

Partner Support Plan

productdesc

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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

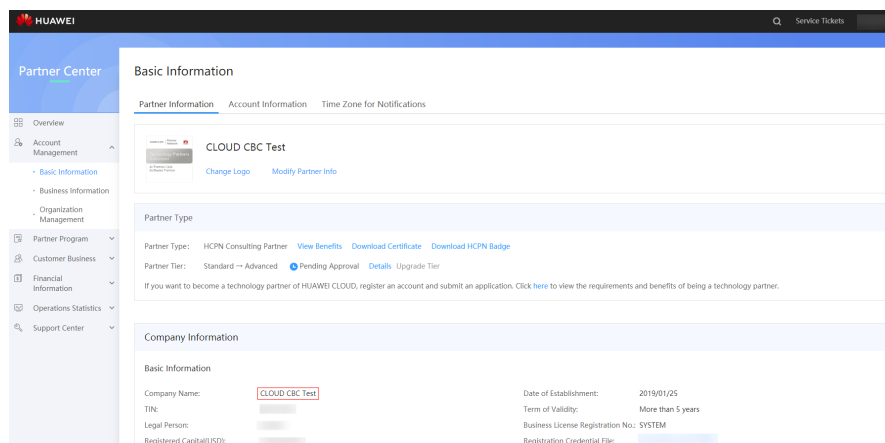
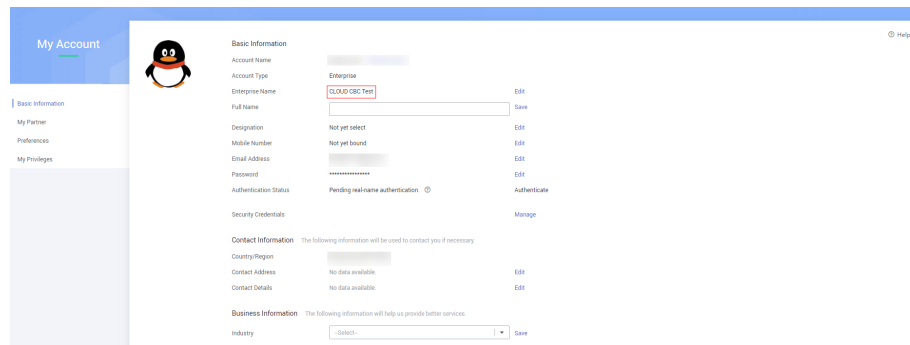


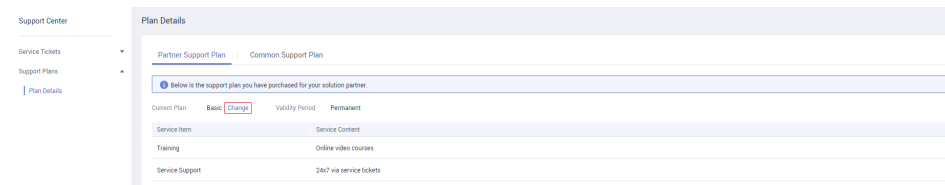
Figure 1-2 My Account



Procedure

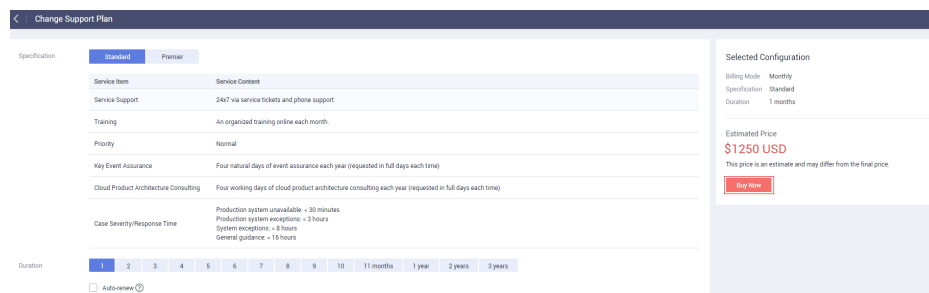
- Step 1** Log in to the **management console** as a partner member account.
- Step 2** In the upper right corner, choose **Support > Support Plan**. The **Plan Details** page is displayed.
- Step 3** On the **Partner Support Plan** page, click **Change** to go to the page for changing the partner support plan.

