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Partner Handbook Overview

The Huawei Partner Handbook 2020 is an information source for our partners; it has been created to facilitate communication about the key information on programs, tools, and resources.

With links to relevant websites, this handbook will save you time in searching for the information and updates that you need for business success with the Huawei Partner ecosystem.
Huawei follows a ‘Being Integrated’ Partner Ecosystem Strategy to strengthen enterprise business, and aims to establish partner policies that are fair, just, transparent and simple. Huawei is open and collaborative with partners, and shares many benefits with them. Together, we strive to build a steadfast ecosystem and achieve multiple-win situations.

Huawei’s partner ecosystem consists of seven types of partners, including Sales Partner, Solution Partner, Service Partner, Investment & Operation and Financing Partner, Talent Alliance, Social Partner and Industry Partner.

Sales Partners are partners who work with Huawei on the routes-to-market and resell Huawei products, solutions, and services to end customers. A Sales Partner is also referred to as a Channel Partner.

Solution Partners are partners who develop or deploy joint solutions with Huawei or Huawei’s ecosystem partners.

Service Partners receive certification that accredits a Channel Partner’s capabilities in Huawei enterprise business, which not only measures the Channel Partner’s proficiency and service qualifications, and also serves as a basis for the incentives and management of a Service Partner. A Service Partner is also referred to as a Certified Service Partner (CSP).

Investment & Operation and Financing Partners are partners who provide investment, operating, financing, and leasing services to Huawei’s customers or partners, include Investment & Operation Partner, and Financing Partner. Investment & Operation Partners are partners who provide investment or operation services mostly for Huawei’s customer/project vendors. A Financing Partner is a third-party financial institution, which provides Channel Partners with financing solutions that offer competitive advantages for interest rate and flexibility of terms, in order to purchase Huawei’s products, solutions, and services.

Talent Alliance Partners provide an exchange of talent, training, capability improvements, and other services for the industry chain of Huawei business. Talent Alliance Partners aim to provide higher levels of talented personnel along Huawei’s industry chain, and improve their capabilities at the same time. At this stage, we mainly focus on expanding two types of talent alliance partners, Huawei Authorized Learning Partner (HALP) and Huawei Authorized Information and Network Academy (HAINA).

Social Partners are partners who improve Huawei’s brand awareness and influence in the industry directly or indirectly. Social Partners include standards organizations, industry associations, and industry research Institutes.

Industry Partners leverage modules such as Kunpeng and digital platforms to help build the commercial service capabilities of Huawei components. Industry Partners include hardware component partners and software component partners.
Partner Program

Huawei is committed to building a strong, global partner ecosystem, which supports the long-term growth of Huawei’s enterprise business through the collaboration between Huawei and its many partners throughout the world. Today, we have released corresponding partner programs for Sales Partners, Solution Partners, Service Partners, Talent Alliance Partners, and Investment & Operation and Financing Partners.

Channel Partner Program

Huawei’s Channel Program works together for the benefit of all who contribute throughout our partner ecosystem. We are dedicated to maximize the value for our Sales Partners and customers by encouraging Sales Partners to explore enterprise business market opportunities and promote Huawei’s brand.

Channel Partner Structure

The Sales Partner is also named as Channel Partner in Channel Partner Program. It consists of the Tier-1 Partner and Tier-2 Partner.

Tier-1 Channel Partners: Global Distributor (GD), Regional Distributor (RD), Distributor, Global Partner (GP), Regional Partner (RP), and Value-Added Partner (VAP). GD and RD are Distributors who run business in multiple countries. GP and RP work with Huawei in multiple countries and regions.

Tier-2 Channel Partners: Gold Partner, Silver Partner, Authorized Partner and Registered Partner.

Partner Roles

Distributor

- Acts as major partner of Huawei’s Enterprise Business Group (BG) in regional markets.
- Promises to accomplish business targets for related products and targets for distribution business.
- Recruits, manages, and supports Tier-2 Partners.

VAP

- Acts as major partner of Huawei’s Enterprise BG in regional markets.
- Promises to attain business targets for related industries and customers of Huawei’s Enterprise BG.
- Develops industry customer relationship platforms and provides support for Huawei’s products to industry users.

Gold and Silver Partner

- Acts as major partner of Huawei’s Enterprise BG in regional markets.
- Promises to accomplish business targets for related industries and customers of Huawei’s Enterprise BG.
- Develops industry customer relationship platforms and provides support for Huawei’s products to industry users.

Authorized Partner

Serves as a junior-level Channel Partner and has obtained Huawei’s certification to promote sales.

*Note: According to Huawei’s Channel Partner Registration Process for Enterprise Business, only Channel Partners who have registered successfully can apply for certifications as Tier-1 Partner, Gold Partner, Silver Partner, and Authorized Partner. Successful registration is a prerequisite for Channel Partners to obtain Huawei products, solutions, and services.

For more information, visit:
https://partner.huawei.com/web/worldwide/policy-detail?articleId=5517717
Registering as a Huawei Channel Partner

The Huawei Channel Partner section of the website provides access to Huawei information and systems. You can apply for registration online. After completing registration and approval, Channel Partners can start doing business with Huawei and be authorized to access more resources.

Additionally, registered Channel Partners are granted access rights to apply for Channel Partner certification, deal registration, and online ordering on our interactive network platform e+Partner.

To become a Huawei registered Channel Partner, your company must be registered with the appropriate authorities and pass Huawei’s Trade Compliance Review.

**Channel Partner Registration Process:**

1) Enter your information on Huawei’s website to obtain a Huawei online account.
2) Log in to your Huawei online account, fill in the related company information as required for partner registration, then submit your application.
3) After your application is approved, you will receive a confirmation email that you have successfully registered.

For more information about partner registration and certification, visit: https://partner.huawei.com/web/worldwide/policy-list?type=Certification%20and%20Cooperation&isHQPolicy=true&parentTitle=Channel%20Partner
Partner Certification

After becoming a registered Channel Partner, you can apply to become a Huawei Certified Partner. A Huawei Certified Partner can obtain the additional corresponding benefits. For more details, please refer to the Partner Incentive Program.

Certification Requirements

- After becoming a registered Channel Partner, you can apply to become a Huawei Certified Partner. A Huawei Certified Partner can obtain the additional corresponding benefits. For more details, please refer to the Partner Incentive Program.

Certification Requirements for Inverter

<table>
<thead>
<tr>
<th>Channel Partner</th>
<th>Sales performance threshold</th>
<th>Personnel (Certificate)</th>
<th>Financial qualification</th>
<th>Supply platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distributor</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VAP</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Gold Partner</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Silver Partner</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Authorized Partner</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Channel Partner certification process:

1) The registered Channel Partner administrator logs in to e+partner to apply for a certification type.
2) The registered Channel Partner provides information as required, including certification and contact information, uploads company certification materials, and submits a certification application.
3) The partner signs Distributor/VAP agreements with Huawei.
4) After the application is approved, the Huawei system sends a notification email to the Channel Partner’s registered email address.
5) Certification and authorization of inverter channel partners are separate from certification and authorization of EBG channel partners.
Run-rate Inverter Business

We hereby release the Regulations to define the inverter run-rate business ex-China, unify business languages, and standardize the operations of the run-rate business. It helps make sure that run-rate business run smoothly, operation risks are properly mitigated, and the run-rate ecosystem and market order stay healthy.

Definition

Run-rate inverter business: partners’ marketing and sales of authorized inverter products purchased from Huawei at authorized run-rate prices to non-NA customers.

Rules

• Principles:

Distributors and VAPs place orders with Huawei at the authorized run-rate prices to stock inverters so as to maintain a regular level of inventory. All channel partners can conduct run-rate business only in their authorized regions.

• Routes-to-market (RTMs):

Run-rate products are resold mainly through distributors and value added partners (VAPs). In addition to selling directly to customers, VAPs may also sell through downstream partners.

• Requirements on order placement:

1) Orders for run-rate products must be placed separately from SPQ projects.
2) Distributors and VAPs should place orders with Huawei in the eDeal system after it is deployed.
3) Select "VAP (Stock)" or "Distributor (Stock)" as the order type.
4) A PO on run-rate product(s) placed by distributors or VAPs with Huawei cannot be lower than 1 Megawatt.
5) Run-rate products cannot be returned and price protection is not applicable.

• Management of Purchase, Sales, Inventory (PSI):

Distributors and VAPs that engage in run-rate business need to adopt the PSI system and the eDeal system and regularly submit inventory reports and outbound reports.

Definition of unauthorized run-rate sales

Channel partners sell run-rate products to markets beyond their authorization, impacting those markets and channel partners there. Such cases will be handled following Regulations on Unauthorized Sales of Channel Partners for Enterprise Business Ex-China.

Restrictions relating to trade compliance

In order to avoid violating UN Security Council resolutions, the export control laws and regulations of the US, European Union, China, and other countries, or the export control policy of Huawei, channel partners based in embargoed countries or regions are not permitted to engage in run-rate business, and channel partners elsewhere are not permitted to do so in embargoed countries or regions either. All run-rate products are subject to cyber security control and restrictions relating to trade compliance.

For more information about partner registration and certification, visit: https://partner.huawei.com/web/worldwide/policy-list?type=Certification%20and%20Cooperation&isHQPolicy=true&parentTitle=Channel%20Partner
Incentives

In order to build trust with Channel Partners, to achieve mutual benefits, and to become the most valuable partners directly with customers, Huawei’s Channel Partner Incentives is intended to increase profits for Huawei Channel Partners who help resell Huawei’s enterprise products. The incentives include 100% prepayment discount, rebates, marketing support, and programs.

Overview

The following table shows the framework of the incentive policy.

<table>
<thead>
<tr>
<th>100% Prepayment Discount</th>
<th>Rebate</th>
<th>Marketing Support</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% Prepayment Discount</td>
<td>Base Rebate</td>
<td>MBO Rebate</td>
<td>Capability Rebate</td>
</tr>
</tbody>
</table>

100% Prepayment Discount

Distributors/VAPs will be entitled to a discount if they prepay 100% in cash when they place orders directly with Huawei. The discount is deducted by Huawei from the total purchase amount when Distributors/VAPs make purchases.

The Channel Partner must pay the purchase amount in full before the pick-up by Telegraphic Transfer (TT) to be entitled to the incentive. Additionally, the Channel Partner must have no outstanding payments in order to be entitled to the incentive.

For more information, visit:
https://partner.huawei.com/web/worldwide/policy-detail?articleId=5517849

Rebates

The Channel Partner Incentive includes many types of rebates

➤ Base Rebate

It refers to the rebate offered to Distributors, VAPs, Gold Partners, and Silver Partners for their sales performance in the assessment period.

➤ MBO Rebate

Management by objective (MBO) rebate applies to Distributors. The purpose of this incentive is to encourage Distributors to follow requirements on business priorities and standard business practices.

➤ Capability Rebate

Capability rebate applies to Distributors, VAPs, Gold Partners, and Silver Partners. The purpose of this incentive is to encourage channel partners to build their capacity.

➤ List of Products Eligible for Channel Partner Incentives

The eligible products please refer to List of Products Eligible for Channel Partner Incentives and Regulations.
Marketing Support

Marketing support includes the Market Development Fund (MDF), Demo support, and other targeted marketing programs.

▼JMF
The Joint Marketing Fund (JMF) is a dedicated fund centrally managed by Huawei to support channel marketing activities in an effort to boost sales growth and brand image.

▼MDF
The Market Development Fund (MDF) is a special fund that is set up to support partners in marketing activities so as to attain sales and market targets.

▼Demo Support
Huawei provides discounted software and hardware products to help eligible partners establish their own labs and demonstration centers, and to improve their independent sales and service capabilities.

Program
A program refers to an incentive program that is released for channel partners to promote product solution (including service) sales or drive partners to carry out specific market development activities, including commercial discounts or rebates.
Demo Program

The Huawei Demo Program (HDP) gives eligible partners generous discounts on hardware and software used for partners’ own laboratories, demo centers, and sales office infrastructure. HDP aims to improve awareness, experience, and branding of Huawei technologies, products, and solutions.

Eligibility

All Certified Partners (Distributors, VAPs, Gold/Silver/Authorized Partners, HALPs, HUAWEI ICT ACADEMYs, GPs, RPs, and Solution Partners) are eligible for HDP discounts. There are free versions of software and license for download. Trade terms are FOB Hong Kong.

