



AG Hi-Care

Your full service solution for Huawei Enterprise Products

AG Hi-Care is a support service developed for customers who purchase Huawei products. AG Hi-Care provides extra warranty services, remote troubleshooting, advance hardware replacement, and on-site hardware replacement (provided you purchase an on-site option).

AG Hi-Care with on-site Engineer Support is available, please contact your Atlas Gentech Account Manager for further information.

The AG Hi-Care option purchased by you will determine which of the following services you receive.

AG Hi-Care Standard

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week; For Priority 1, respond within 15 minutes; For Priority 2, respond within 30 minutes; For Priority 3, respond within 4 hours; For Priority 4, respond within 8 hours.
3	Access to Huawei.com	Including technical information sharing and patch downloading.
4	Software updates	Make available maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 9 hours a day, 5 days a week; Replacement parts will arrive the Next Business Day (NBD) where available after Huawei deems a spare part is necessary and an RMA number is generated. For service requests received after 15:00, Huawei will ship the replacement parts the following Business Day.

AG Hi-Care Enhanced

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week. For Priority 1, respond within 15 minutes; For Priority 2, respond within 30 minutes; For Priority 3, respond within 4 hours; For Priority 4, respond within 8 hours.
3	Access to Huawei.com	Including technical information sharing and patch downloading.
4	Software updates	Make available maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 9 hours a day, 5 days a week. Replacement parts will arrive within the following time period based on the Priority Level after Huawei deems a spare part is necessary and an RMA number is generated. Priority 1 and Priority 2: within 4 hours; Priority 3 and Priority 4: within NBD. For service requests received after 13:00, Huawei will ship the replacement parts the morning of the following Business Day.

AG Hi-Care Premier

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Remote troubleshooting	Available 24 hours a day, 7 days a week. For Priority 1, respond within 15 minutes; For Priority 2, respond within 30 minutes; For Priority 3, respond within 4 hours; For Priority 4, respond within 8 hours.
3	Access to Huawei.com	Including technical information sharing and patch downloading.
4	Software updates	Make available maintenance releases (patches and minor releases) of host software versions.
5	Advance hardware replacement	Available 24 hours a day, 7 days a week. Replacement parts will arrive within the following time period based on the Priority Level after Huawei deems a spare part is necessary and an RMA number is generated. Priority 1 and Priority 2: within 4 hours; Priority 3 and Priority 4: within NBD.



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