

# 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

## 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, Brasília,  
Recife and Curitiba.

**1 Innovation Center**  
**1 Training Center**  
**1 Manufacturing Center**

### High Recognition



First **4,5G** Network in Brazil with  
Claro in Brasília

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



Futurecom Exhibition



Initiated ICT Competition



SUN2000L  
Inverter



Smart PV  
Optimizer



Smart PV  
Safety Box



@ Huawei FusionSolar



HUAWEI  
solar.huawei.com

# CUSTOMER SUPPORT SERVICES IN LATIN AMERICA



## TECHNICAL SUPPORT

- ▶ Huawei Customer Support Center certified
  - ISO/IEC 27001:2005 (data security)
  - ISO/IEC 20000:2011
- ▶ Available Hotline 5\*8 in Spanish & Portuguese & English
- ▶ Remote Emergency Recovery
- ▶ Strong Technical Expertise
- ▶ SPOC Technical Interface: [la\\_inverter\\_support@huawei.com](mailto: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.

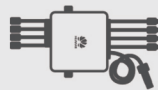
## HUAWEI HOTLINE CERTIFIED BY:



## WARRANTY CONDITIONS



Smart Energy Center\*  
7 years standard warranty



Smart PV Safety Box  
10 years standard warranty



Smart PV optimizer  
25 years standard warranty

<b>Level-3 Support</b>	<b>R &amp; D</b> Dedicated R&D Involvement		
<b>Level-2 Support</b>	<b>Romania TAC Team</b> Strong Technical Expert		
<b>Level-1 Support</b>	<b>Huawei Hotline</b> English, Spanish, Portuguese Language Speaking		
Remote Technical Support* (Response within 30 minutes) Hardware shipment within TWO business days			

## Latin America Customer Support Services:

Latin America Warranty Support: [la\\_inverter\\_support@huawei.com](mailto:la_inverter_support@huawei.com)

Hotline: Mexico 018007703456, Argentina 08009993456, Brazil 08007077073, Chile 800201866

\* 5 years standard warranty for countries other than Brazil



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