Terms and Conditions

1) Demo products cannot be sold by partners within one year of the shipment date. After reselling DEMOs as required, partners should report the case to related regional Channel Mgmt Dept for archiving within one week.
2) All demo products are for partners’ internal use only:
   - Office infrastructure
   - Laboratories
   - Solution demonstrations (or Proof of Concept, PoC)
3) Internal use does NOT include:
   - Reselling, remarketing, or distribution of products to end users or customers
   - Supporting the provision of managed services to customers
   - Using products to build out the network of an Internet Service Provider
4) HDP cannot be combined or stacked with any other promotions or discounts.
5) Demo products with quality problems must be handled in accordance with the Dead on Arrival (DOA) process or the Return Material Authorization (RMA) agreement.
6) Huawei is entitled to audit partners to validate the presence and appropriate use of equipment and software purchased under this program. If Channel Partners sell Demos without being authorized, they will be punished according to the Regulations on Penalizing the Violations of Channel Partners for Enterprise Business Ex-China.
7) Huawei reserves the right to change any aspect of this program at any time.

For more information, visit:
https://partner.huawei.com/web/worldwide/policy-list?type=Incentives&isHQPolicy=true&parentTitle=Channel%20Partner
Channel Partner Complaints Handling

To build a healthy and orderly channel ecosystem in which Channel Partners have a fair, competitive environment and gain reasonable business profits, Huawei provides a dedicated complaint system.

Complaint Content

Channel complaints may refer to any non-technical issues related to channel business, which include complaints about economic issues, fake products, unauthorized sales, channel conflicts, and other types of channel complaints.

During cooperation between a Partner and Huawei, if any Huawei Channel Manager is engaged in corruption or bribery (soliciting bribes from or holding shares or a position in the Channel Partner company), the Channel Partner should report the event to Huawei and cooperate in an investigation to protect the legal interests of the Channel Partner.

Additionally, during cooperation between a Partner and Huawei, if a Channel Manager fails to perform his/her duties and seriously affects the normal business operations of the Channel Partnership, the Channel Partner should report the failure to Huawei.

Complaint Methods

Report complaints to Huawei Enterprise BG using the following methods:

1) By email complaint: Tell_EBBG@huawei.com or bcgcomplain@huawei.com (These two emails are only for violation feedback about commercial bribery and unfair competition in enterprise business.)

2) Online complaint access: http://e.huawei.com/en/how-to-buy/contact-us or by email: enterprise_channel@huawei.com (Complaints about unauthorized sales, channel conflicts, and other objections.)

Complaint-handling Conditions

Please follow these guidelines when making complaints:

- Real-name complaints are encouraged since they help to provide us with more detailed and accurate information to follow up and investigate the event.
- Please provide clear, detailed facts so we can deal with the issue in a timely way. Include information about you, and relevant evidence such as contracts, documents, emails, and product barcodes.

Confidentiality Commitment

Huawei promises that the reporting organizations, persons, and content shall be kept strictly confidential.
Channel Partner Violations Management

Channel Partner Violation Levels

Huawei manages Channel Partner violations according to severity. The violations are divided into three levels: Level-1, level-2, and level-3; where level-1 is the most severe. According to the level and number of times of Channel Partner violations, those partners will be included in the A or B List and managed accordingly.

A List and B List Management

Certain restrictions are imposed on Channel Partners who violate Huawei regulations depending upon the severity of the violations. The restriction period starts from the date when the partners are included on List A or List B. Lists A and B represent different levels of restrictions imposed on cooperation respectively.

(1) Restrictions on Channel Partners in List A

The restriction period is at least 180 days. During the restriction period, suspend Huawei business with the channel partners, including new SPQ applications, new MDF support, and new POs.

(2) Restrictions on Channel Partners in List B

The restriction period is at least 90 days. During the restriction period, suspend new SPQ applications, new MDF support, and new certification/certification renewal/certification upgrade.

For detailed definition and penalties of violations of different levels, please read Regulations on Enterprise Channel Partner Violations Ex-China V8.0, visit: https://partner.huawei.com/web/worldwide/policy-detail?articleId=5526633
Solution Partner Program

Huawei Enterprise BG follows the “platform + ecosystem” strategy and aims to build a cooperative ecosystem that features openness, collaboration, and mutual benefits. Solution partners are important members of the ecosystem. Focusing on ICT infrastructure and solutions, the EBG makes technical interfaces open to solution partners, provides global experts and labs, supports solution partners to develop industry-specific solutions, and encourages partners to launch the solutions on market, create benefits for customers, and achieve business success.

Enterprise BG Solution Partner Structure

Certain restrictions are imposed on Channel Partners who violate Huawei regulations depending upon the severity of the violations. The restriction period starts from the date when the partners are included on List A or List B. Lists A and B represent different levels of restrictions imposed on cooperation respectively.

Solution Partner Types

Huawei Enterprise Business Solution Partner Program (“the Program” hereinafter) is mostly for Independent Software Vendors (ISVs) and Independent Hardware Vendors (IHVs). Huawei will continue to optimize the Program to cover other types of other Solution Partners.

The solution partners include:
- Independent Software Vendor (ISV)
- Independent Hardware Vendor (IHV)
- Consulting
- System Integrator (SI)

Solution Partner Levels

Solution Partners of different levels enjoy different benefits. After meeting the necessary tier requirements, the Solution Partners submit the application to Huawei. After approval of Huawei, Solution Partners enjoy the relevant tier benefits. There are three Solution Partner levels: Certified, Preferred, and Advanced.

- Certified
- Preferred
- Advanced

For leading partners in various domains who can team up with Huawei to launch leading solutions (invited only)
For mainstream partners in various domains who can work with Huawei to launch replicable and competitive solutions
For most of the partners that can independently provide software, hardware, and service, and pass Huawei’s certification (project-based or lab certification)
Registering as a Huawei Solution Partner

The Huawei website provides access to Huawei information and systems for Solution Partners. You can apply for registration online. After completing registration, Solution Partners can start doing business with Huawei and be authorized to access more resources. Additionally, registered Solution Partners are granted access rights to apply for Channel Partner certification, deal registration, and online ordering on our interactive network platform e+partner. To become a Huawei registered Solution Partner, your company must be registered with the appropriate authorities and pass Huawei’s Trade Compliance Review.

Solution Partner Registration Process:

1) Enter your information on Huawei’s website to obtain a Huawei online account.
2) Log in to your Huawei online account, fill in the related information as required for Solution Partner registration, then submit your application.
3) After your application is approved, you will receive a confirmation email that you have successfully registered.

For more information, visit:
http://e.huawei.com/en/partner/solution-zone/become-solution-partner
Solution Partner Certification

To become a Huawei registered Solution Partner, your company must be registered with the appropriate authorities and pass Huawei’s Trade Compliance Review. After becoming a registered Solution Partner, you can log into the Solution Partner Center, a one-stop resource center for you, and start to build your solutions.

Solution Partner Certification Process

1) The registered Solution Partner administrator logs in to e+partner to apply for Solution Partner certification and also builds your joint solutions with Huawei.
2) The Solution Partners submit their application to Huawei. After approval by Huawei, Solution Partners enjoy relevant benefits by tiers.

Solution Partner Certification Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Certified</th>
<th>Preferred</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal compliance</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Joined Huawei’s Solution Partner Program</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Industry service experience</td>
<td>≥ 2 years</td>
<td>≥ 5 years</td>
<td></td>
</tr>
<tr>
<td>Leading position in the industry</td>
<td>One of the top 10 companies in IDC/Gartner/Forrest/IHS regional national ranking</td>
<td>One of the top 5 companies in IDC/Gartner/Forrest/IHS regional national ranking</td>
<td></td>
</tr>
<tr>
<td>After-sales technical service</td>
<td>5 x 8 hours</td>
<td>5 x 8 hours</td>
<td>7 x 24 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>#Achieved order targets for the joint solution.</td>
<td>Achieved order targets for the joint solution.</td>
</tr>
<tr>
<td>Dedicated cooperation manager</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Joint business plan</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Level certification</td>
<td>Can be applied.</td>
<td>Can be applied.</td>
<td>Should be invited by Huawei.</td>
</tr>
</tbody>
</table>

#achieved order targets for the joint solution: The targets are adapted in different regions.
### Solution Partner Benefits

Partners’ benefits increase with their levels. The following table lists partner benefits specified in the Program.

<table>
<thead>
<tr>
<th>Category</th>
<th>Benefit</th>
<th>Certified</th>
<th>Preferred</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>R&amp;D support</td>
<td>Access to Huawei Developer Zone; eSDK/API, development toolkits, and technical documents available online</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Access to Huawei’s remote development and commissioning sandbox, and support from experts</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Test support from Huawei's global Open Labs</td>
<td>Can be applied.</td>
<td>Can be applied.</td>
<td>Can be applied.</td>
</tr>
<tr>
<td></td>
<td>Joint solution development funds (Another US$10,000 will be granted as fund for development on the enablement platform ROMA or App Engine.)</td>
<td>Conditional use ≤ US$20,000</td>
<td>Can be applied. ≤ US$50,000</td>
<td>Can be applied. ≤ US$80,000</td>
</tr>
<tr>
<td>Marketing support</td>
<td>Joint solutions available in Huawei Marketplace</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Using the logo and certificate of the Huawei partner level for marketing</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Showcasing joint solutions on Huawei’s marketing platforms (exhibition halls and exhibitions)</td>
<td>Given chances</td>
<td>Given priority</td>
<td>Given priority</td>
</tr>
<tr>
<td></td>
<td>Joint solution marketing funds (Another US$10,000 will be granted as fund for development on the enablement platform ROMA or App Engine.)</td>
<td>Conditional use ≤ US$10,000</td>
<td>Can be applied. ≤ US$30,000</td>
<td>Can be applied. ≤ US$50,000</td>
</tr>
<tr>
<td>Sales support</td>
<td>Participating in Huawei-led projects</td>
<td>Given chances to participate</td>
<td>Given priority</td>
<td>Given priority</td>
</tr>
<tr>
<td>Strategic resources</td>
<td>Support regarding Huawei's product features</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Being invited to Huawei's high-level forum</td>
<td></td>
<td></td>
<td>Invited</td>
</tr>
<tr>
<td></td>
<td>Dedicated cooperation manager</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
Technology Support for Solution Partners

Open Lab Support

Open Lab for Enterprise Solutions is open to customers, partners, Huawei R&D, and sales. Its mission is to enable easy integration of Huawei enterprise ICT products with partners’ solutions, expanding the Solutions Alliance with major players from vertical industries to strengthen each other’s advantages, create and lead industry standards, deliver competitive and comprehensive solutions, and finally achieve Win-Win situations.

For more information, visit: https://e.huawei.com/en/partner/openlab

Marketplace

Huawei builds and uses an online platform to help Solution Partners promote their joint solutions to Huawei Channel Partners, customers, and users. With this platform in place, Solution Partners can display their certified joint solutions and manage leads. Huawei Channel Partners and customers can assess and rate solutions which they are interested in, send emails for inquiry, and find out more details about the displayed solutions using the Marketplace.

For more information, visit: https://e.huawei.com/en/marketplace
Service Partner Program

Introduction

Huawei Enterprise Business Group (EBG) strives to build an open, collaborative, win-win ecosystem to provide the best choices for customers. Service Partners, as key members of the Huawei partner ecosystem, are crucial to the strategy of Business-Driven ICT Infrastructure (BDII).

Huawei Service Partner Program ("HSPP" hereinafter) is a cooperative framework between Huawei and its Service Partners, and consists of a range of content to meet the needs of Huawei's diverse Service Partners. HSPP aimed at Huawei Partners who want to develop their service business, or become certified as a Certified Service Partner ("CSP" hereinafter), or a Certified Service Solution Partner ("CSSP" hereinafter). Huawei will continue to optimize the HSPP to cover all types of our Service Partners.

As a value-based program, the HSPP includes performance metrics designed to:

- Enhance profitability
- Reward partners equally for performance
- Reward certification through discounts
- Reward performance through incentives
- Measure and reward service sales
Huawei's Services Go-To-Market

Huawei's Services Go-To-Market strategy includes Huawei services and Certified Service Partners' services. These services are supported by Huawei services portfolio. The Huawei services are resold by partners and delivered by Huawei to satisfy customers' vendor service requirements. Huawei encourages Certified Service Partners to overlay their value-added services on top of the Huawei Powered Service, in order to sell and deliver CSP-branded services to customers.

https://e.huawei.com/en/material/MaterialList

Huawei Enterprise Services

Huawei Enterprise Services follows the Business Driven ICT Infrastructure and focuses on industry business requirements. It also cooperates with partners to build an overall industry service solution, helping customers achieve business success. This includes service solutions, service product portfolio, and training & certification. In order to support the CSP-branded services rollout, Huawei introduced Huawei Powered Service to collaborate with service partners.