Figure 1-3 Change



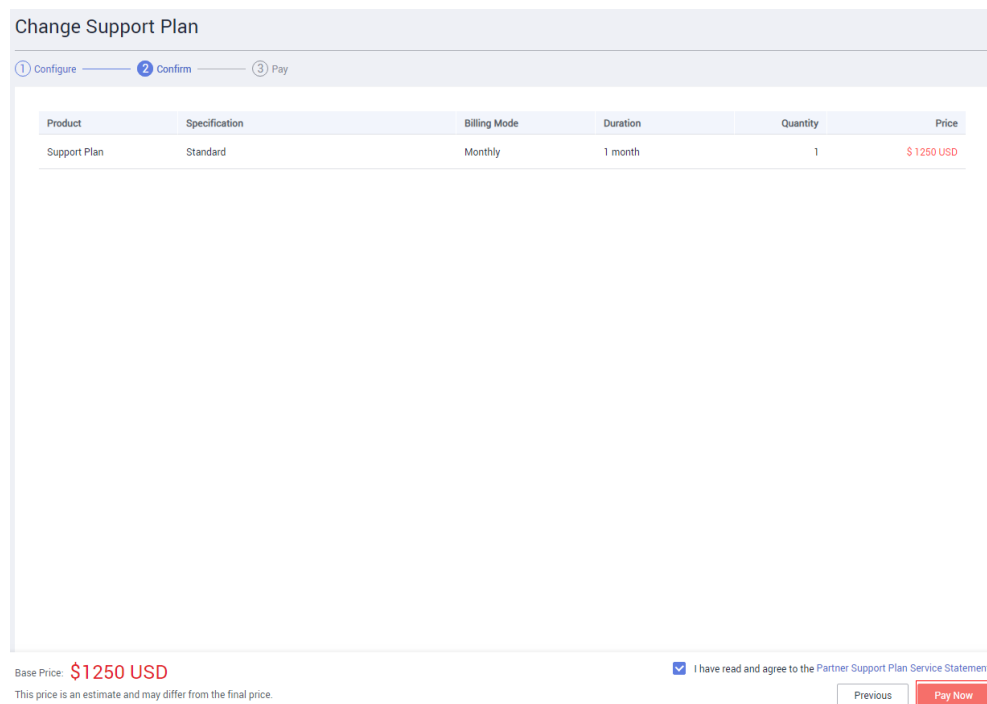
- Step 4** On the **Change Support Plan** page, select the desired partner support plan. View the fee needed and click **Buy Now**.

Figure 1-4 Buy Now



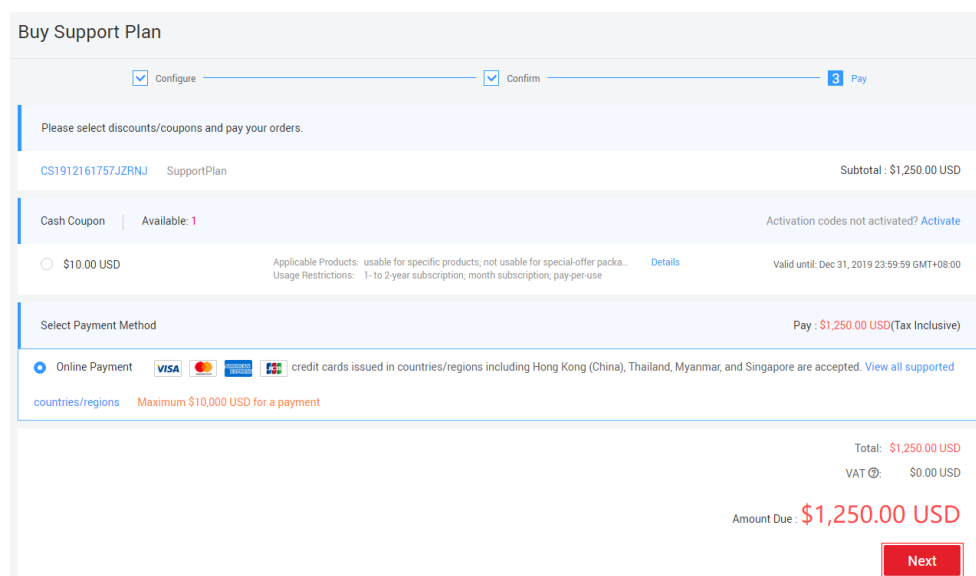
- Step 5** In the **Confirm** dialog box that is displayed, click **OK**.
- Step 6** On the displayed page, select **I have read and agree to the Partner Support Plan Service Statement**, and click **Pay Now**.

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



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.

