Partner Support Plan

productdesc

 Issue
 04

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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.

	Basic Information
	Partner Information Account Information Time Zone for Notifications
BB Overview	
Account ^	CLOUD CBC Test
Basic Information	Change Logo Modify Partner Info
Business Information	
Organization Management	Partner Type
😨 Partner Program 👻	Partner Type: HCPN Consulting Partner View Benefits Download Certificate Download HCPN Badge
🔗 Customer Business 👻	Partner Tier: Standard Advanced O Pendina Approval Details Upgrade Tier
Financial Information	If you want to become a technology partner of HUAWEI CLOUD, register an account and submit an application. Click here to view the requirements and benefits of being a technology partner.
Operations Statistics ~	
🔍 Support Center 🗸 🗸	Company Information
	Basic information
	Company Name: CLOUD CBC Test Date of Establishment: 2019/01/25
	TIN: Term of Validity: More than 5 years
	Legal Person: Business License Registration No.: SVSTEM
	Registered Capital(USD): Registration Credential File:

Figure 1-1 Partner Center

Figure 1-2 My Account

	-					
My Account		Basic Information				
		Account Name				
		Account Type	Enterprise			
	\smile	Enterprise Name	CLOUD CBC Test	Edit	t	
Basic Information		Full Name		Sav		
My Partner		Designation	Net ust relact			
Professores		our faith and a second s	me per server			
		Mobile Number	Not yet bound	Lat		
My Privileges		Email Address		Edit	t.	
		Password		Edit	t.	
		Authentication Status	Pending real-name authentication.	Aut	thenticate	
		Security Credentials		Mar	nage	
		Contact Information The folio	wins information will be used to contact you if necessary			
		Generation Province				
		Country Region				
		Contact Address	No data available.	Ddit	¢.	
		Contact Details	No data available.	Edit	t	
		Duning a lafarmatian The fel				
		pusiness information The for	owing mormation will help us provide better services.			
		Industry	-Select-	* Sm	re .	

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

Support Center	Plan Details	Plan Details		
Service Tickets Support Plans	Partner Support Plan Common Support	Partner Support Plan Common Support Plan		
Plan Details	Below is the support plan you have purchased for y Current Plan Basic Change Validity Perio	or solution pather.		
	Service Item Training	Service Content Online video courses		
	Service Support	24x7 via service tickets		

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

< Change Supp	Change Support Plan						
Specification	Standard Premier		Selected Configuration				
	Service Item	Service Content	Billing Mode Monthly				
	Service Support	24x7 via service tickets and phone support	Specification Standard Duration 1 months				
	Training An organized training online each month.						
	Priority	Normal	Estimated Price \$1250 USD				
	Key Event Assurance	Four natural days of event assurance each year (requested in full days each time)	This price is an estimate and may differ from the final price.				
	Cloud Product Architecture Consulting	Four working days of cloud product architecture consulting each year (requested in full days each time)	Buy Now				
	Case Severity/Response Time	Production system usualizable - Dominister Production system exceptions - 2 hours System exceptions - 4 hours General guidance - 1 hours					
Duration	1 2 3 4	5 6 7 8 9 10 11 months 1 year 2 years 3 years					
	Auto-renew ③						

- **Step 5** In the **Confirm** dialog box that is displayed, click **OK**.
- Step 6On the displayed page, select I have read and agree to the Partner Support
Plan Service Statement, and click Pay Now.

Ch	Change Support Plan					
1	Configure — 2 Conf	irm ——— ③ Pay				
	Product	Specification	Billing Mode	Duration	Quantity	Price
	Support Plan	Standard	Monthly	1 month	1	\$1250 USD
Base				I have re	ad and agree to the Partner Suppo	rt Plan Service Statement
This	price is an estimate and may diff	er from the final price.			Previo	Pay Now

Figure 1-5 Pay Now

- **Step 7** On the payment page, select a payment method and click **Next**.
 - Figure 1-6 Selecting a payment method
 Buy Support Plan

Configure	Confirm	Bay
Please select discounts/coupons and	pay your orders.	
CS1912161757JZRNJ SupportPlan	1	Subtotal : \$1,250.00 USD
Cash Coupon Available: 1		Activation codes not activated? Activate
○ \$10.00 USD	Applicable Products: usable for specific products; not usable for special-offer packa Usage Restrictions: 1- to 2-year subscription; month subscription; pay-per-use	Details Valid until: Dec 31, 2019 23:59:59 GMT+08:00
Select Payment Method		Pay : \$1,250.00 USD(Tax Inclusive)
Online Payment VISA wountries/regions Maximum \$10,000	credit cards issued in countries/regions including Hong Kong (China), TI USD for a payment	hailand, Myanmar, and Singapore are accepted. View all supported
		Total: \$1,250.00 USD VAT @: \$0.00 USD
		Amount Due : \$1,250.00 USD
		Next

Step 8 On the payment confirmation page, confirm the payment amount and click **Make Payment**.