Please refer to the below URLs for more information on Huawei Services.

https://e.huawei.com/en/services
The Huawei Powered WLAN Planning and Design service, and the Huawei Powered Implementation service are now available in Huawei SCT (Smart Configuration Tool).

The Co-Care service supports partners to build, sell and deliver CSP-branded services to customers. Huawei delivers remote technical support and spare parts to CSPs.
Huawei Service Partner Program

Huawei Service Partner Program (HSPP) aims to boost Huawei and its partners' business growth and make its service partner ecosystem thrive. It highlights partner certification, performance and incentive standards. Partners are able to resell Huawei-Branded services or provide Partner-Branded services supported by the Huawei Powered Service in order to satisfy customers' diversified needs.

Attention:
All factors described in HSPP including but not limited to funding, incentives and variables are subject to region and country's policy.

Partner can contact Huawei channel service or send email to channelservice@huawei.com if partner have questions about HSPP.

Figure: Huawei Service Partner Program

HSPP (Huawei Service Partner Program) is a set of business rules that Huawei is establishing to better manage the service relationship between Huawei and its partners.

Aimed towards attracting top-performing service partners in the industry, becoming part of Huawei's service partner ecosystem.

Focusing on qualifications, performance, and incentives, Huawei cooperates with partners to provide excellent service solutions for the customers' diversified service needs.

Benefits

Only for CSPs

Show CSP Logo and Partner Locator
Capability Rebate (up to 1% of sales performance)
HCIE and GaussDB Certification Award
Service Profit by Partner-branded Service Delivery via CSP Authorization
Service Sales Discount (x, x+8%, x+16% for Powered Service)
Service Sales Incentives (up to 10.5% of service performance)
Base Rebate (y% of sales performance)

Figure: Benefits for CSPs

CSP Logo

Figure: Huawei Certified Service Partner Logo

Please refer to Huawei branding material for more information on use of CSP logos.
Partner Locator

Huawei Partner Locator allows Service Partners to differentiate themselves from competitors, and provides opportunities to enter into new markets.

Please refer to the below URL for more information on Partner Locator.
http://e.huawei.com/en/partner/find-a-partner

II. CSP Certification Requirements

Huawei accredits partners as Certified Service Partners into six product domains. The certification requirements are based on the Huawei Career Certification and vary according to product domain.

To enable CSPs to quickly build their technical capabilities on Huawei GaussDB, in the year 2020, CSPs in the Enterprise IT domain will require GaussDB certification.

In order to enhance the partner service delivery quality, CSP engineers will be expected to have passed the Service Specification exam.

<table>
<thead>
<tr>
<th>CSP Certification Requirements</th>
<th>Three-Star</th>
<th>Four-Star</th>
<th>Five-Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register to become Huawei’s partner.</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>No major complaints from customers caused by poor service quality.</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Service Sales</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of service salespersons who passed the HCS-Pre-sales Service Solution certification.</td>
<td>-</td>
<td>(1) ³</td>
<td>1</td>
</tr>
<tr>
<td>Service Specification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of engineers who passed the Service Specification Exam.</td>
<td>-</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Project Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of project managers who passed the PMP.</td>
<td>-</td>
<td>(1) ³</td>
<td>(1) ³</td>
</tr>
</tbody>
</table>

CSP Certification Requirements

<table>
<thead>
<tr>
<th>CSP Certification Requirements</th>
<th>Number of engineers who passed the technical certification in particular CSP certification domain.</th>
<th>Three-Star</th>
<th>Four-Star</th>
<th>Five-Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain</td>
<td>HCIA (Data Communication (R&amp;S, WLAN, and security)).</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>HCIP (Transmission &amp; Access (transmission and access)).</td>
<td>-</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>HCIE (Enterprise Cloud Communication (UC, CC, VC, and IVS)).</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>HCIA (Network Energy (DCF and UPS)).</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>HCIP (Enterprise IT (Storage, GaussDB, Cloud Computing, and DC)).</td>
<td>2</td>
<td>1 + 1 ³</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>HCIE (Fusionsolar Smart PV).</td>
<td>-</td>
<td>2</td>
<td>2 + 1 ²</td>
</tr>
<tr>
<td></td>
<td>HCIE (Intelligent Computing).</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
</tbody>
</table>

Service Platforms

<table>
<thead>
<tr>
<th>CSP Certification Requirements</th>
<th>Technical service organization.</th>
<th>Three-Star</th>
<th>Four-Star</th>
<th>Five-Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Assistance Center (TAC).</td>
<td>5 × 8</td>
<td>7 × 24</td>
<td>7 × 24</td>
<td></td>
</tr>
<tr>
<td>Customer issue management system (escalation process).</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>A corporate email account is provided to receive Huawei service requirements, materials, and documents.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Lab environment to provide after-sales support.</td>
<td>-</td>
<td>-</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Number of individual who passed Cyber Security specialist exam.</td>
<td>-</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Assessment

<table>
<thead>
<tr>
<th>CSP Certification Requirements</th>
<th>On-site assessment (for the first certification application).</th>
<th>Three-Star</th>
<th>Four-Star</th>
<th>Five-Star</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>≥ 60</td>
<td>≥ 60</td>
<td>≥ 70</td>
<td></td>
</tr>
</tbody>
</table>

Please refer to the below URL for more information on Partner Locator.
http://e.huawei.com/en/partner/find-a-partner
Notes:
1) 4-star CSP in the IT product domain requires one HCIA and two HCIP certificates in the respective product domain, and one HCIA-GaussDB certificate.
2) 5-star CSP in the IT product domain requires one HCIA, two HCIP and two HCIE in the respective product domain, and one HCIP-GaussDB-OLTP or HCIP-GaussDB-OLAP certificate.
3) (1): one person, optional; ●: mandatory; -: not required

Regarding the HCIE certificate, unless the original partner company has agreed, an HCIE certification account shall not be associated with other partner companies within six months from the date of its association with the original partner company.

If there is no HCIE certification in a domain, HCIP certification in the same domain can serve as a substitute for HCIE certification.

HCS-Field certification in the IVS can serve as a substitute for HCIP certification.

These CSP certification requirements and quantities are the minimum requirements for CSP certification at all levels. The CSP certification requirements include technical service organization, Technical Assistance Center are subject to Huawei region and country's policy.

III. CSP Certification Validity
CSP certification is valid from the date of certification until March 1 of the following year.

Huawei will send a renewal reminder two months before the CSP certification expires.

Partners can apply for renewal online or contact the local channel service manager to renew CSP certification. If the renewal is not completed on or before the expiration date, then the CSP certification will expire.

IV. CSP Certification Renewal
CSP shall meet CSP certification requirements when renewing the CSP certification. In addition, CSP shall:

1) Use Huawei service related platforms, including Huawei Partner University, Enterprise Integrated Service Delivery Platform (eISDP) and Installed Base Management System.
2) Provide an improvement plan within one month of receiving notification from Huawei about customer complaint, or if the customer satisfaction score is less than 4 in a single satisfaction survey.
3) Use Huawei service related platforms when renewing CSP certification.

For four-star CSP or five-star CSP, the CSP’s Renewal Rate shall be greater than 30%, or CSP completed at least one customer satisfaction survey’s response when apply renewal. This requirement is subject to a region or country's CSP certification requirements.

For four-star CSP or five-star CSP that do not meet CSP certification renewal requirements:
1) The CSP certification will be downgraded to a three-star CSP if the CSP meets the three-star CSP certification requirements, or
1) The CSP certification will be terminated if CSP does not meet the three-star CSP certification requirements.

The partner is not allowed to apply for an original level or higher level CSP certification, within six months of a CSP certification downgrade or CSP certification cancellation.

V. CSP Certification Termination
The partner shall ensure the following termination procedures are completed if the CSP certificate is terminated:

1) The partner shall hand over necessary service information to Huawei.
2) The partner shall continue to fulfill the delivery obligation of maintenance contracts until such service contracts expire.
Capability Improvement Incentives

Huawei offers funding and incentives to support partners who invest in service capability improvement, as well as to drive partners to be able to sell and deliver Huawei solutions, and gain customer satisfaction.

The Capability Improvement Incentives are not applicable for the FusionSolar Smart PV domain and the Intelligent Computing domain.

VI. Training Fund Incentive Program

Partners are entitled to receive training vouchers, and exam vouchers based on partner level. The number of vouchers are subject to region and country’s policy. Vouchers will be valid within 12 months from the distributed date. The HCIE vouchers include only exam vouchers.

After the approval of the partner level upgrade is passed, additional vouchers will be compensated.

<table>
<thead>
<tr>
<th>Partner Level</th>
<th>Vouchers (include training vouchers and exam vouchers)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distributor</td>
<td>2 HCIA, 1 HCIP, 1 HCIE</td>
</tr>
<tr>
<td>VAP</td>
<td>2 HCIA, 1 HCIP, 1 HCIE</td>
</tr>
<tr>
<td>Gold Partner</td>
<td>2 HCIA, 1 HCIP, 1 HCIE</td>
</tr>
</tbody>
</table>

Figure: Training Fund Incentive Program

VII. HCIE Incentive Program

Every half year, the partner companies or individuals will receive certain amount of incentives when CSP completes the delivery of project in year 2020.

The amount of incentives are subject to a region and a country’s policy.

VIII. Service Delivery Incentive Program

The CSP companies or individuals will receive a certain amount of incentives when CSP completes the delivery of project in year 2020.

The amount of incentives are subject to a region and a country’s policy.

The requirements of such project shall meet following criteria:

1) The Huawei contract value of project is greater than threshold.
2) At least one technician who has an HCIE or HCIP certificate participated in project delivery, and technician information has logged in eISDP.
3) Project deliverables archived in eISDP properly.
4) Customer satisfaction survey score is 4 points or higher.

The detail requirements and amount of incentives are subject to a region and a country’s policy.
Huawei introduces the Service Incentive Program (hereinafter referred to as SIP) for partners to strengthen service sales and gain service profits. The SIP includes:

• Service Sales Discount
• Service Sales Incentive

IX. Service Sales Discount

CPSs receive CSP level-based discount for Huawei Powered Service, higher CSP level and higher discount for Powered Service. The discount for Huawei Services does not depend on CSP level and understand as partner authorized discount.

The Gold partner and Silver partner shall obtain CSP level-based discount from distributors. The CSP level-based discount and partner authorized discount are subject to a region and a country’s policy.

X. Service Sales Incentive

The Service Sales Incentive consists of three parts, namely, Service Incentive Performance, Rebate percentage, and CSAT Factor.

The service sales incentive is calculated and issued quarterly.

The SIP includes its criteria, formulas, parameters are subject to region and country’s policy.

Activated when payment is completed

- Eligible service products
  - PO signed in current quarter
- AR & RR’s interval determines rebate %
  - AR & RR calculated according to metrics
- CSAT Factor
  - Use AR & RR of the last month of current quarter
  - At least 2 CSAT responses from the current quarter and 3 previous quarters

Service Incentive Performance

Service Sales Incentive = Service Incentive Performance x Rebate % x CSAT Factor

XI. Part I – Service Incentive Performance

Service Incentive Performance refers to eligible service booking from purchase orders which includes both products and services or services only.
XII. Part II – Rebate Percentage

Rebate Percentage

The rebate percentage is equal to the rebate percentage for the Attach Rate (AR) plus that for the Renewal Rate (RR).

The AR and RR of the last month of the current quarter will be used to calculate the current quarter's rebate percentage.

The rebate percentage is calculated quarterly. The rebate percentage, AR and RR range for rebate percentage are subject to region and country’s policy.

<table>
<thead>
<tr>
<th>AR</th>
<th>40%&lt;AR≤80%</th>
<th>AR&gt;80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebate%</td>
<td>A1</td>
<td>A2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RR</th>
<th>30%&lt;RR≤70%</th>
<th>RR&gt;70%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebate%</td>
<td>R1</td>
<td>R2</td>
</tr>
</tbody>
</table>

Table: Sample of Rebate Percentage

Performance Metrics

The Attach Rate (AR) measures a partner’s ability to sell maintenance services for Huawei products.
**Installed Base Management System**

Installed Base Management System (IBMS) is a one-stop platform that enables partners and Huawei employees to efficiently manage the installed base and renew service contracts. It has the following main functions:

- Installed base management
- Renewal opportunity management
- BOQ generation for renewed contracts
- Collaboration among multiple parties

Permissions in different business modules are managed by partner administrators. A partner administrator is responsible for approving privilege applications of partner individuals. The following roles have the privilege for IB data management:

- Commercial Manager
- Service Manager
- Service Engineer
- Super Administrator

Notes: A Service Manager and a Service Engineer have the same privilege for the installed base data management module.

