

# Partner Support Plan

## productdesc

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# 1 What Are Partner Support Plans?

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Partner support plans are support service packages designed for partners. With a partner support plan, partners can escalate their customer issues to HUAWEI CLOUD, which are usually product or technical issues closely related to the cloud platform and cannot be resolved by partners themselves. Partner support plans are classified into three levels: Basic, Standard, and Premier. The Standard and Premier partner support plans offer faster response and higher problem priority, and also provide value-added services with more business values. Partners can flexibly select the levels based on the requirements for response time and service contents.

Partners can subscribe to a partner support plan in yearly or monthly mode. Partner support plans enable HUAWEI CLOUD technical engineers to provide professional services for partners and help them create more business values. [Service Scope](#) describes the service scope of partner support plans.

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## NOTICE

Partner support plans are intended for consulting partners. For details about partner types, see [HCPN Overview and Common Operations](#).

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# 2 Specifications

Partners can select a partner support plan based on their own business positioning and customer business types.

**Table 2-1** Specifications

Support Level	Key Feature	Application Scenario
Basic	Common case response.	For partners who only have service support requests
Standard	Quick case response and value-added services (such as Key Event Assurance and cloud product architecture consulting).	For partners who have a small or medium business volume and require normal case response speed
Premier	Quickest case response, a designated technical account manager (TAM), and more value-added services (such as Key Event Assurance and cloud product architecture consulting).	For partners who have a large business volume and require fast case response

# 3 Service Catalog

**Table 3-1** Supported services

Item	Basic	Standard	Premier
Service Support	24/7 via service tickets and phone support	24/7 via service tickets, phone support	24/7 via service tickets, phone support
Technical Support	N/A	24/7 via service tickets, phone support (30 service tickets a month, with more purchasable)	24/7 via service tickets, phone support
Case Severity and Response Time	N/A	Production system unavailable: < 30 minutes Production system exceptions: < 3 hours System exceptions: < 8 hours General guidance: < 16 hours	Core production system unavailable: < 15 minutes Production system unavailable: < 30 minutes Production system exceptions: < 3 hours System exceptions: < 8 hours General guidance: < 16 hours
Priority	N/A	Normal	High
Designated TAM	N/A	N/A	A designated TAM is at your service, who expedites urgent cases and provides proactive services.

Item	Basic	Standard	Premier
<b>Key Event Assurance</b>	N/A	Four natural days each year (requested in full days each time)	Eight natural days each year (requested in full days each time)
<b>Cloud Product Architecture Consulting</b>	N/A	Four natural days each year (requested in full days each time)	Eight natural days each year (requested in full days each time)
Monthly Service Report	N/A	N/A	Cloud product usage report (coming soon)
<b>Training</b>	Online video courses	An organized training online each month	An organized training online each month An on-site training each year

# 4 Service Scope

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The service scope of HUAWEI CLOUD partner support plans:

- 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

 **NOTE**

HUAWEI CLOUD does not directly serve customers developed by partners. HUAWEI CLOUD engineers contact these customers only through partners, who are responsible for the overall problem solving process.



# 5 Service Content

## 5.1 Support Modes

HUAWEI CLOUD partners can submit technical problems they encounter when serving customers in the following modes.

**Table 5-1** Support modes

Support Modes	Description	Time
Service ticket	<a href="https://console-intl.huaweicloud.com/ticket?locale=en-us">https://console-intl.huaweicloud.com/ticket?locale=en-us</a> Log in to the management console and click <b>Service Tickets</b> to go to the service ticket management page.	24/7
Designated TAM (available only to the Premier partner support plan)	HUAWEI CLOUD contact for after-sales technical support. <b>NOTE</b> A senior technical expert, who is responsible for responding to technical issues, expedites cases, and provides guidance on cloud product architecture based on best practices.	8/5

## 5.2 SLA

HUAWEI CLOUD technical support engineers determine the priorities of cases submitted by partners based on the case severity and quickly respond to critical problems.