----End

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

upport Center	Plan Details		
ervice Tickets •	Partner Support Plan Con	mon Support Plan	
upport Plans 🔺			
Plan Details	Below is the support plan you	have purchased for your solution partner.	
	Current Plan Standard Renew	Validity More + Learn more Period (Feb 14, 2020 14:4	17:53 GMT+08:00 to Mar 14, 2020 23:59:59 GMT+08:00)
	Service Item	Service Content	Operation
	Training	An organized training online each month.	-
	Service Support	24x7 via service tickets and phone support	
	Priority	Normal	-
	Key Event Assurance	Four natural days of event assurance each year (requested in full d	ays each time)
	Cloud Product Architecture Con_	Four working days of cloud product architecture consulting each y days each time)	rear (requested in full
	Technical Support	24x7 via service tickets and phone support(30 service tickets a mo Remaining available service tickets: 40 / 40	nth) Buy Add-On Package
	Case Severity/Response Time	Production system unavailable: < 30 minutes Production system exceptions: < 3 hours System exceptions: < 8 hours General autorace < 16 hours	-

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

< Buy Add-O	n Package	
Specification	10 service tickets	
Validity Period Quantity	Takes effective upon payment and expires by end of the month. 1 + Including 10 product service tickets	
Price: \$250.00 This price is an estir	USD 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

Buy Add-On Pac	Buy Add-On Package				
1) Configure — 2	Confirm ③ Pay				
Desident	0	Dille - Mede	Quantita		Delas
Product	Specification	Billing Mode	Quantity		Price
Add-on package	10 service tickets	Duration-based One-off	1	\$ 250	USD
Base Price: \$250 US	D		I have read and agree to the	Partner Support Plan Service	e Statement
This price is an estimate and	I may differ from the final price. Pricing Details			Previous	Pay Now

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

Figure 2-4 Pay

Buy Support Plan		
① Configure	@ Confirm	3 Pay
Please select discounts/coupons and pay your orders.		
CS200221 SupportPlan		Subtotal : \$250.00 USD
Select Payment Method	Pay :	\$250.00 USD(Tax Inclusive)
Bound credit card Card Number	Maximum \$10,000 USD for a payment	
🔿 Online Payment 🛛 👥 👥 🔛 credit ca	rds issued in countries/regions including Hong Kong (China), Thailand, Myanmar, and	Singapore are accepted. View
all supported countries/regions Maximum \$10,000 USD	or a payment	
O Monthly Settlement Monthly Settlement: Your experi	diture will be included in your monthly bills. You need to pay for your bills. Learn more	re. 🗸
	Total :	\$250.00 USD
	VAT ⑦:	\$0.00 USD
	Amount Due :	\$250.00 USD
		Pay

----End

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

Server Takker Peter Support Plan Common Support Plan Peter Support Plan Server Support Plan Pe	Support Center	Plan Details	
Key Event Assurance Eight natural days of went assurance on the year inspectianed in M days each time) Case Severity Response Time Production system sanabalate - 30 montes Production system sanabalate - 10 montes	Support Center Service Tickes Gageon Plans Plan Databa	Plano Details Pather Skoport Plan Common Skoport Status the support plan you have purchased for Samon time Court Plan Pather Record More Courted Samon time Court Andord Rechneted Account Manager(FAA) Training Morelly Samon Report Frieder	Plan you sakdon partee:
Core production system unavailable - 15 minutes Production system unavailable - 30 minutes Production system anavailable - 30 minutes		Key Event Assurance	Eight natural days of event assurance each year (requested in full days each time)
Gerning particles = 18 hours		Case Severity/Pesponse Time	Core production system unavailable « 15 minutes Production system consoliable « 29 minutes Production system consoliable « 29 minutes Production system consolia « 10 minutes Production system consolia » (10 minutes)

----End

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

upport Center	Plan Details	
apport Plans	Partner Support Plan Common Support	1 Plan
Plan Details	Below is the support plan you have purchased for	« your solution partner.
	Current Plan Standard Renew More -	Validity Period (Dec 16, 2019 18.10.99 GMT+08.00 to Jun 16, 2020 22:59:59 GMT+08:00)
	Service Item	Service Content
	Training	An organized training online each month.
	Service Support	24x7 via service tickets and phone support
	Priority	Normal
	Key Event Assurance	Four natural days of event assurance each year (requested in full days each time)
	Cloud Product Architecture Consulting	Four working days of cloud product architecture consulting each year (requested in full days each time)
	Case Severity/Response Time	Productors protein namaladie. 23 ministre frokunden prijem namaladie. 23 ministre grytem enzeptison. = 8 hours General guidance = 18 hours

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**.