The IBMS is part of the ePartner system (https://partner.huawei.com).

Partners can learn the IBMS Use Guide course from Huawei Partner University to learn more details.

**XIII. Part III – CSAT Factor**

**CSAT Factor**

The formal customer satisfaction factor (CSAT) is a fixed aspect of the Service Sales Incentive. It reflects the average score of the customers’ satisfaction survey whose services are delivered by CSPs. Such services include the CSP-branded installation service and CSP-branded maintenance service.

The CSAT Factor are calculated quarterly.

---

**Calculation Criteria**

<table>
<thead>
<tr>
<th>CSAT Factor</th>
<th>Calculation Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.8</td>
<td>avg score &lt; 4, or CSAT quantity&lt; 2, or non CSP</td>
</tr>
<tr>
<td>1</td>
<td>Average score ≥ 4</td>
</tr>
<tr>
<td>1.5</td>
<td>Average score ≥ 4.5</td>
</tr>
</tbody>
</table>

Table: CSAT Factor

**CSAT Score**

The CSAT score for CSP-branded installation services is based on the customer survey generated by CSP via the Huawei eISDP service platform. The CSAT score for CSP-branded maintenance services is based on the customer survey generated by Huawei TAC.

This CSAT Factor is calculated quarterly. The CSAT survey responses from the current and previous three quarters will be used to calculate the average score for a particular quarter.

---

**Item**

<table>
<thead>
<tr>
<th>Installation Services</th>
<th>Maintenance Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform</td>
<td>eISDP</td>
</tr>
<tr>
<td>Trigger by</td>
<td>CSP Individual</td>
</tr>
<tr>
<td>Obtain Response</td>
<td>eISDP</td>
</tr>
<tr>
<td></td>
<td>Huawei Service Manager</td>
</tr>
</tbody>
</table>

**Figure: CSAT Survey**

Please refer to URL [http://app.huawei.com/sdcp/eisdp/](http://app.huawei.com/sdcp/eisdp/) for more information on Huawei eISDP service platform or consult Huawei local Channel Service Manager.
Partner Delivery Excellence

XIV. CSP Service Authorization

The CSP service authorization includes installation and implementation, as well as maintenance. Based on the complexity of products and technical skills required for delivery, the products that fall under category B are authorized to CSP, and products that fall under category C and D are authorized to all partners.

The CSP service authorization includes installation and implementation, as well as maintenance. Based on the complexity of products and technical skills required for delivery, the products that fall under category B are authorized to CSP, and products that fall under category C and D are authorized to all partners.

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Authorization Scopes</th>
<th>Authorized Service Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (High end products)</td>
<td>Services are not authorized to CSP delivery. Huawei delivers such services.</td>
<td>N/A</td>
</tr>
<tr>
<td>B (Middle-range products)</td>
<td>Services authorized to CSP delivery which CSP level is 4-star and 5-star. Customer chooses CSP-branded services or Huawei services.</td>
<td>Installation &amp; Implementation</td>
</tr>
<tr>
<td>B</td>
<td>Services authorized to CSP. Customer chooses CSP-branded services or Huawei services.</td>
<td>Installation &amp; Implementation</td>
</tr>
<tr>
<td>C/D (Low-end products)</td>
<td>Services authorized to channel partners. Customer chooses partner-branded services or Huawei services.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Table: CSP Service Authorization

Please refer to the document Channel Service Authorization Product List for more information on CSP Service Authorization or consult Huawei local Channel Service Manager.

XV. CSP-branded Services

Based on customer choices, Huawei encourages CSPs to overlay their own value-added services on top of Powered Service or directly develop service products based on CSP service authorization, and sell to customers with CSP-branded services, and fulfill delivery obligations.

XVI. CSP Delivery Compliance

The four-star or five-star CSPs are required to complete training and examination for Cyber Security and Service Specification before service delivery.

The eISDP contains valuable collaterals which support engineers to better install and implement Huawei products. Huawei suggests that CSP engineers download collaterals and get familiar with the documents prior to delivery.

<table>
<thead>
<tr>
<th>Item</th>
<th>Training</th>
<th>Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>CyberSecurity</td>
<td>Online Visit here: URL</td>
<td>Online Visit here: URL</td>
</tr>
<tr>
<td>Service Specification</td>
<td>Classroom Visit here: URL</td>
<td>Online Visit here: URL</td>
</tr>
</tbody>
</table>

Figure: Requirement of Cyber Security and Service Specification

Please visit URL above for more information.

XVII. Co-Care Services Contractual Delivery

Welcome Kit

Huawei Global Technical Assistant Center will send a Welcome Kit for each Co-Care contract to CSP. The Welcome Kit includes certificates for service entitlement and a Co-Care Services user guide.

The Welcome Kit’s arrangement may vary by region and country, partners can contact Huawei local Channel Service Manager for more details.

Services Contractual Delivery

CSP who purchased Co-Care services and sold CSP-branded services to customers is response for maintenance service delivery in front of customers, and escalate to Huawei TAC for level 3 technical support or spare parts request.

The major service scopes and procedures between customers and CSP for CSP-branded Service, and service scopes between CSP and Huawei for Co-Care services are described below.
Huawei introduced partner Service Operation Report in ePartner. The Service Operation Report helps partners gain knowledge on their service sales performance and incentives, service sales opportunities, and to jointly develop business plans with Huawei to gain further incentives and benefits.

Partner can visit the ePartner from URL below.

https://partner.huawei.com/

For more information about service partner policies, visit:

https://partner.huawei.com/web/worldwide/policy-list?type=Service%20Partner&isHQPolicy=true&parentTitle=undefined
Talent Alliance Partner Program

HALP Certification

Definition

Huawei Authorized Learning Partners (HALPs) are training companies that provide learning services for the public, as well as develop professionals who can satisfy the requirements of Huawei's industry chain. HALPs include:

- HALPs: partners of Huawei in training in a single country/region;
- Global HALPs: partners of Huawei in training in multiple countries/regions.

Eligible Institutions

1) Only companies with legal qualifications in the training industry can apply for HALP certification.
2) In principle, HALPs are authorized only in the country or region where they are located.
3) In principle, Global HALPs are authorized in the countries/regions those list in the Global HALP agreement.

HALP Certification Standards

<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Standard</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HALP</td>
<td>Global HALP</td>
</tr>
</tbody>
</table>

1. Basic requirements

<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business certificate</td>
<td>Must have the relevant training industry qualifications in its country.</td>
</tr>
<tr>
<td>Must have the relevant training industry qualifications in the countries it covered.</td>
<td></td>
</tr>
</tbody>
</table>

2. Staff requirements

<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huawei Certified Systems Instructor (HCSI)</td>
<td>At least one HCSI for each authorized technical direction. Multiple directions can share the same HCSI.</td>
</tr>
<tr>
<td>Course sales staff</td>
<td>At least one person. This person can also take other responsibilities.</td>
</tr>
<tr>
<td>At least four persons. They can also take other responsibilities.</td>
<td></td>
</tr>
<tr>
<td>Teaching management staff</td>
<td>At least one person. This person can also take other responsibilities.</td>
</tr>
<tr>
<td>At least two persons. They can also take other responsibilities.</td>
<td></td>
</tr>
</tbody>
</table>

3. Teaching service requirements

<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab equipment or simulator for authorized courses</td>
<td>At least one set (can be local environment, public cloud environment, or simulators)</td>
</tr>
<tr>
<td>At least one set per country (can be local environment, public cloud environment, or simulators)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display of Huawei certification information in training classrooms or on its official website</td>
<td>Required</td>
</tr>
<tr>
<td>Required</td>
<td></td>
</tr>
</tbody>
</table>
Lecturers with the HCSI certification need to associate themselves with their certificates and their companies in Huawei Talent system.

Hardware requirements: Huawei provides a lab equipment list, and the HALP needs to purchase the equipment based on the actual requirements.

**HALP Authorization**

There are eight categories of HALP authorization. They are listed below:

<table>
<thead>
<tr>
<th>Data Communication</th>
<th>Transmission &amp; Access</th>
<th>Enterprise Wireless</th>
<th>Enterprise IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huawei Cloud</td>
<td>Network Energy</td>
<td>Fusion Solar Smart PV</td>
<td>Enterprise Service and Industry Solution</td>
</tr>
</tbody>
</table>

If an HALP obtains the authorization of a category, all certification items included in this category will be authorized.

New certification items added to a category will be automatically authorized to the HALPs with the authorization of the category.
HALP Incentive

Purpose
The Huawei Authorized Learning Partner (HALP) Incentive Program was launched to encourage HALPs to improve the quality of their operations, actively promote Huawei certification, and contribute to the development of the talent ecosystem.

Applicability
This incentive plan applies to all HALPs outside of China.

Incentive Scheme

<table>
<thead>
<tr>
<th>Incentive Type</th>
<th>Incentive Condition</th>
<th>Incentive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capability-based</td>
<td>The HALP's identity is validated.</td>
<td>US$1000 marketing activity fund or HCIA/HCIP/HCIE exam vouchers of the same value.</td>
</tr>
<tr>
<td>Incentive</td>
<td>Number of authorized countries x US$1000 marketing activity fund or HCIA/HCIP/HCIE exam vouchers of the same value.</td>
<td>Free training and certification opportunities for two lecturers from each technical direction (excluding travel expenses).</td>
</tr>
<tr>
<td>Incentive for first</td>
<td>The academy offers an authorized course in a certain technical direction for the first time after independent enrollment for students. The course must be completed within 2020.</td>
<td>Five written exam vouchers corresponding to the certification courses for each country that has open the first class</td>
</tr>
<tr>
<td>Incentive</td>
<td>The HALP's identity is validated.</td>
<td>US$1000 marketing activity fund or HCIA/HCIP/HCIE exam vouchers of the same value.</td>
</tr>
<tr>
<td>Incentive Type</td>
<td>Certification of a certain number of trainees in one year.</td>
<td>Exam vouchers of the value listed below:</td>
</tr>
<tr>
<td>Incentive</td>
<td>Number of authorized countries x US$1000 marketing activity fund or HCIA/HCIP/HCIE exam vouchers of the same value.</td>
<td>US$50 per trainee if 0–100 trainees are certified;</td>
</tr>
<tr>
<td>Performance-based</td>
<td>Incentive for first class in the year</td>
<td>US$60 per trainee if 101–300 trainees are certified;</td>
</tr>
<tr>
<td>Incentive</td>
<td>Incentive for first class in the year</td>
<td>US$70 per trainee if 301 or more trainees are certified.</td>
</tr>
<tr>
<td>Incentive</td>
<td>Incentive for first class in the year</td>
<td>Exam vouchers of the value listed below:</td>
</tr>
<tr>
<td>HALP</td>
<td>Incentive for first class in the year</td>
<td>US$50 per trainee if 0–100 trainees are certified;</td>
</tr>
<tr>
<td>Global HALP</td>
<td>Incentive for first class in the year</td>
<td>US$60 per trainee if 101–300 trainees are certified;</td>
</tr>
<tr>
<td></td>
<td>Incentive for first class in the year</td>
<td>US$70 per trainee if 301 or more trainees are certified.</td>
</tr>
</tbody>
</table>
Huawei ICT Academy Certification

Definition

Huawei Authorized Information and Network Academy (also called the Huawei ICT Academy) is a Huawei-authorized project for enterprise-school cooperation. It aims to provide students with access to the latest ICT technologies and knowledge, as well as develop professionals who can satisfy the requirements of Huawei’s industry chain.

Eligible Institutions

Local education management authorities approved institutions that provide higher education, and admit students completing secondary school (grade 12) or higher level education.

