Who is Huawei?

No. 1
Global Inverter Shipments 2015 – 2018

No. 3
Mobile Phone Manufacturer Globally

No. 5
Global R&D Investment
4 Microsoft
5 Huawei
6 Intel

90GW+
FusionSolar Smart PV Solution Deployed Globally

No. 61
Fortune Global 500

Huawei Brazil at a Glance: Since 1998, In Brazil, For Brazil

Local Based

1500 employees
80% locally recruited
10000+ indirect jobs
20 years' operation

Solid Operation

5 branch offices: São Paulo, Rio de Janeiro, Brasilia, Recife and Curitiba.
1 Innovation Center
1 Training Center
1 Manufacturing Center

High Recognition

First 4,5G Network in Brazil with Claro in Brasilia
More than 70,000 sites deployed, serving 2/3 of the Brazilian population
Over 100,000KM of optical fibers across the nation

Better ICT Ecosystem

ICT talent training: 15 years, 28,000 local talents
Joint Innovation with 8 Universities and Institutes
400+ Local Partners
Gov. Digital Transformation
Collaboration with ISPs to connect countryside

20 Years' Commitment

Futureroom Exhibition

Initiated ICT Competition
CUSTOMER SUPPORT SERVICES IN LATIN AMERICA

TECHNICAL SUPPORT
- Huawei Customer Support Center certified
  - ISO/IEC 27001:2006 (data security)
- Available Hotline 5*8 in Spanish & Portuguese & English
- Remote Emergency Recovery
- Strong Technical Expertise
- SPOC Technical Interface: la_inverter_support@huawei.com

HARDWARE SUPPORT
- Local Spare Part Service
- Advance Replacement Service
- SLA: Shipment of replacement inverter within TWO Working Days

ONLINE PLATFORM SUPPORT
- Technical Tickets Tracking: Online follow-up
- Huawei Technical Support Website: Huawei’s official platform for releasing product documents, FAQ, and bulletins.

WARRANTY CONDITIONS

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<tr>
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<th>Smart Energy Center*</th>
<th>Smart PV Safety Box</th>
<th>Smart PV optimizer</th>
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<td>Warranty</td>
<td>7 years standard warranty</td>
<td>10 years standard warranty</td>
<td>25 years standard warranty</td>
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<th>Support Level</th>
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<td>Level-3 Support</td>
<td>R &amp; D Dedicated R&amp;D Involvement</td>
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<td>Level-2 Support</td>
<td>Romania TAC Team, Strong Technical Expert</td>
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<td>Level-1 Support</td>
<td>Huawei Hotline, English, Spanish, Portuguese Language Speaking</td>
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Remote Technical Support* (Response with 30 minutes) Hardware shipment within TWO business days

Latin America Customer Support Services:
Latin America Warranty Support: la_inverter_support@huawei.com
Hotline: Mexico 018007703456, Argentina 08009993456, Brazil 08007077073, Chile 800201866
* 5 years standard warranty for countries other than Brazil