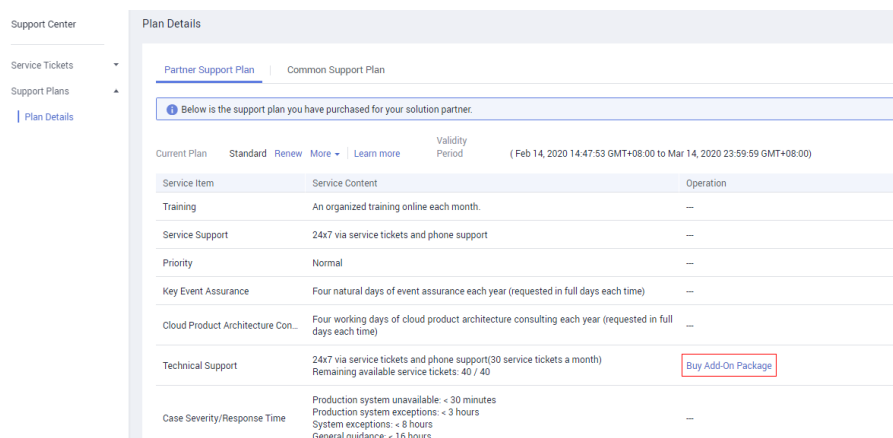
Prerequisites

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

Procedure

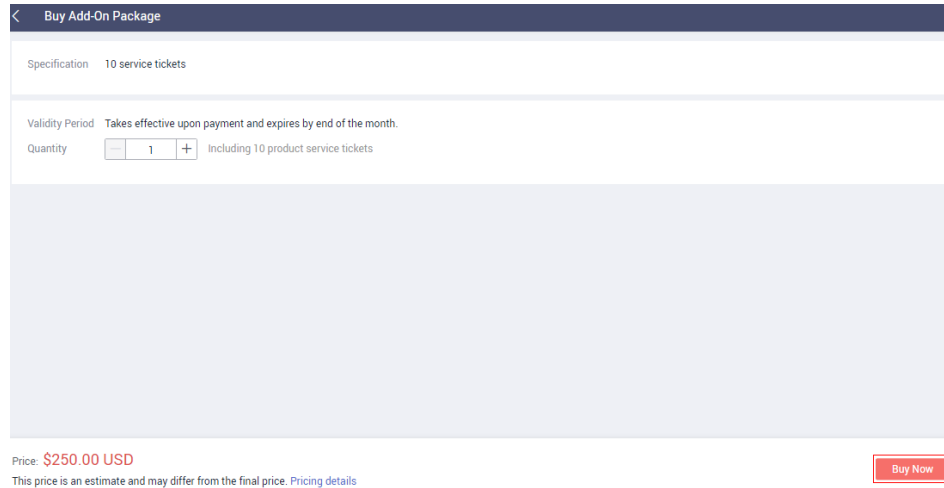
- Step 1** Log in to the [management console](#) as a partner member account.
- Step 2** In the upper right corner, choose **Support > Support Plan**. The **Plan Details** page is displayed.
- Step 3** Under the **Partner Support Plan** tab, click **Buy Add-On Package**.

Figure 2-1 Buy Add-On Package



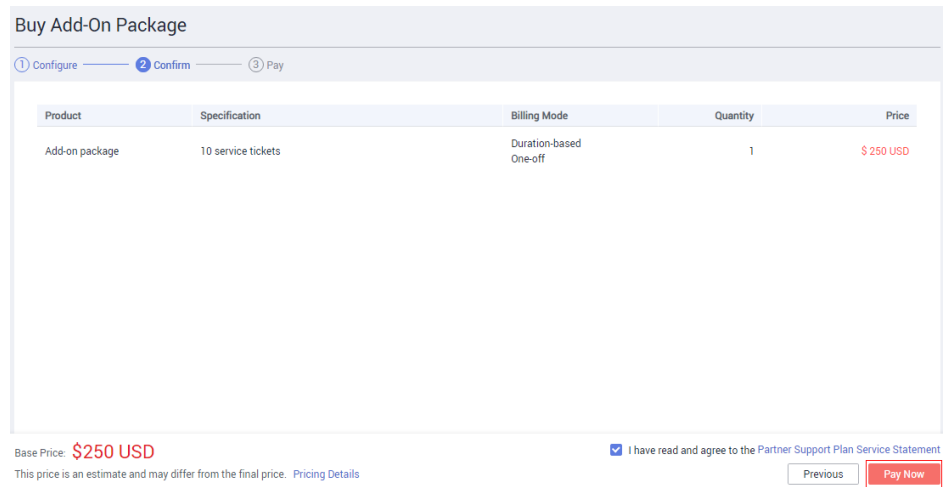
Step 4 On the **Buy Add-On Package** page, set the number of packages you want to purchase and click **Buy Now**.