ICT Academy Certification Standards

<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Basic requirements</td>
<td>Higher-education institutions compliant with laws and regulations</td>
</tr>
<tr>
<td></td>
<td>Align with local requirements on qualification materials for higher-education institutions</td>
</tr>
<tr>
<td>2. Staff requirements</td>
<td>Project owner One person</td>
</tr>
<tr>
<td></td>
<td>Project contact One person</td>
</tr>
<tr>
<td></td>
<td>Huawei certified academy instructor (HCAI) certificate for each technical direction At least one HCAI</td>
</tr>
<tr>
<td>3. Experimental environment requirements</td>
<td>Standard lab equipment (including simulator) for each technical direction and level At least one set</td>
</tr>
<tr>
<td>4. Authorization requirements</td>
<td>Obtain course authorization Must meet the requirements.</td>
</tr>
</tbody>
</table>

For staff requirements: The project owner and project contact can be the same person.

For experimental environment: Huawei provides a lab equipment list, and the school needs to purchase the equipment based on the actual requirements.
**Huawei ICT Academy Incentive**

**Purpose**

Academy Development Incentive Fund (ADIF) is designed to facilitate Huawei's cooperation with education institutes by supporting their operations and encouraging their students to obtain Huawei Certification. The fund is also established to promote Huawei's cooperation with international education partners, improve the brand image of Huawei ICT Academy, and develop talents with good knowledge of Huawei technologies. By doing so, Huawei can ensure its competitiveness in terms of talent and brand image.

**Applicability**

This incentive plan is applicable to all Huawei ICT Academies outside of China.

**Incentive Scheme**

<table>
<thead>
<tr>
<th>Supported Scenario</th>
<th>Description</th>
<th>Applicable Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of experiment environments</td>
<td>Donate experiment equipment to key Huawei ICT Academy</td>
<td>Equipment donation</td>
</tr>
<tr>
<td>Offer discount to Huawei ICT Academy for purchase of experiment equipment</td>
<td>Discount for experiment equipment purchase</td>
<td></td>
</tr>
<tr>
<td>Trainer enablement</td>
<td>Provide HCIA training and certification for two trainers of each Huawei ICT Academy</td>
<td>Training fee, certification fee, etc.</td>
</tr>
<tr>
<td>Huawei ICT Academy scholarship fund</td>
<td>Set Huawei ICT Academy scholarship fund for 100 selected overseas Huawei ICT Academy as a source of student scholarship, lecturer scholarship, in order to motivate outstanding teachers and students, and support them to participate in Huawei ICT competitions.</td>
<td>Sponsorship fee, etc.</td>
</tr>
</tbody>
</table>

**CSAT Factor**

Equipment donation: Comply with the Huawei EBG BD. No. [2018] 032 Regulations on Donation Business of the Enterprise BG V2.0.

Discount for experiment equipment purchase: The equipment shall be purchased in the form of special price project. The amount and scope of purchased equipment shall depend on the Huawei ICT Academy's teaching requirements according to relevant management regulations on special price projects.

Marketing activity expenses paid by Huawei Certification marketing fund shall comply with the Huawei Certification Marketing Fund Usage Process Guidance.

For scenarios involving Huawei ICT Academy's number of class opened, as well as students' learning and certification information, incentives shall be distributed according to the data on the Huawei Talent Platform (https://e.huawei.com/cn/talent/).

The deadline for applications for these incentives is January 31, 2021.

For more information about talent alliance policies, visit: https://partner.huawei.com/web/worldwide/policy-list?type=Talent%20Alliance&isHQPolicy=true&parentTitle=undefined
### Investment and Operating Partners

#### Definition

**Business covered**
- Provide operation services to customers, or provide investment services following such models as Public-Private Partnership (PPP), Build-Operate-Transfer (BOT), Build-Operate-Transfer (BTO), Transfer-Operate-Transfer (TOT), Build-Own-Operate-Transfer (BOOT), and Special Project Vendor (SPV)

**Short list management**
- Sign the Investment or Operation Partner Agreement

**Brand marketing**
- Promote Huawei’s official website, support showcases, and support major marketing campaigns such as Huawei Connect, forums, and other marketing activities.
- Joint marketing activities with Huawei, and help Huawei invite customers to the marketing events

**Obtaining market opportunities**
- Recommend market opportunities
- Interconnect with Huawei’s regional organizations

**Sales support**
- Capital support from Huawei Financing Partner
- Support from Huawei’s Channel Partners, Solution Partners, and Service Partners
Financing Partners

Huawei has developed the policy to provide premium financing solutions to Channel Partners of Huawei's enterprise business with the aim of helping with financial funding to alleviate pressures resulting from growing business and building a better business ecosystem.

A Channel Partner can enjoy a financing solution that offers flexibility in terms and competitive advantage in interest rate from Huawei’s Financing Partners, to purchase Huawei’s products, solutions, and services.

The Distributors and Value-Added Partners (VAPs) in the top countries and regions are priority. Additional attention shall be given to the Channel Partners with strong financial capabilities and financing needs, who are willing to cooperate with Huawei so as to achieve long-term development goals.

For more information about investment & operation and financing partner policies, visit:
https://partner.huawei.com/web/worldwide/policy-list?type=Investment%20and%20Financing%20Partner&isHQPolicy=true&parentTitle=undefined
Sales and Support

Sales and Orders

Deal Registration

Huawei encourages partners to explore business opportunities actively by allowing partners to register deals in advance. You will receive special support and extra rewards if you successfully register deals with Huawei.

Benefits:

For a successful deal registration, Huawei may provide you with benefits such as:

1) Deal authorization
2) Better pricing or discount
3) Preferential technical support
4) Cash rewards. For more information, visit: Deal Registration Reward (DRR)

Actual rewards of certain registrations will be determined on a case-by-case basis, and will be dependent upon regional Huawei Policies of your area. You can confirm this with your Huawei contact.

Benefits:

Normally, Huawei accepts deal registrations from Client Facing Tiers (CFT), including Registered Partners, Authorized Partners, Silver Partners, Gold Partners, and Value-Added Partners (VAP). Distributors can submit deal registrations on behalf of CFT.

In some cases, Distributors can register deals for themselves, depending on local Huawei policies. If you are a Distributor wanting to submit a deal, please discuss this with your Huawei Coordinator.

How Huawei validates a deal registration:

Huawei will judge a deal registration mainly by the criteria below, and only deal registrations that meet all requests can be accepted as successful ones:

1) The deal information registered is complete, including specific customer name, project name, budget, products or solutions, project decision-making chain, and project implementation time.
2) The information registered passes verification and is true and valid.
3) The period from the time of registration and the time of price application is no less than 15 days.
4) The deal registered has not been included by Huawei in its pipeline management.
5) Huawei has not accepted the registration application on this deal (only one valid registration application is accepted for each opportunity).
6) The deal registered is within the scope of authority (authorized regions, authorized products, or other criteria).
7) Applications should be approved by Huawei in the system.

Registration operation

1) You can submit a deal registration to Huawei through e+ Partner. You have to become a “Registered Partner” of Huawei to do this (Refer to the following Step-by-step IT Guide).
2) After the deal registration is successful, partners need to regularly update related deal information as required by Huawei.
3) Huawei may ask you to supplement or modify the information submitted if your registration information is incomplete.

Normally, the validity period for a deal registration is six months, starting from the date when you submit the application. In case your registered deal requires more than six months to close, please do not forget to tell your Huawei contact to extend the validity period. The e+ Partner will send you a notice before the registration expires.

Website link: https://partner.huawei.com – Transactions – Deal Registration
Incentive Implementation Requirements

• Requirements for Rebates

To receive rebates, a partner must meet the following requirements:

▼ The list of channel partners authorized in related IT system of Huawei is the basis for channel partners to enjoy incentives. Channel partners that are newly authorized, renewed for their certification, or upgraded/downgraded shall enjoy incentives according to their latest partner types in an incentive period.

▼ After each incentive period ends, Huawei publishes the incentive calculation results to channel partners, partner need to feedback the calculation results in publicity period.

▼ Tier-1 Partners (including Distributors and VAPs) must complete payment collection for orders within the incentive period. For JMF, the channel partners must complete the JMF activity acceptance to obtain specific JMF rewards before claiming JMF.

▼ For the definition of sales performance of channel partners and regulations on distributing incentives, see the Regulations on Managing Channel Partner Performance for Enterprise Business Ex-China and Regulations on Distributing Incentives to Channel Partners for Enterprise Business Ex-China.

▼ The rebates are inapplicable to sales performance incurred by tier 2 partners’ direct transaction with Huawei (except for carrier partners and GPs). When Gold Partners, Silver Partners, Authorized Partners, Registered Partners and Partners with invalid status places order/Contract with Huawei directly, no rebate will be counted. The status is based on the identity when placing the order with Huawei

▼ The rebates are inapplicable to channel partners' sales performance achieved under the CNBG Frame Agreement.

▼ For inverter partners, the capability rebate, MBO rebate, and JMF are inapplicable.

For more information, visit:
https://partner.huawei.com/web/worldwide/policy-detail?articleId=3471017
Querying Sales Performance and Rebate Amount

After each quarterly incentive period ends, Huawei will calculate the incentive amount according to the Incentive Program, and will grant the incentive amount to Channel Partners in partner system. Partners have 14 days to check their performance and incentive data and click Confirm in the IT system within this period.

The web link is as follows. After log in the Partner system, please click the Achievement-Performance & Incentive module. The upper half shown is sales performance data, which deemed as the current period, of course you can choose other period. The total performance shown in the bar, and click progress bar for performance details in different contracts with reasons for no performance. The following section displays the incentive data. The data to be confirmed is displayed by default and needs check and click confirmation online. Note that the rebate shall be released based on the Transaction Currency of the corresponding order. If the check is completed without objection, please click confirm. If you have any questions, you can click Feedback Online or contact the Huawei channel manager before the deadline. The history data indicates the incentives that have been confirmed prior to current period. Please visit “View by detail” for rebate details. This page also supports exporting.

Applicability

Tier-1 Partners: Distributors and VAPs, partner users with Admin/Finance Access
Tier-2 Partners: (Gold, Silver, and Authorized Partners), partner users with Admin Access

For practice, please login on: https://partner.huawei.com/eplus/#/epartner/incentive
Incentive Claim

Incentives such as the base rebate, MBO rebate, capability rebate, and JMF are valid within one year after its release.

A tier-1 partner shall collect all the accumulated ARs corresponding to its accumulated sales performance (according to contracts for which incentives have been generated) before they can claim related incentives corresponding to such contracts (not affecting the incentive calculation), except the JMF.

JMF: JMF cannot be claimed directly. A JMF can be claimed after the JMF activity acceptance is approved. Incentives for tier-1 partners can be claimed by Credit notes or cash. Incentives for tier 2 partners can be claimed by delegating to their distributors.

Non-JMF: Incentives for tier-1 partners can be claimed by Credit notes. Incentives for tier 2 partners can be claimed by delegating to their distributors.

Regions can claim incentives in appropriate ways based on local market needs and external compliance requirements.

Tier-1 partners can submit Credit Note application in channel quota management in ePartner, or use rebate when placing an online order. Tier-1 partners will receive a Credit Note and need to notify Huawei with the corresponding invoice number if they wish to offset a payment.

Tier-2 partners will claimed through distributors after delegating the rebate to distributors.

Applicability

Tier-1 Partners: Distributors and VAPs
Tier-2 Partners: (Gold, Silver, Authorized Partners)

Step-by-step Certification IT Guide:
https://partner.huawei.com
Special Price Quotation (SPQ)

General Requirements:

Tier-1, Tier-2, and registered partners at all levels, may be eligible to apply for a Special Price to get additional discounts on standard prices for project-based products and services (excluding distribution products).

Any Special Price shall be approved by Huawei before becoming effective.

After completing the bidding, Channel Partners shall provide the project bidding results to the Huawei owner of the opportunity, unless otherwise agreed.

Special Price Requests

Partners can initiate a Special Price Request to Huawei in writing, that is, either via an electronic quoting system designated by Huawei or by using the form. The information provided by the Partner shall be truthful and accurate, and may include:

• Project background, End User, and Channel sales route
• Estimated Channel sell-through price; estimated End User purchase price
• Request reason, like competitive situation, customer budget, or other reason.

If such information changes, the Partner shall immediately notify Huawei.

It is strongly recommended that Channel Partners initiate Special Price Requests as early as possible in the bidding process to support the official bidding/quotation. Generally, Special Price Requests should be submitted at least three days before the bidding date.

Special Price Requests

After the Special Price is approved, Channel Partners can ask for a SPQ notification letter from the Huawei opportunity owner. Special Price Approval generally takes two to four working days.

The validity period for the SPQ notification letter is 90 days (expect approvals for server projects to take up to 30 days). After the validity period expires, if this project still needs time to execute, please contact the Huawei owner of the opportunity.