Figure 4-2 Change Now

< Change Suppo	ort Plan	
Selected Configurat	tion	
Current Specification	Standard	Validity Period (Dec 16, 2019 18:10:39 GMT+08:00 to Jan 16, 2020 23:59:59 GMT+08:00)
Specification	Standard Premier	
	Service Item	Service Content
	Cloud Product Architecture Consulting	Four working days of cloud product architecture consulting each year (requested in full days each time)
	Training	An organized training online each month, and a Telepresence training each year.
	Designated Technical Account Manager(TAM)	A designated TAM is at your service, who expedites urgent cases and provides proactive services.
	Monthly Service Report	Cloud product usage report (coming soon)
	Priority	High
	Key Event Assurance	Eight natural days of event assurance each year (requested in full days each time)
	Case Severity/Response Time	Core production system unavailable = 10 minutes Production system anavailable = 20 minutes Polymoni expense or a hours Gyman expenses = Nours General galance = 10 Nours
New Specification	Premier	
		8
Supplementary Fee \$1,0	50.00 USD	Change Nov

- **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

Change Support Plan				
1) Configure — 2 Confirm — 3 Pay				
Product	Current Specification	New Specification	Price	
Support Plan	Standard	Premier	\$ 1050 USD	
Supplementary Fee: \$1050 LISD		I have read and agree to t	e Partner Support Plan Service Statemer	
This price is an estimate and may differ from the final price.			Previous	

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

Figure 4-4 Selecting a payment method

uy Support Plan		
Configure	Confirm	3 Pay
Please select discounts/coupons and pay	your orders.	
CS1912161817IDK62 SupportPlan		Subtotal : \$1,050.00 USD
Cash Coupon Available: 1		Activation codes not activated? Activate
\$10.00 USD	Applicable Products: usable for specific products; not usable for special-offer packa_ Usage Restrictions: 1- to 2-year subscription; month subscription; pay-per-use	Details Valid until: Dec 31, 2019 23:59:59 GMT+08:00
Select Payment Method		Pay : \$1,050.00 USD(Tax Inclusive)
Online Payment VISA 🥌 📷	credit cards issued in countries/regions including Hong Kong (China). Th D for a payment	nailand, Myanmar, and Singapore are accepted. View all supported
		Total: \$1,050.00 USD VAT ⑦: \$0.00 USD
		Amount Due : \$1,050.00 USD
		Next

Step 8 On the payment confirmation page, confirm the payment amount and click **Make Payment**.

----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.

Figure 4-5 Change

Support Center		Plan Details	
Service Tickets	÷	Partner Support Plan Common Supp	rt Plan
Support Plans			
Plan Details		Below is the support plan you have purchased	or your solution partner.
		Current Plan Premier Renew More -	Validity Period (Dec 16, 2019 18:10:39 GMT+08:00 to Jan 16, 2020 23:59:59 GMT+08:00)
		Service Item	Service Content
		Cloud Product Architecture Consulting	Four working days of cloud product architecture consulting each year (requested in full days each time)
		Designated Technical Account Manager(TAM)	A designated TAM is at your service, who expedites urgent cases and provides proactive services.
		Training	An organized training online each month, and a Telepresence training each year.
		Monthly Service Report	Cloud product usage report (coming soon)
		Priority	High
		Key Event Assurance	Eight natural days of event assurance each year (requested in full days each time)
		Case Severity/Response Time	Core productors system vanadalike - Sti minutes Productors system vanadalike - Sti minutes System nacytience - Allo Novers System nacytience - I follows

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

Change Supp	ort Plan				
Selected Configura	tion				
Current Specification	Premier	Validity Period (Dec 16, 2019 18 10.39 GMT+08.00 to Jan 16, 2020 23 59 59 GMT+08.00)			
Specification	Standard Premier				
	Service Item	Service Content			
	Service Support	24r7 via service tickets and phone support			
	Training	An organized training online each month.			
	Priority	Normal			
	Key Event Assurance	Four natural days of event assurance each year (requested in full days each time)			
	Cloud Product Architecture Consulting	Four working days of cloud product architecture consulting each year (requested in full days each time)			
	Case Severity/Response Time	Pediction system unanable - 30 minutes Policitari system executions - 3 hours System executions - 4 hours General guidances - 1 hours			
lew Specification	Standard				
that fee [51,050.00 USD] price is a wetmake and may differ from the floal proc.					