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**.

Figure 2-4 Pay

Buy Support Plan





① Configure ————— ② 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 [redacted] Maximum \$10,000 USD for a payment

Online Payment     credit cards issued in countries/regions including Hong Kong (China), Thailand, Myanmar, and Singapore are accepted. [View all supported countries/regions](#) Maximum \$10,000 USD for a payment

Monthly Settlement Monthly Settlement: Your expenditure will be included in your monthly bills. You need to pay for your bills. [Learn more.](#) ▼

Total : \$250.00 USD
VAT ⓘ : \$0.00 USD
Amount Due : \$250.00 USD

----End

3 Viewing a Partner Support Plan

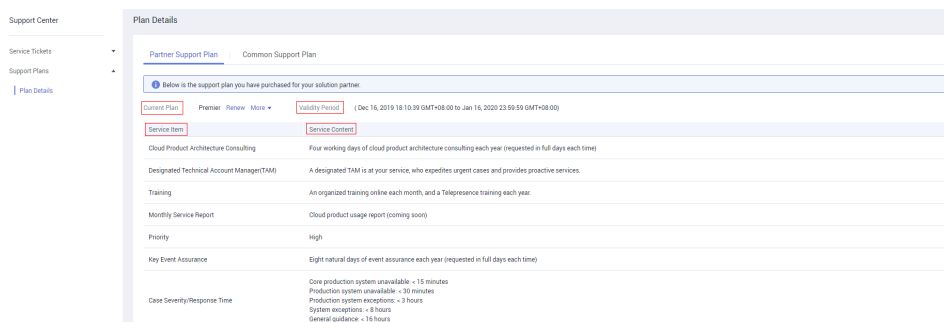
Scenario

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



----End

4 Changing a Partner Support Plan

4.1 Upgrading a Partner Support Plan

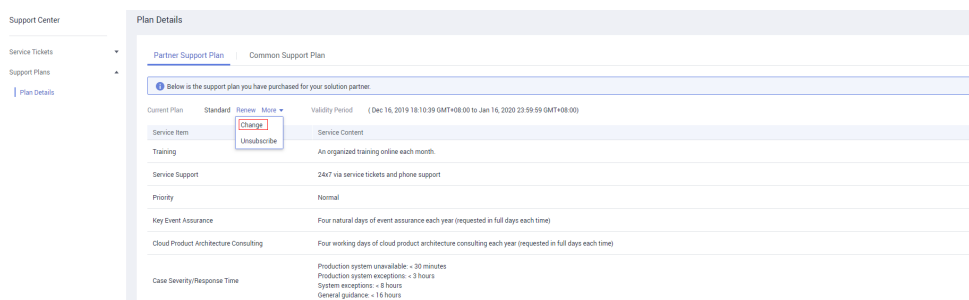
Scenario

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

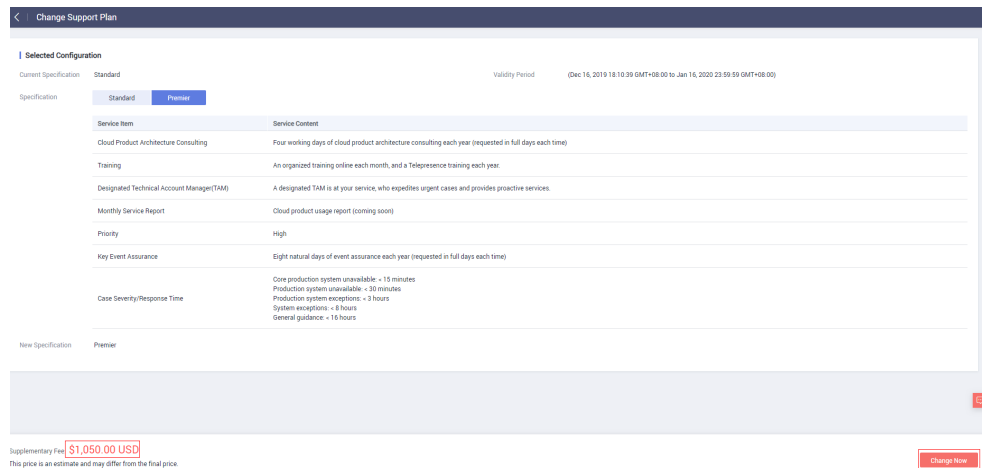
- Step 1** Log in to the [management console](#) as a partner member account.
- Step 2** In the upper right corner, choose **Support > Support Plan**. The **Plan Details** page is displayed.
- Step 3** On the **Partner Support Plan** page, click **More > Change** to go to the page for changing the partner support plan.