SPQ Execution

When placing orders, Channel Partners must strictly follow the configuration, Tier-1 Partner sell-in price, Incoterms, and other terms specified in the Special Price Request. In principle, Huawei will not accept any orders that are inconsistent with the Special Price Request.

SPQ Verification

Special Price Requests must be submitted based on real projects. Huawei is entitled to verify project authenticity. Channel Partners shall, pursuant to the relevant agreement, cooperate with this verification process and provide the required documents, including but not limited to the contracts, invoices, or configurations between the Distributor and Tier-2 Partners; and contracts, invoices, or configurations between Tier-2 Partners and end users, if applicable. The SPQ verification serves as important input for Channel Management and channel credit evaluation.

Website link: http://e.huawei.com/go/spqguide
Order/PO Placement

The following guidelines define the procedures for placing a Purchase Order (PO):

If the Partner has already signed the Distributor or VAP Frame Contract with Huawei, there are two choices for a Partner to place a PO:

1) Online PO: Place the PO through the online ordering system (e+partner)
2) Offline PO: Place the PO through a traditional way, such as print the PO or as an electronic PO.

Online PO

For an online PO, a partner can place a PO through the Huawei e+partner system directly, and check the PO status (logistics status and more) online. To use the online ordering system, you only need to sign the online ordering agreement with Huawei, and Huawei will arrange the system training for you as a partner.

Following these main steps for placing an online PO:

1) Log in to the e+partner using Huawei Partner Uniportal ID and password
2) Create an order by selecting a configuration, and fill in the billing and shipping information.
3) Submit the order in the system

After a Channel Partner submits an order, Huawei will receive and review the order, then send an order receipt notification to the Channel Partner through the system. During order processing, the Channel Partner can view the order status through e+partner.

Offline PO

For an Offline PO, the partner needs to first create the PO according to the PO template, then sign the PO, and send to Huawei by mail or other ways. To check the PO status for an offline PO, the partner needs to contact the Huawei Coordinator.
Following these main steps for placing an offline PO:

1) Partner creates the PO according to the PO Template defined in the Distributor or VAP Frame Contract.

2) Partner submits the PO to Huawei: Electronic PO, by email, or print PO then sends by mail. Huawei receives the PO: Huawei PO Specialist will organize and check the PO, then send an email to notify the partner whether the PO is accepted or rejected.

Service and Training

Warranty Services

Huawei enterprise hardware products are generally covered by a one (1) year warranty. Several products have extended warranty up to three (3) years. For detail information about corresponding product, please visit following URL.

Out-of-China (ex. Western European Union Region)

<table>
<thead>
<tr>
<th>Enterprise Product Warranty</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Product Limited Warranties</td>
<td>URL</td>
</tr>
</tbody>
</table>

Western European Union Region

All Huawei warranties extend only to the Original End User Customer (the individual or entity who purchased the product for their own use, collectively referred to in this document as “Customer”) in the countries or regions where you purchase the products; and are nontransferable. The warranty shall be provided by Huawei or the Huawei authorized Channel Partner (collectively referred to in this document as “Huawei”). Huawei warranties are subject to and provided only on the terms and conditions depict in this document. If there is any conflict with contract terms and conditions, the contract terms and conditions shall prevail.
Customer Support Services

Enterprise Product Support Services offers Hi-Care and Co-Care services that perform continuous and reliable maintenance services based on the Service Level Agreements (SLAs) you choose.

Huawei Hi-Care service provides maintenance service for customers. With this service, Huawei responds to your technical requests for remote troubleshooting and advance hardware replacement in the shortest possible time. Hi-Care provides onsite technical support to help you maintain a more efficient and stable network environment and improve network productivity.

Out-of-China (ex. Western European Union Region)

<table>
<thead>
<tr>
<th>Huawei Enterprise Hi-Care &amp; Co-Care Service v2.1</th>
<th>URL</th>
</tr>
</thead>
</table>

Western European Union Region

<table>
<thead>
<tr>
<th>Huawei Enterprise Hi-Care Service v3.1</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huawei Enterprise Co-Care Service v3.1</td>
<td>URL</td>
</tr>
</tbody>
</table>
Huawei’s Certification System

The Huawei certification system includes career and specialist certifications, in accordance with sales and service capability requirements for partners.

Career Certification

Huawei Certification is an integral part of the company’s “Platform + Ecosystem” strategy, and it supports the ICT infrastructure featuring “Cloud-Pipe-Device”. It evolves to reflect the latest trends of ICT development. Huawei Certification consists of three categories: ICT Infrastructure Certification, Platform and Service Certification, and ICT Vertical Certification, making it the most extensive technical certification program in the industry.

Non-JMF: Incentives for tier-1 partners can be claimed by Credit notes. Incentives for tier 2 partners can be claimed by delegating to their distributors.

Huawei offers three levels of certification: Huawei Certified ICT Associate (HCIA), Huawei Certified ICT Professional (HCIP), and Huawei Certified ICT Expert (HCIE).

With its leading talent development system and certification standards, Huawei is committed to developing ICT professionals in the digital era, building a healthy ICT talent ecosystem.

Specialist Certification

Huawei provides specialist certifications for those who desire to demonstrate specific technical skills. These certifications can help Channel Partner employees gain a competitive edge in customer relationship development, product sales, product technologies, or customer service. Specialist certifications include sales and pre-sales specialists.
Huawei’s Training System

Huawei has developed a variety of training strategies to help Channel Partners improve their capabilities. Channel Partner engineers can participate in training sessions by any of the following methods:

HALP Training

Huawei Authorized Learning Partner (HALP) is a professional training organization authorized to provide certification training programs under Huawei’s supervision and management. More than 100 HALPs offer training in over 170 countries. HALP trainers are Huawei-certified professional trainers.

Channel Partner engineers can learn about Huawei products and technologies at a local HALP and get hands-on experience.

To find a local HALP and a HALP’s class schedule, visit: https://e.huawei.com/cn/talent/#/ict/halp-home

eLearning

Huawei’s eLearning platform provides extensive resources, including online courses, live virtual classes, and eLabs. Channel Partner engineers can use this platform to participate in interactive, independent, customized learning services anytime, anywhere.

To visit the eLearning platform, go to https://e.huawei.com/cn/talent/#/home

In-person Training Direct from Huawei

In addition to HALP training and eLearning, Huawei offers instructor-led training on products, technologies, processes, standards, and project management. Channel Partners can contact their local Huawei Channel Service Manager to participate in these training courses.
Certification Exam and Application for Certificate

Channel Partner engineers must pass a Huawei certification exam to get a Huawei certificate. HCIA, HCIP, and HCIE written exams are entrusted to the Pearson VUE testing company. Test-takers must select a test date and location and pay for the exam in advance. After passing the exam, candidates can apply for a Huawei certificate on the Huawei enterprise website.

Channel Partner engineers can schedule their tests in the following ways:

1) On the Pearson VUE website
2) At a local test center authorized by Pearson VUE; click here to find a local test center.

The HCIE lab and interview exam are delivered by Huawei; therefore, Channel Partner engineers can schedule their tests on the Huawei website:

1) For the lab exam, click here.
2) For the interview exam, click here.

A candidate receiving a passing score from the test center may apply for certification on the Huawei Enterprise website.
Credit and Financing

Buying on Credit from Huawei

Channel Partners may be able to get products or services on credit instead of prepaying the entire cost. The credit is interest-free within the payment terms, reducing partners’ overall costs. Huawei designates the credit limit and payment terms. The credit limit is a revolving amount for credit sales that Huawei grants to a Channel Partner, based on Huawei’s evaluation of the Channel Partner. Payment terms are the number of days between the invoice date and due date, which is no more than 30 days.

Buying on Credit from Huawei

All partners having credit sale transactions with Huawei should apply for credit at least seven days before a transaction. To qualify for credit, a Channel Partner must provide a copy of the company’s business license, audited financial reports for the previous three consecutive years, and any other materials specified by Huawei.

Along with this information, the Channel Partner must submit an application for the credit request to the Huawei Channel Manager. The Huawei Channel Manager informs the Channel Partner of the credit decision after Huawei’s evaluation.

If the credit requested by the Channel Partner is not approved, Huawei may ask the Channel Partner to provide other materials or credit support; otherwise, Channel Partners must place orders with 100% of advance payment for new transactions.

Credit Adjustment

Channel Partners can apply for credit limit adjustment at any time. Applicants must provide their latest audited financial reports. Huawei may adjust the credit limit based on comprehensive evaluation of the Channel Partner’s financial position, historical payment records, actual business needs, and other factors.

Huawei may unilaterally adjust or cancel the credit granted to Channel Partners with poor payment records, those whose credit has been idle for more than six months, or partners with credit that has been underused.
PO Financing Program

PO financing is a global financing solution that helps Huawei Channel Partners cost-effectively purchase Huawei’s products, solutions, and services. Based on the authenticity of Channel Partners’ purchase orders to Huawei, third-party financing partners, after a comprehensive evaluation of the risks, provide a revolving, short-term credit line to Channel Partners. The financing is exclusively provided for Channel Partners to pay Huawei for the PO.

The PO financing process includes the following steps:

1. **PO**
2. **Utilization Request**
3. **Release loan**
4. **Repayment**
5. **Confirm PO**
6. **Deliver goods**

Huawei Channel Partners may gain the following benefits from PO financing:

- Increased credit capacity
- Longer payment terms
- Enhanced cash flow
- The ability to pass on extra payment terms to their second-tier partners

Requirements

In accordance with the specific requirements of the financing partner, the Channel Partner must meet certain credit qualifications.

How PO financing works

- The financing partner releases credit for the approved Channel Partner.
- Against the issuing PO, the financing partner pays Huawei the PO value.
- The Channel Partner pays principle and interest on the due date to the financing partner.
- The financing partner bears credit and collection risks.

Website link: [http://e.huawei.com/en/partner/demo/financing-program](http://e.huawei.com/en/partner/demo/financing-program)
Delivery and Shipment

Order Visibility

The Order Visibility Platform is a global platform that helps Huawei partners realize uniform order fulfillment visibility for multiple industries, based on POs.

Partners can view details of the PO’s status in the platform.
Partners can export Packing Lists, Serial No. and PODs from the platform.
Partners can contact the web tool support team.
Partners can evaluate orders and rate their order satisfaction online.

Follow the main steps for inquiring order information:

1) Channel Partner Common Employee should ask the Channel Partner Administrator or Huawei Channel Manager to apply for privileges.
2) Visit https://partner.huawei.com to enter the e+Partner platform.
3) Click Search Order to enter the Partner Order Fulfillment Visibility Platform.
4) Users can precisely track order status, cargo and shipment batches, or batch-query the order fulfillment, billing, and payment status.

For more information, visit: https://partner.huawei.com
Shipment Issues

Definition of Shipment Issues

Dead on Arrival (DOA) goods are products that appear to be undamaged after shipping but fail to operate after power-on or fail to perform correctly within 48 hours after power-on.

Shipment damage means that products and/or their packaging are obviously deformed or damaged or that products are found to be damaged upon opening intact packaging.

Inconsistent goods means that the goods shipped are different from those specified on the customer’s PO. Possible differences include too few items, wrong items, or too many items.

Definition of Shipment Issues

The main principle for dealing with shipment issues is that those who sell the goods are responsible for dealing with issues. Huawei accepts shipment-issue applications only from direct sales end-users, distributors, and Value-Added Partners (VAPs).

Customers who are not Huawei’s direct sales end-users must submit their application forms to Channel Partners. Channel Partners then submit these applications to distributors. Distributors submit the applications to Huawei.

DOA status for goods must be claimed within 30 days from the date when Huawei's warranty becomes valid if the engineering installation service is not performed by Huawei. If the engineering installation service is performed by Huawei, DOA must be claimed within three days from the date when the DOA occurs and before the equipment installation report or the Preliminary Acceptance Certificate (PAC) is signed.

Goods damage must be claimed within 14 days after the Proof of Delivery (POD) is signed. Clear photos of the entire damaged goods and close-up photos of the damaged parts and the six sides of the package should be provided.

Inconsistent goods must be claimed within 30 days after the POD is signed.

After receiving replacement goods, distributors or VAPs should return the damaged goods to Huawei’s central warehouse in their local countries or regions within 10 days.

