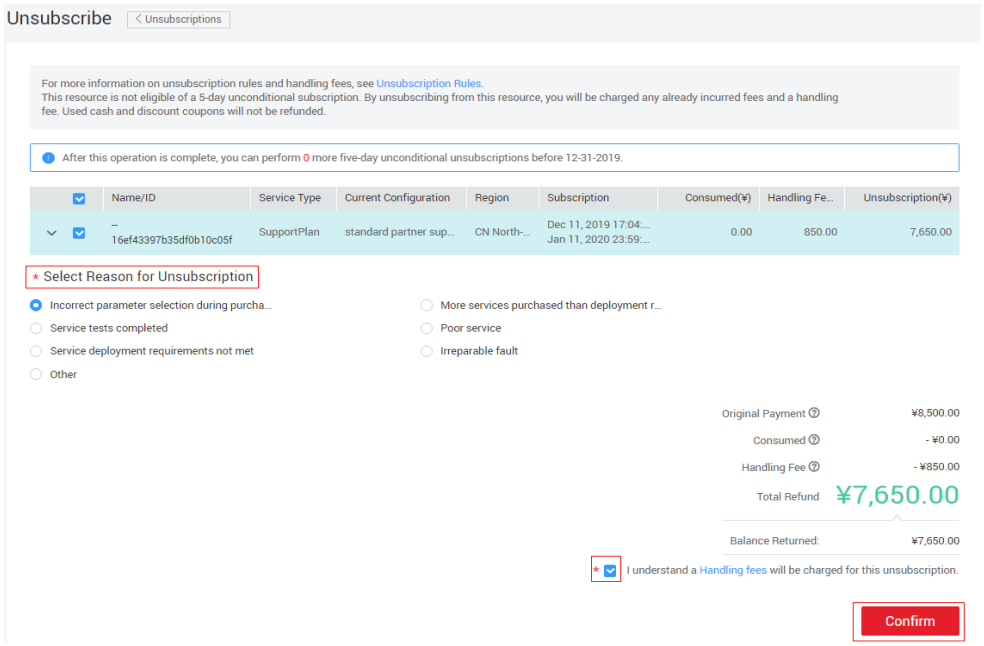
Figure 6-1 Unsubscribing from a partner support plan



Step 4 On the displayed page, select the reason for unsubscription, select **I understand a handling fee will be charged for this unsubscription**, and click **Confirm**.

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Figure 6-2 Confirm



----End

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7 Change History

Date	Description
2020-02-26	This issue is the second official release. Added section **2 Buying Additional Service Tickets**.
2019-12-10	This issue is the first official release.

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