Figure 4-1 Change



- 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**.

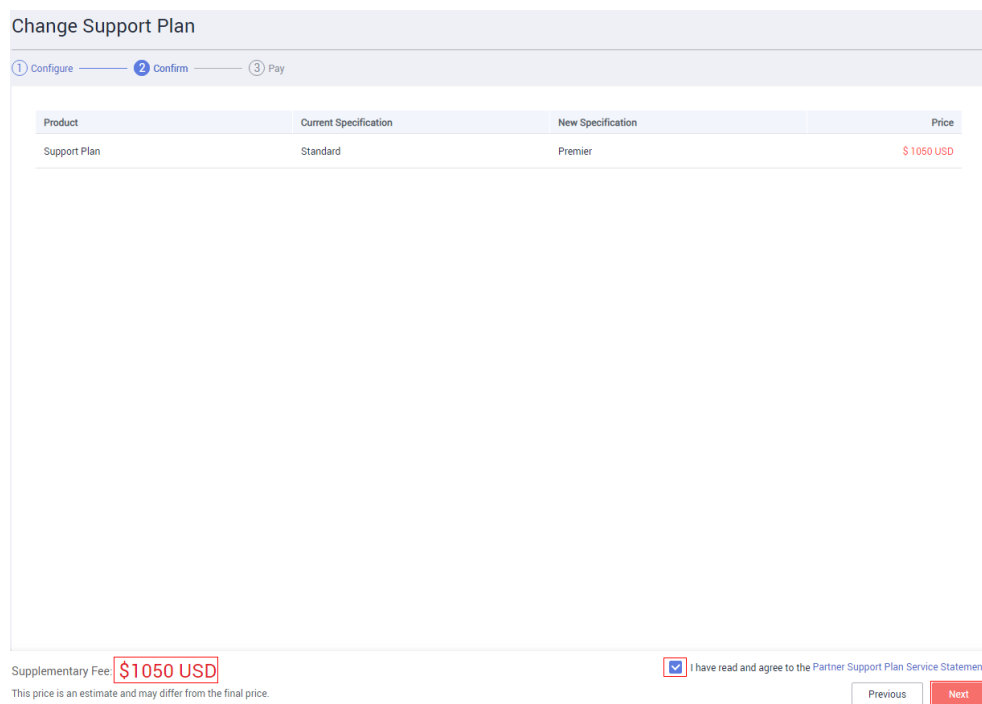
Figure 4-2 Change Now



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

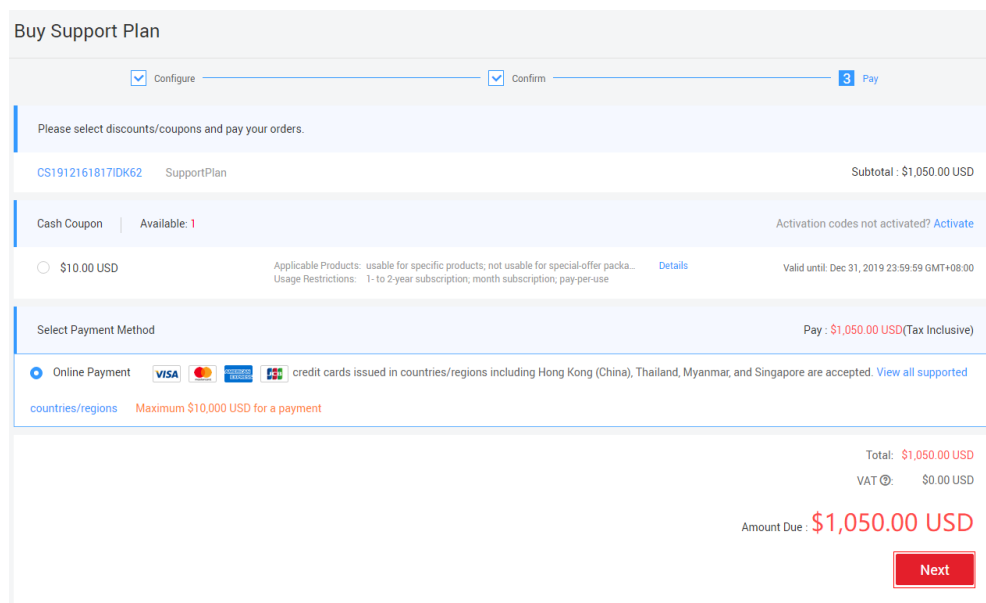
Step 6 On the displayed page, select **I have read and agree to the Partner Support Plan Service Statement**, and click **Next**.