Process for Handling Shipment Issues

Following are the steps for distributors and VAPs to follow in handling shipment issues:

1) Follow preliminary inspection standards upon receiving goods.
2) Raise a service request to the Huawei Technical Assistance Center (TAC) for entitlement check and hardware failure troubleshooting.
3) Sign POD after Huawei replaces the goods.
4) Pack the faulty part, label the Fault Tag on the box, and return it to Huawei's designated warehouse in the local country or region after receiving the Return Notice from Huawei.

For more Global Service Hotline information, visit:
http://e.huawei.com/go/servicehotline
Software License Delivery

Scope of Delivery: Huawei-developed software and third-party software license

Delivery Mode: The Huawei Software License is delivered electronically (push mail or downloaded online) if there is no special requirement — some third-party software licenses can only be delivered as a physical product (paper, disk, etc.).

**Huawei Delivery Software License to Tier1 Partner:**

1) Huawei-developed software licenses are delivered from the ESDP website (http://app.huawei.com/isdp/). By default, ESDP automatically sends the license certificate to the Tier-1 partner’s indicated email address and registered account. The title and risk will be transferred to the partner after the mail is successfully sent. The license certificate can also be downloaded from the ESDP website, if needed.

2) The title and risk of the physical license is transferred by terms and conditions for equipment transfer in the related contract.

**Tier1 & Tier2 Partner Online Distribute Software License to End Customer**

Huawei provide function service through ESDP to support Tier1&Tier2 Partners online input customer’s contact information and distribute software license to End Customer’s account. End Customer contact person register Uniportal account can also online download, active they purchased software license.

**Post-sales Support:**

If Tier-1 and Tier-2 partners or end-users have software license problems, contact the local Huawei TAC at https://e.huawei.com/en/service-hotline-query.
Marketing Central

Marketing Assets

Partner Logo Program

Huawei partners can demonstrate their relationship with Huawei by using specific logos. Companies that qualify may use the logos specified in their partner or program agreement.

Logo Usage Requirements

Only companies certified by Huawei can use Huawei's Channel Partner logos. Huawei's Channel Partners must not use the logos for any other purpose not associated with Huawei business and cannot use logos that do not match their certified qualifications.

For more information, visit:
http://partner.huawei.com/group/worldwide/huawei-trademark-policy

Restricted Area and Minimum Size of Logos

A blank space must be kept around the logos to ensure their visual effect. This space is called the restricted area. No text, symbol, or other graphic element can be displayed in this area. The width and height of the restricted area is $x$. $x$ is equal to the length of two vertical Hs. The size of the restricted area changes along with the size of the logos. The minimum size of logos in various printed publications is shown in the figure on the right. If the logos are smaller than this minimum size, they will become illegible.

Standard Colors of the Logos

Standard colors are an important element that stands for the brand image and brand culture. They can leave a strong impression. The same color will also cause some visual error under different light rays and on different materials. The color sample provided in this manual must be taken as a benchmark and the environment must be indoors on a sunny day with sufficient natural light. The colors of the logos have been standardized and shall not be modified. As there are numerous types of printers available, the color value for printing in this manual shall be taken as a reference.

Logo Interpretation

The basic element of Huawei Enterprise Partner logos is olive branches, which is a symbol of cooperation, victory, and hope. The crystal texture and metal frame deliver good visual impact and demonstrate strong industry attributes. The colors of the olive branch and text indicate different types and levels of channel partners.

Correct Proportion

Huawei Enterprise Business Group partner logo is a balanced whole and shall not be changed its shape, structure and proportion. Consistent use of logos helps maintain brand identity, and make the logo easier to identify. The grid lines shown on this page show the correct proportions of the logo. Please do not create your own logo, and use the attached electronic file template.
Prohibited Cases on the Use of Logos

The logos may be difficult to identify or cannot be remembered correctly due to non-standard operations, which may cause confusion and incompleteness in the brand identification. Therefore, the specifications developed must be executed strictly during the use and implementation of the logos and shall not be modified without permissions. The following cases are prohibited:

General overview of logo location settings

Sincerely control the position of the logo in the layout (including paper, digital multimedia, outdoor environment and reception desk), which is helpful to ensure the brand recognition degree of the logo in visual communication. This page lists the locations of the contact points in different application systems (e.g. stationery system, advertising system, digital multimedia system, exhibition display system, printing system, etc.).
Huawei resellers that have passed the certification processes are granted Huawei’s Channel Partner Certification at one of five levels:

1) Huawei Enterprise Partner/Distributor
2) Huawei Enterprise Partner/VAP
3) Huawei Enterprise Partner/Gold, Silver, or Authorized

Prohibited Cases on the Use of Logos

Huawei Solution Partner Logos

As one of the most valuable brands in the world, Huawei’s logo is recognized by global industry clients. Qualified partners can apply for Solution Partner certificates and partnership logo usage. Huawei offers certificates and log usage permission based on the following conditions:

1) Certificates and logos are for Solution Partners to promote their business solutions developed based on Huawei ICT infrastructures.
2) Solution Partners apply for certificates and log usage based on their levels.
3) Solution Partners can use sales and marketing banners to promote product and solution sales among channel and client partners.

There are three levels: Advanced, Preferred, and Certified

1) Advanced: Top Branding, Invitation Only, Leading Solution (≥ 1 Leading Solution, ≥ 1 regional success)
2) Preferred: Replicable and Competitive solution (Competitive, repeatable sales, ≥ 1 to 3 success stories)
3) Certified: Verified Solution (Verified in the projects or labs)
To download Channel Partner logos, visit: http://e.huawei.com/go-partnerlogo

Certified Service Partner Logos

All Huawei partners can become Huawei Certified Service Partners (CSPs) as five-star, four-star, or three-star CSPs and use the logos shown here:

Huawei's Certification Logos

Different types of certification have different Logos.
The Logos for Huawei's certification can be used only by companies or individuals whose relevant qualifications have been certified by Huawei for the purpose of proving their qualifications.
The certified companies or individuals shall not use the Logos for Huawei's certification for any other purposes, nor use the Logos that do not match their certified qualifications.
Any companies or individuals that have not passed Huawei's certification are prohibited from using the Logos for Huawei's certification.

Huawei's Career Certification

Individuals can acquire the related career qualifications after passing Huawei's career certification exams.
Huawei's Career Certification offers three technical certification levels: associate level, professional level, and expert level.

Huawei's Career Certification covers the following types:

ICT Infrastructure Certification
- HCIA - Huawei Certified ICT Associate
- HCIP - Huawei Certified ICT Professional
- HCIE - Huawei Certified ICT Expert

ICT Developer Certification
- HCDA - Huawei Certified Developer Associate
- HCDP - Huawei Certified Developer Professional
- HCDE - Huawei Certified Developer Expert

ICT Vertical Certification
- HCVA - Huawei Certified Vertical Associate
- HCVP - Huawei Certified Vertical Professional
- HCVE - Huawei Certified Vertical Expert

To download CSP logos, visit: http://e.huawei.com/go/csplogo
Logos for Huawei's Career Certification

Huawei Authorized Learning Partner Logos

Huawei's learning partners include two main types: The Huawei Authorized Learning Partner (HALP) and the Huawei Authorized Information and Network Academy (Huawei ICT Academy). HALP mainly provide training services related to Huawei's certification of individuals. Huawei ICT Academy mainly provide training services for Huawei's certification of students.

Huawei Authorized Learning Partner (HALP) is professional training organization which has passed Huawei's strict evaluation, receives Huawei's supervision and management, and is authorized to deliver Huawei's certification and training programs.

Huawei Certified Systems Instructor (HCSI) is instructor who works at HALPs, has passed Huawei's Career Certification and instructors 'lecture exam, and is authorized to deliver training courses to the related certification and training programs.

Huawei Authorized Information and Network Academy (also called the Huawei ICT Academy) is a partnership project between Huawei and universities around the world. Through this project, Cooperating Universities delivers Huawei ICT technologies and courses, encourages students to get certified by Huawei, and cultivates professionals with practical skills for the world and ICT industry chain.

Huawei Certified Academy Instructor (HCAI) is instructor who works at Huawei ICT Academy and is authorized to deliver training courses. The logos for HCAI is shown below:

To download training logos, visit: http://e.huawei.com/go/learninglogo
Marketing Collateral

Marketing materials are available from the Huawei website. To obtain these materials, you must become a Huawei certified partner and get account and access rights. You can search for materials by keyword or document name. You can also get lists of all documents for categories such as products and solutions of specific types.

Types of Marketing Materials

Huawei's marketing materials range from brief descriptions of Huawei technologies to in-depth documents about products, solutions, and services. The brief descriptions are for use in such locations as exhibition halls and demo trucks. Product, solution, and services materials include bidding and branding documents, brochures, case studies, slide presentations, sales guides, training programs, and white papers.

Product Marketing Materials


Solution Marketing Materials

Public solution marketing materials can be used by Channel Partners. These materials provide descriptions of solutions for vertical industries or types of applications such as Bring Your Own Device (BYOD).

For more information, visit:
http://e.huawei.com/en/marketing-material

Service Sales Materials

Service sales materials for Channel Partners provide information about Huawei's service product portfolio, pricing and proposals, and ordering procedures and should not be made available to the public.

Website link:
http://e.huawei.com/en/services
Co-Marketing Funds

Joint Market Fund

The Joint Market Fund (JMF) is a special market development fund managed by Huawei to support partners’ marketing activities that help increase sales and enhance Huawei’s brand image.

Partners obtain JMF based on a percentage of partners’ sales performance according to the Channel Incentive Policies for Enterprise Business Ex-China. JMF is valid within one year of its release.

After obtaining valid JMF amount, partners can get rewards for hosting marketing activities approved by Huawei, or participating in Huawei’s marketing activities, according to the Regulations on Managing the Joint Market Fund (JMF) for Enterprise Business Ex-China.

Applicable Partners

The JMF is applicable to Huawei’s Distributors, VAPs, and Gold Partners for business outside China.

Applicable Activities

The JMF supports marketing activities carried out by partners as described in the following table.

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>Activity Definition and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Marketing &amp; Training</td>
<td>Event-based marketing and training activities hosted by partners to enhance Huawei’s brand perception, improve the sales of Huawei’s products and solutions, or improve channel partners’ capabilities, including but not limited to seminars, training sessions, partner recruitment events, demonstrations and exhibitions, exhibition hall building, sales incentives, market insight, and customer experience activities (such as visiting Huawei’s demo sites/exhibition halls, visiting demo sites/exhibition halls built by partners upon approval of Huawei, visiting Huawei in China, and attending Huawei’s market activities or third-party exhibitions/meetings). Employees/Downstream partners/Customers of the partners can be invited to attend these activities.</td>
</tr>
<tr>
<td>Advertising &amp; Digital Marketing</td>
<td>Advertising and digital marketing activities hosted by partners to improve the Huawei-partner co-brand awareness, including but not limited to print advertisement, outdoor advertisement, TV and radio advertisement, mail advertisement, Internet media advertisement (including website banners, clicks, pop-up windows, search keywords, search rankings, and logo display), DM/EDM, telemarketing, webcasts, and including production of advertorial and marketing materials, authorization of cases, and low-value co-brand collateral.</td>
</tr>
<tr>
<td>POC Test</td>
<td>Test activities hosted by partners to enable admission of Huawei’s products and solutions, competition in bid evaluation, tests after bid, and compatibility compliance, etc.</td>
</tr>
</tbody>
</table>
Implementation Requirements:

1) Partners shall submit activity application and obtain Huawei’s approval before the activity is carried out.
2) Partners shall present Huawei’s logo in the activity in compliance with related clauses of Huawei Trademark Policy and Huawei Visual Identity Guidelines.
3) Partners shall submit activity acceptance with required documentations within 90 days of completing the activity planed. After the activity acceptance approved, the partner will obtain the JMF reward based on the activity type, the JMF Activity Incentive Standard and partner’s valid JMF amount. The JMF reward can be cashed in after its grant.
4) Non-standard rewards can also be applied for specific activities by mutual agreement of Huawei and partners.

For more information, visit:
http://e.huawei.com/go/jmfguide

MDF Categories and Applicable Activities

Huawei has six types of funds in MDF to suit different purposes:

Partner Development Fund (PDF): a fund for marketing activities that help partners to reach sales and market targets in the initial periods of partner development or product introduction.