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.

ange Support Flan			
Configure — 2 Confirm —	- ③ Pay		
Product	Current Specification	New Specification	Price
Support Plan	Premier	Standard	\$ 1050 USD
Back Fee \$1050 USD		I have read and agre	e to the Partner Support Plan Service Sta
price is an estimate and may differ from the fina	al price.		Previous

Figure 4-7 Next

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**.

Figure 5-2 Pay

enew	< Renewals													
1 If	f you change re	esource spec	cifications	before the renew	val period	starts, you ca	n only un:	subscribe fro	m the resour	ce but c	annot cancel the	renewal.		
	Name/ID			Service Type	Curren	t Configuratio	n Re	egion	Status		Validity Period	New Expira	tion Date	Auto-Renew
~	 16f0e303b725d	lf7581f0e8		SupportPlan	premie	r partner supp	po Cł	N North- UI	→ Provi	sion	31 days Jan 16, 2020 23	Feb 16, 202	0 23:59:59	S None
Ren	iew on the star	ndard renewa	al date <mark>on 1</mark>	he 1st of every	month at 2	3:59:59 GMT+	F08:00 N	Modify						
Select	Renewal D	uration :												
honth														
1 month	2 months	3 months	4 months	5 months	5 months	7 months	8 months	9 months	10 months	11 mon	ths 1 year 📆	2 years 📅 3	years 🟦	
Renewal	Amount \$2,3	100.00 l	JSD											Deut

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

Figure 5-3 Selecting a payment method

ay		
Select Coupon/Discount		
CS1912161905K4HRG SupportPlan		Subtotal : \$2,300.00 USD
Cash Coupon Available: 1		Activation codes not activated? Activate
) \$10.00 USD	Applicable Products: usable for specific products; not usable for special-offer packa Usage Restrictions: 1- to 2-year subscription; month subscription; pay-per-use	Details Valid until: Dec 31, 2019 23:59:59 GMT+08:00
Select Payment Method		Pay : \$2,300.00 USD(Tax Inclusive)
Online Payment VISA Online Payment VISA Online Payment Maximum \$10,000 USD f	fredit cards issued in countries/regions including Hong Kong (China). Th	hailand, Myanmar, and Singapore are accepted. View all supported
		Total: \$2,300.00 USD VAT @. \$0.00 USD
		Amount Due : \$2,300.00 USD
		Next

Step 6 On the payment confirmation page, confirm the payment amount and click **Make Payment**.

----End

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

Support Center	F	Plan Details	
Service Tickets •	-	Partner Support Plan	Pan
Plan Details		Below is the support plan you have purchased for	r your solution partner.
		Current Plan Standard Renew More •	Validity Period (Dec 16, 2019 18:10:39 GMT408:00 to Jan 16, 2020 23:59:59 GMT408:00)
		Service Item	Service Context
		Training	An organized training online each month.
		Service Support	24x7 via service tickets and phone support
		Priority	Normal
		Key Event Assurance	Four natural days of event assurance each year (requested in full days each time)
		Cloud Product Architecture Consulting	Four working days of cloud product architecture consulting each year (requested in full days each time)
		Case Severity/Response Time	Production preventional address - 2 hours Production preventiones - 2 hours Spriteen experiment - 1 hours General address - 1 hours

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.

Figure 6-2 Confirm

Unsubscribe < Unsubscrip	otions						
For more information on unsub Make sure all data is backed u	oscription rules and handling o or migrated before unsubsc	fees, see Unsubscription R ribing from a resource. All	ules. data stored (on an unsubscribed reso	urce will be deleted.		
Name/ID	Service Type	Current Configuration	Region	Subscription	Consumed(USD)	Handling Fe	Unsubscription(USD)
✓ ☑	81f0e8 SupportPlan	standard partner sup	CN No	Dec 16, 2019 18:11: Jan 16, 2020 23:59:	0.00	125.00	1,125.00
* Select Reason for Unsu	bscription						
 Incorrect parameter selection 	during purcha	O Mor	e services p	urchased than deployme	nt r		
 Service tests completed 		O Poor	service				
 Service deployment requirem 	ients not met	Irrep	arable fault				
Other							
					Original Paymen	t 🕐	\$1,250.00 USD
					Consumed	0	- \$0.00 USD
					Handling Fee	e 🕜	- \$125.00 USD
					Total Ref	und \$1,1	25.00 USD
					Balance Return	ned:	\$1,125.00 USD
				*💟 lu	nderstand a Handling	fees will be char	ged for this unsubscription.
							Confirm

----End

7 Change History

Date	Description
2020-02-26	This issue is the second official release. Added section Buying Additional Service Tickets .
2019-12-17	This issue is the first official release.