Figure 4-3 Next



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

Figure 4-4 Selecting a payment method



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

----End

4.2 Downgrading a Partner Support Plan

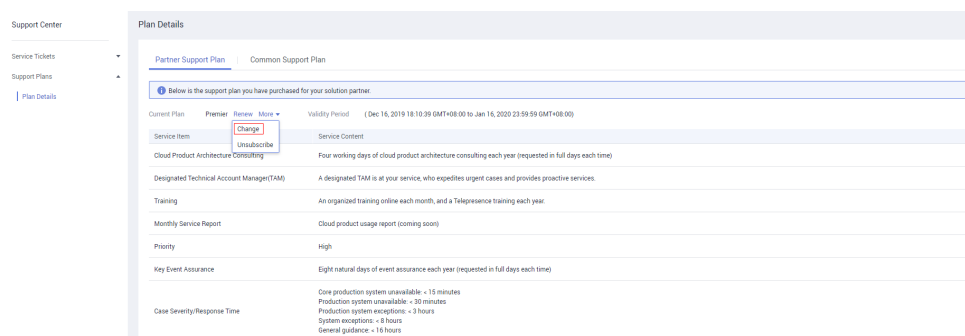
Scenario

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

Procedure

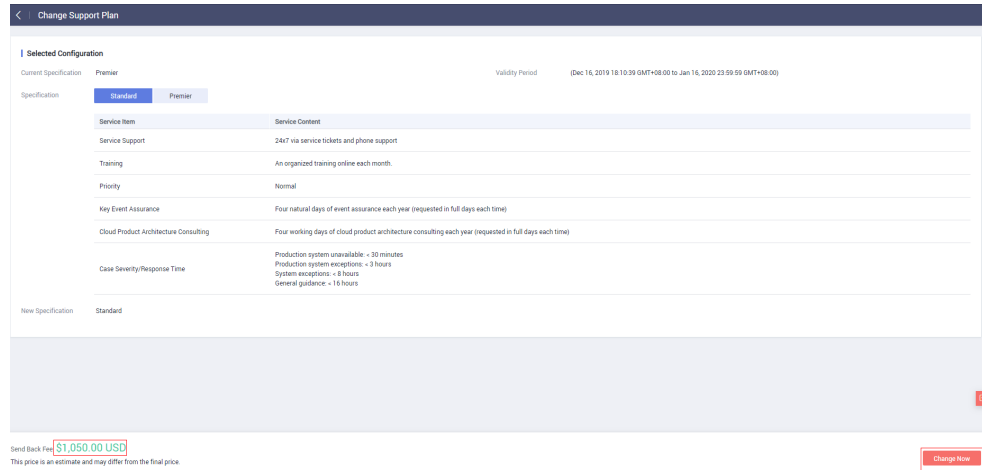
- Step 1** Log in to the **management console** as a partner member account.
- Step 2** In the upper right corner, choose **Support > Support Plan**. The **Plan Details** page is displayed.
- Step 3** On the **Partner Support Plan** page, click **More > Change** to go to the page for changing the partner support plan.

