Service Partner Registration Guidance
### 1. Category of Service Partner

- **ASP**: Authorized Service Partner, they work with H3C for all kinds of service delivery in local market, such as maintenance, professional services delivery.

- **ACSP**: Advanced Certified Service Partner. H3C will transfer some engineering projects to them through subcontracting project.

- **CSP**: Certified Service Partner. They will support products which they sold to customers.

<table>
<thead>
<tr>
<th>Type</th>
<th>Content</th>
<th>ASP</th>
<th>ACSP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance Services</td>
<td>Deliver on-site maintenance services base on warranty or service contract service level</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Engineering services</td>
<td>Standard hardware installation &amp; startup service or advanced software deployment service</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Professional services</td>
<td>i) Pre-sales testing, ii) On-site services, iii) In-house service, iv) Service dispatching, v) Active services for value customers and other on-site supporting services</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Spare parts services</td>
<td>Customized spare parts support, base on project requirement</td>
<td>✓</td>
<td></td>
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<tr>
<td>Training services</td>
<td>Deliver H3C training course by H3C certificated instructor</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Solutions Services</td>
<td>Deliver H3C Solutions</td>
<td>✓</td>
<td></td>
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</tbody>
</table>
2. Service Partner Registration

- Login H3C Partner Portal: https://www.h3c.com/en/
- Find **Partners**
- Click **Become a Partner**

Please do not login any account at this step
2.1. Create Partner Account

- This step requires only basic information to generate your company account.
- You will receive an email with an activation link and your company Partnership User ID and password to log in to the next step.

* Skip this part if you have a partner account for login
2.2. Generate Online Partnership Agreement

- Login by your company Partnership User ID & password
- Finish below 3 parts: company information details, compliance questionnaire, partnership agreement
2.2.1. Company Information Details

- Fill in 5 parts information, upload service introduction documents
- Each part can be saved as draft in case you cannot submit all at one time
There are only 12 multiple-choice questions in this section, and you only need to answer them according to the actual situation of the company.

If you have any questions, please email H3C_Compliance@h3c.com for consultation.
2.2.3. Partnership Agreement

- The last section will automatically fill in the information from the previous pages.
- Please generate the online partnership agreement (standard edition) directly.
- For customization, please click upload customized agreement to attach agreement files.
- Application for ACSP need to upload the ACSP agreement by clicking upload customized agreement.
2.3. Approval Process

Once you successfully submitting the application, H3C will immediately start the evaluation process and response you within 15 working days.

Successfully Submitted

All the materials have been successfully submitted. We will respond to your registration within 15 working days. You should receive an email notification of the result and the category of partnership granted by H3C after a comprehensive review.

Need Help?
For help or any other questions, please email int_service@h3c.com
3. Partner Self-service Page

- You can login to the self-service Inquiry System with your Partnership User ID to track the partnership application status.
- Once the approval process is completed, you will receive an email notification from int_service@h3c.com and the signed frame contract.
1. Q: Is there ASP/ACSP E-Certificate I could download?
   A: Once the approval process is completed, service channel manager will provide you the E-Certificate as required.

2. Q: How long is the valid period of ASP/ACSP frame contract?
   A: Frame contract is valid for two years. Main Contract can be automatically renewed for two years at most once, provided that neither party raises an objection thirty days before the expiration of this Main Contract.

3. Q: What is the ASP/ACSP frame contract?