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>Activity Definition and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner Recruiting/Planning</td>
<td>Recruitment and market planning activities hosted by partners.</td>
</tr>
<tr>
<td>Advertising and Branding</td>
<td>Advertising and branding activities hosted by partners to improve the Huawei-partner co-brand awareness, including but not limited to: print advertisement, outdoor advertisement, TV and radio advertisement, email advertisement, Internet media advertisement (such as website banners, clicks, pop-up windows, search keywords, search rankings, and logo display).</td>
</tr>
<tr>
<td>Briefings</td>
<td>Customer experience activities hosted by partners to promote Huawei's products and solutions, including but not limited to: visiting Huawei's demo sites/exhibition halls, visiting demo sites/exhibition halls built by partners upon approval of Huawei, visiting Huawei in China, and attending Huawei's market activities or third-party exhibitions/meetings.</td>
</tr>
<tr>
<td>Collateral and Sales Tools</td>
<td>Publicity materials, articles, or tools developed or produced by partners to promote and sell Huawei's products and solutions, including but not limited to: advertorials, brochures, product manuals, rolling banners, demo videos, and related translations.</td>
</tr>
</tbody>
</table>
Capability Development Fund (CDF): a fund to encourage partners to pursue continuous improvement in capabilities according to a certain incentive program.

<table>
<thead>
<tr>
<th>CDF Activity Type</th>
<th>Activity Definition and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Fund</td>
<td>According to the partners’ certification or performance, Huawei gives partners rewards of training vouchers and exam vouchers.</td>
</tr>
<tr>
<td>Rewards for Advanced Certificates</td>
<td>After partners’ staffs obtain Huawei certificates (such as HCIE) or after Talent Alliances or their instructors attain the required performance target in their works of training and certification, qualified partner companies or individuals will be rewarded.</td>
</tr>
<tr>
<td>Elite Club</td>
<td>Encourage the partners’ sales and technical staffs to attend Huawei enablement activities, help Huawei build brand, expand market, and achieve business targets. Based on the individual’s participation for activities, the individual can obtain points, which can be exchanged for rewards/gifts.</td>
</tr>
<tr>
<td>Skill Contest</td>
<td>Huawei holds technical contests (such as the POC Contest) to encourage the partner to set technical benchmark, and improve technical capabilities. The partner companies or individuals will be rewarded as the winners.</td>
</tr>
<tr>
<td>Service Delivery Incentives</td>
<td>Encourage the partners’ project managers and engineers to participate in project/service delivery, and improve project/service delivery quality and customer satisfaction. Qualified partner companies will be rewarded.</td>
</tr>
</tbody>
</table>
Sales Performance Incentive Fund (SPIF): a fund to motivate partners’ employees to support sales and service delivery of Huawei products and solutions more proactively according to a certain incentive program.

Funded Head (FH): a subsidy for the full-time employees of partners to attain specific business targets in the initial stage of Huawei’s cooperation with the partners according to a specific agreement.

Demo Incentive Fund (DIF): a reward to encourage partners to use Demo equipment to complete marketing activities, improve the influence of Huawei’s products and solutions, and develop the partners’ sales and service capabilities, according to a certain incentive program.

Deal Registration Reward (DRR): a reward to partners who have successfully registered deals according to a certain incentive program.

Non-reimbursable Expenses

- Easy-to-cash items, such as the luxury watch, gold, jewelry, cultural relic, and art work
- Expenses incurred in the ballroom, nightclub, spa, and beauty salon
- Expenses of premium health-care products and pharmaceuticals
- Expenses on personal invoices, including but not limited to the education tuition, driving school tuition, and decoration expense
- Cash giveaways/gift
- Traveling expenses, such as air tickets, accommodation, and allowances, generated by Huawei employees when participating in partners’ market activities (except Huawei instructors)
- Customer-related expenses, such as gift fees and airfares, not approved by the legal affairs department of Huawei in advance
- Expenses irrelevant to specific MDF activities

MDF Process

MDF usage generally follows the procedure shown below, although some details may differ, depending upon MDF category and activity type:

1) Activity application: Partners shall submit activity application and obtain Huawei’s approval before the partner-hosted activity is carried out.
2) Participate in incentive program (optional): Partners shall sign in specific incentive program of MDF after the program is released by Huawei for some types of MDF activities.
3) Activity execution: Partners shall present Huawei’s logo in the marketing activities in compliance with related clauses of Huawei Trademark Policy and Huawei Visual Identity Guidelines. MDF activities, rewards/gifts (including goods and services) used in such activities, and the distribution of rewards/gifts shall comply with local laws and regulations.
4) Activity acceptance: Partners shall submit activity acceptance with required documentations within 90 days of completing the activity planed.
5) Cash In: After the activity acceptance approved, partners will obtain the reimbursement or reward (cash/non-cash).

For more information, visit: http://e.huawei.com/go/mdfguide

Step-by-step IT guide: please contact with the local Huawei Partner Managers for more information.
Enterprise Business Online

Enterprise Business One-Stop Platform : e+Partner

e+ Partner is a portal for Partners doing business with Huawei. Partners can use this portal to quickly handle the following tasks (follow the links for more information):

- Partner registration
- Find a partner
- Partner certification
- Deal registration
- JMF application and acceptance online
- Partner Transaction Center (create quotes, place orders, finance inquiry)
- Quotation configuration online
- Solution Partner Center (registration, certification, certify solutions)
- Partner certification and capabilities inquiry
- Partner performance and incentives
- PSI management

Huawei will continue to add new functions to the Partner site to make it easier for partners to do business with Huawei.

Benefits for Partners

- Online partner resources give you a one-stop work platform to simplify your work with Huawei.
- The partner site is integrated with other Huawei IT systems.

Different types of partners have different access rights:

For more information, visit: https://partner.huawei.com
Online Account

Access Management

Partners can obtain IT system permissions on e+ Partner — My Huawei — Access Management. Permissions include the following:

- Partner administrator: Complete company certifications, review employee association applications, and apply for IT system permissions for other users. The first person to complete a company’s registration on e+ Partner is regarded as the administrator by the system.
- Partner employees: View and maintain personal information and submit association applications.

Roles and Permissions in e+ Partner

Huawei will continue to add new functions to the Partner site to make it easier for partners to do business with Huawei.

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Partner level</th>
<th>Role description</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Administrator</td>
<td>All</td>
<td>License Administrator could access to manage and download Huawei software license on SDP</td>
</tr>
<tr>
<td>Commerce Manager</td>
<td>Distributor/VAP</td>
<td>Commercial Manager (for Distributor/VAP) could access to: Marketplace/Deal Registration/Quote/Order/ Installed Base Data Management/Payment/Invoice Visibility/PSI/Program/JMF/Channel Quota Management/Complain</td>
</tr>
<tr>
<td>Commerce Manager</td>
<td>Reseller</td>
<td>Commercial Manager (for Reseller) could access to: Deal Registration/Search Reseller Orders/Program/JMF/ CQ Used Application/Complain</td>
</tr>
<tr>
<td>Account Manager</td>
<td>Distributor/VAP</td>
<td>Account Manager (for Distributor/VAP) could access to: Marketplace/Lead/Deal Registration/Quote/Order/ My Capabilities</td>
</tr>
<tr>
<td>Account Manager</td>
<td>Reseller</td>
<td>Account Manager (for Reseller) could access to: Marketplace/Lead/Deal Registration/Quote/Order/ My Capabilities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Partner level</th>
<th>Role description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing Activity Applicant</td>
<td>All</td>
<td>Marketing Activity Applicant could access to: Marketplace/Deal Registration/Quote/Order/ Installed Base Data Management/Payment/Invoice Visibility/PSI/Program/JMF/Channel Quota Management/Complain</td>
</tr>
<tr>
<td>Finance Manager</td>
<td>Distributor/VAP</td>
<td>Finance (for Distributor/VAP) could access to: Search Quote/Order/Payment/Invoice Visibility/Performance &amp; Incentive</td>
</tr>
<tr>
<td>Partner-Sales Person Performance Manager</td>
<td>China Distributor</td>
<td>Partner-Sales Person Performance Manager (for China Distributor) could access to: Demo quota search/Demo detail search</td>
</tr>
<tr>
<td>Partner-Demo Administrator</td>
<td>Distributor/VAP</td>
<td>Demo Administrator (for Distributor/VAP) could access to: Demo quota search/Demo detail search</td>
</tr>
<tr>
<td>Service Manager</td>
<td>Distributor/VAP</td>
<td>Service Manager could access to: Marketplace/Support/Manage SR/TF Voucher Query/Installed Base Data Management/My Capabilities/Complain</td>
</tr>
<tr>
<td>Service Engineer</td>
<td>Distributor/VAP</td>
<td>Service Engineer could access to: Marketplace/Support/Manage SR/TF Voucher Query/Installed Base Data Management/Personal Capability Profile/Complain</td>
</tr>
<tr>
<td>Storage &amp; logistic Manager</td>
<td>Distributor/VAP</td>
<td>Storage &amp; logistic Manager (for Distributor/VAP) could access to: Search Order/Upload return Doc.</td>
</tr>
<tr>
<td>Marketing Activity Administrator</td>
<td>Distributor/VAP</td>
<td>Marketing Activity Administrator could access to: Deal Registration/Marketplace/Quote/Order/ My Capabilities</td>
</tr>
<tr>
<td>Super Administrator</td>
<td>All</td>
<td>Super Administrator could access to: Manage user association and permission assignment/Certification/MBO (MBO only for Distributor)</td>
</tr>
<tr>
<td>Solution Cooperation Manager</td>
<td>Solution</td>
<td>Solution Cooperation Manager could access to: Submit applications for the solution and certification/Release the solution/Develop the solution</td>
</tr>
<tr>
<td>Quotation Manager</td>
<td>All</td>
<td>Quotation Manager could access to: Configuration and quotation for Huawei products(SCT)</td>
</tr>
<tr>
<td>Configuration Manager</td>
<td>All</td>
<td>Configuration Manager could access to: Configuration and quotation for Huawei products(SCT)</td>
</tr>
<tr>
<td>Authorized Price Personnel</td>
<td>All</td>
<td>Authorized Price Personnel could access to: Check Partner Standard Authorized Price(SCT)</td>
</tr>
<tr>
<td>Partner-Solution Certified Representative for Distributor</td>
<td>Distributor</td>
<td>Partner-Solution Certified Representative for Distributor could access to: Deal Registration/Check the certified solutions/Feedback the result of Solution Certification</td>
</tr>
<tr>
<td>Solution Admin</td>
<td>Solution</td>
<td>Solution Admin: The Administrator of Huawei Solution Partner Tools (SPC)</td>
</tr>
<tr>
<td>Channel product manager</td>
<td>Distributor/VAP</td>
<td>Channel product manager (for Distributor/VAP) could access to: Deal Registration/Marketplace/Quote/Order/My Capabilities</td>
</tr>
</tbody>
</table>
Configuration and Quotation Tool: UniSTAR SCT

Access Management

UniSTAR SCT is a Web-based configuration and quotation tool that is smart and simple. SCT helps you

• Quickly learn about Huawei products:
  - Promotional products
  - Hot products
  - New products
• Intelligently configure products:
  - Intelligent configuration help
  - Automatic configuration verification
  - Configuration sharing function
• Easily create BOQs:
  - Specific discount setting
  - Automatic price verification
• Get helpful inputs:
  - Intelligent selection of products
  - Advantage analysis of competitors’ products
  - Comparisons of Huawei products

Key Operations

Applying for SCT Permission

Please refer to Online Account in this document to apply for permission.

Quotation Process

Notes: The SCT shows the full and new range of Huawei products and provides catalog browsing and quick and advanced search. This function helps you quickly find products that meet your requirements. The SCT also shows product details, which can help boost your product knowledge.

For more information, visit:
http://e.huawei.com/go/sct
Solution Design Platform: UniSTAR eDesigner

Huawei eDesigner is a Web-based solution-design platform for product managers and Partner users. It can help users design solutions for typical scenarios and select products. The wizard-style interface provides a smart, convenient, and efficient work experience. Users can generate topology, proposals, product lists, and quotations with a single click.

Wizard Design: A three-step design solution based on customer requirements and project scenarios.

Diverse Deliverables: Generate product lists, topology, and proposals based on customer requirements.

One Click to Generate a Quotation: Product lists can be imported to SCT to generate quotations in a single click.

For more information, visit: http://app.huawei.com/unistar/edesigner
### Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronyms</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM</td>
<td>Account Manager</td>
</tr>
<tr>
<td>ASP</td>
<td>Authorized Service Partner</td>
</tr>
<tr>
<td>BOM</td>
<td>Bill of Material</td>
</tr>
<tr>
<td>BYOD</td>
<td>Bring Your Own Device</td>
</tr>
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