Figure 4-5 Change



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

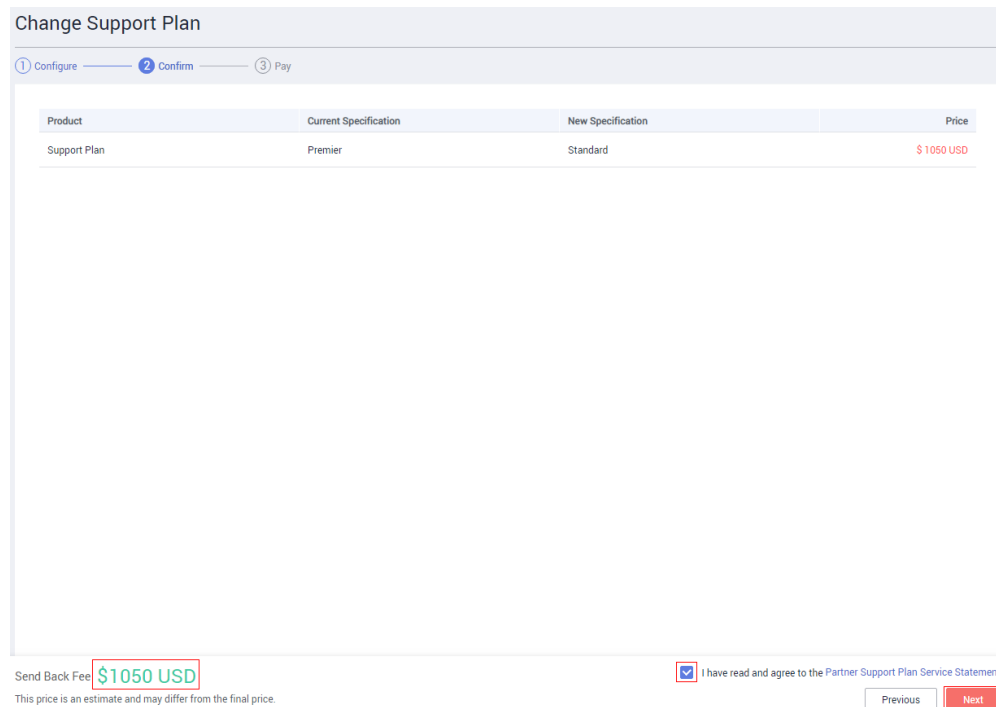


NOTE

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**.

Figure 4-7 Next



----End

5 Renewing a Partner Support Plan

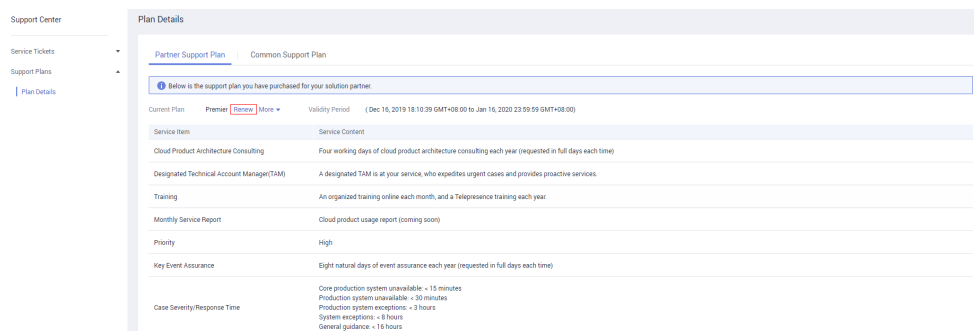
Scenario

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

Procedure

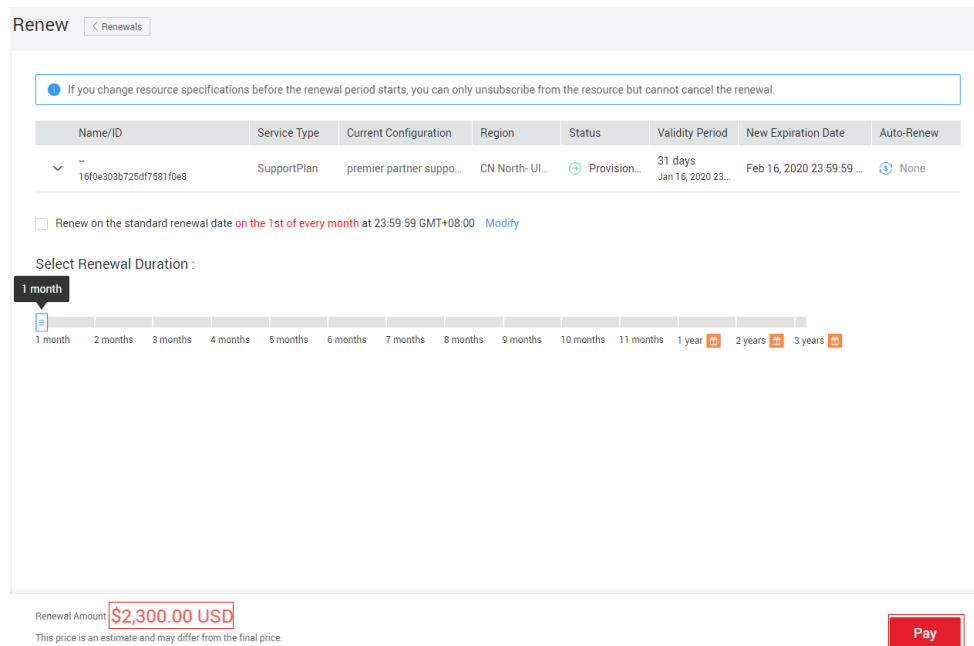
- Step 1** Log in to the [management console](#) as a partner member account.
- Step 2** In the upper right corner, choose **Support > Support Plan**. The **Plan Details** page is displayed.
- Step 3** On the **Partner Support Plan** page, click **Renew** to go to the renewal management page.