**Table 5-2** Case response time

Basic	Standard	Premier
Request accepted within 1 working day	Production system unavailable: < 30 minutes Production system exceptions: < 3 hours System exceptions: < 8 hours General guidance: < 16 hours	Core production system unavailable: < 15 minutes Production system unavailable: < 30 minutes Production system exceptions: < 3 hours System exceptions: < 8 hours General guidance: < 16 hours

**Table 5-3** describes the severities of cases.

**Table 5-3** Case severities

Case Severity	Description
Core production system unavailable	A critical fault, such as service breakdown, occurs in a core production system (different from a common production system) of a customer and urgently needs to be rectified by HUAWEI CLOUD.
Production system unavailable	A critical fault, such as service breakdown, occurs in a common production system (different from a non-production system such as test environment) of a customer and needs to be preferentially rectified by HUAWEI CLOUD.
Production system exception	A service exception occurs in a customer's service production system (different from a non-production system such as test environment), but the system still can provide a part of the functionality. The exception needs to be rectified by HUAWEI CLOUD as soon as possible.
System exception	A service exception occurs in a customer's service production system, but the system still can provide a part of the functionality. The exception needs to be rectified by HUAWEI CLOUD.
General guidance	Fault-unrelated support is requested, for example, technical guidance from HUAWEI CLOUD technical service personnel. Such support usually does not require quick response.

 NOTE

To ensure quick response to urgent problems, partners need to objectively evaluate the problem severity. We strongly recommend that the highest severity be limited to cases that cannot be resolved or directly affect production applications. It must be planned to avoid a high severity being allocated to a general guidance request. For issues with a wrong severity specified, HUAWEI CLOUD does not guarantee the response time required for the specified severity.

## 5.3 Key Event Assurance

HUAWEI CLOUD provides Key Event Assurance during major marketing or technical events. Our cloud service experts are on duty 24/7 to quickly respond to problems and help ensure smooth running of the event.

Partner Support Plan Level	Service Quota for Yearly Subscription
Standard	Four natural days of event assurance each year (requested in full days each time)
Premier	Eight natural days of event assurance each year (requested in full days each time)

 NOTE

When the Key Event Assurance is needed, partners must submit an application five working days in advance.

## 5.4 Cloud Product Architecture Consulting

We help partners master HUAWEI CLOUD product features and make the most of HUAWEI CLOUD. We provide guidance on how to leverage best practices to reduce costs while also improving security, performance, and reliability.

**Table 5-4** Quota for cloud product architecture consulting

Partner Support Plan Level	Service Quota
Standard	Delivered once a month on a working day. It lasts up to four hours each time.
Premier	Delivered once a month on a working day. It lasts up to eight hours each time.

 **NOTE**

When the cloud product architecture consulting service is needed, partners must submit an application three working days in advance.

## 5.5 Training

### Training Content

We train partners about HUAWEI CLOUD technical support, including knowledge on compute, storage, network, security, PaaS, and O&M. Before a training, HUAWEI CLOUD will gather the partner's training requirements and develop a specific training plan.

### Training Methods

- Online training: The training is conducted in online meetings. Teachers give lessons remotely, which the partner trainees attend by accessing to a meeting ID.
- Telepresence training: The training is conducted via telepresence. Teachers give lessons remotely, which the partner trainees attend at a nearby place specified by HUAWEI CLOUD.
- On-site training: Teachers from HUAWEI CLOUD give training face-to-face. The partner must provide a training place and necessary training facilities.

# 6 Billing

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## Billing Mode

Partner support plans are charged by month or year in prepayment mode. For details, see [Partner Support Plans](#).

## Upgrading a Support Plan

HUAWEI CLOUD allows partner support plan upgrade, for example, from Standard to Premier. The upgrade involves the deduction of support fee difference.

Fee changes involved with the upgrade: Calculate the support fee required by the new partner support plan for the remaining service period, subtract the support fee surplus of the old partner support plan, and the result is the support fee to be deducted.

## Downgrading a Support Plan

HUAWEI CLOUD allows partner support plan downgrade and returns the prepaid basic support fee difference based on unused service days of the subscribed period. However, partners should not frequently change the partner support plan level. HUAWEI CLOUD reserves the right to reject frequent upgrades or downgrades.

Fee changes involved with the downgrade: Calculate the support fee surplus of the old partner support plan for the remaining service period, subtract the support fee required by the new partner support plan, and the result is the support fee to be returned.

## Unsubscribing from a Support Plan

HUAWEI CLOUD partner support plans can be unsubscribed from. The prepaid basic support fee is refunded in proportion to the rest of service days. However, the incremental support fee of the month will still be settled at the beginning of the next month.

# 7 Additional Service Tickets

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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. In the product subscription period, the quota of service tickets is restored on the first day of each 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.

#### NOTE

A calendar month is calculated based on Beijing Time.

# 8 Change History

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Date	Description
2020-03-31	This issue is the third official release. Added section <b>Billing</b> .
2020-02-26	This issue is the second official release. <ul style="list-style-type: none"><li>• Optimized description about applicable scenarios in <b>Table 2-1</b>.</li><li>• Optimized content in <b>Table 3-1</b>.</li><li>• Added section <b>Additional Service Tickets</b>.</li></ul>
2019-12-17	This issue is the first official release.