Who is Huawei?

- No. 61 Fortune Global 500
- No. 1 Global Inverter Shipments 2015 – 2018
- 90GW+ FusionSolar Smart PV Solution Deployed Globally
- No. 3 Mobile Phone Manufacturer Globally
- No. 5 Global R&D Investment
  - 4 Microsoft
  - 5 HUAWEI
  - 6 Intel

Did You Know More Than 50% Australians Are Already Using Huawei Products?

Huawei provides network services to Vodafone (100%), OPTUS (50%) and TPG. 50%+ Australians use Huawei products for telecommunication needs.

700 employees, 90% are local staff

Offices in Sydney, Melbourne, Brisbane, Adelaide and Perth

Huawei cyclists riding in Tour de Cure with $50,000 annual donation (2012–2017)

Indigenous Education Collaboration with Clontarf Foundation

Sports Sponsorship

Canberra Raiders (NRL)

Gold Coast Suns (AFL)

Wellington Phoenix
HUawei Solar Service in Australia

Huawei Service Map
- Huawei Australia Service Centers
- Huawei Australia Smart PV Service Centers

<table>
<thead>
<tr>
<th>State</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>Homebush (CSL)</td>
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<tr>
<td>NSW</td>
<td>KOTARA</td>
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<tr>
<td>QLD</td>
<td>Brisbane Airport</td>
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<tr>
<td>QLD</td>
<td>Boilet (Townsville)</td>
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<tr>
<td>VIC</td>
<td>Port Melbourne</td>
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<tr>
<td>SA</td>
<td>POORAKA</td>
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<tr>
<td>WA</td>
<td>Welshpool</td>
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<tr>
<td>NT</td>
<td>Darwin (Winelie)</td>
</tr>
<tr>
<td>TAS</td>
<td>Hobart (Moonah)</td>
</tr>
</tbody>
</table>

Service Support with ITR Process

Customer Request

- Level-3 Support
  - R&D
    - English Speaking
  - Level-2 Support
    - PSE (Product Support Engineer)
  - Level-1 Support
    - FSE/CSE (Field/Customer Service Engineer)
  - SPOC
    - Incident Opening
  - Call Center (Ticket: 30mins)
    - 1800 046 639/au_inverter_support@huawei.com

Customer Case

- Customer Report Issue
  - Call Center
    - Create a Ticket
  - Huawei Engineer
    - Inverter Problem
      - Provide Solution
    - Prepare Spare Part
  - Spare Part Center
  - Huawei Logistic
    - Shipment ≤ 2BD
    - Defective Back
  - Find Root Cause
    - Accept and Replace
    - Report
      - Close

Remote technical support* (response within 30 minutes), hardware shipment within TWO business days after RMA confirmed.