Figure 5-1 Renew



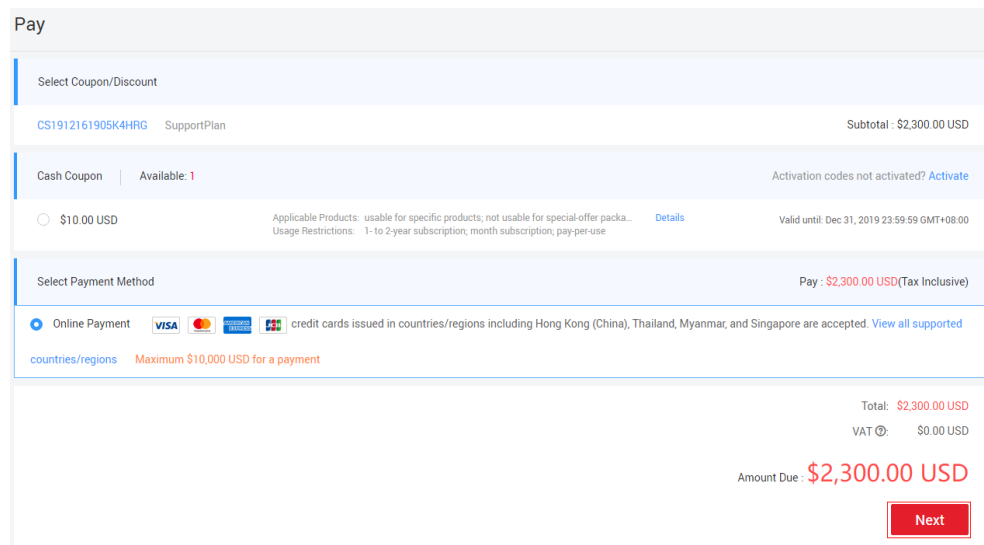
- Step 4** Select a renewal duration, check the renewal amount, and click **Pay**.

Figure 5-2 Pay



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

Figure 5-3 Selecting a payment method



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

----End

6 Unsubscribing from a Partner Support Plan

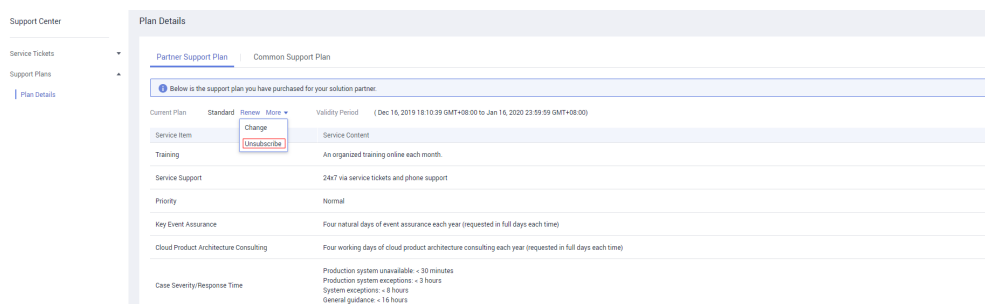
Scenario

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



- 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 < Unsubscriptions

For more information on unsubscription rules and handling fees, see [Unsubscription Rules](#).
Make sure all data is backed up or migrated before unsubscribing from a resource. All data stored on an unsubscribed resource will be deleted.

<input checked="" type="checkbox"/>	Name/ID	Service Type	Current Configuration	Region	Subscription	Consumed(USD)	Handling Fe...	Unsubscription(USD)
<input checked="" type="checkbox"/>	16fe303b725df7581f0e8	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 Unsubscription

Incorrect parameter selection during purcha...
 Service tests completed
 Service deployment requirements not met
 Other

More services purchased than deployment r...
 Poor service
 Irreparable fault

Original Payment ⓘ	\$1,250.00 USD
Consumed ⓘ	-\$0.00 USD
Handling Fee ⓘ	-\$125.00 USD
Total Refund	\$1,125.00 USD
Balance Returned:	\$1,125.00 USD

I understand a **Handling fees** will be charged 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.