



Authorization Letter

Date: October 28th, 2025

We, **Huawei International Co. Limited.** (hereinafter referred to as **Huawei**), a company organized under the laws of P. R. China, with legal address at [9/F, Tower 6, The Gateway, No. 9 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong, P. R. China, Postal Code: 518129, providing IT & IP equipment hereinafter referred to as "**Products**", do hereby confirm below Authorized Partners as Certified Service Partners for Data Communication & Storage (details are published on official website and can be checked by below link):

<https://partner.huawei.com/eplusweb/#/au/en/web/findpartner?t=true%3Ft%3Dtrue&city=Moldova%20%28the%20Republic%20of%29&cityId=MD>

I.M. Orange Moldova S.A. (hereinafter referred to as **Orange**), a duly organized under the laws of Moldova, with legal address at 75, Alba Iulia str., Chisinau, Moldova, as a Gold Partner certified to provide I&C, and Maintenance Services.

Specialization Capability: Data Communication: **Advanced**; Storage: **Advanced**;

IT-LAB GROUP SRL (hereinafter referred to as **IT-LAB**), a duly organized under the laws of Moldova, with legal address at 2/4, Studentilor str-la., Chisinau, Moldova, as an Authorized Partner certified to provide I&C, and Maintenance Services.

Specialization Capability: Data Communication: **Advanced**; Storage: **Basic**;

I.C.S. Huawei Technologies S.R.L. (hereinafter referred to as **Huawei Moldova**) a duly organized under the laws of Moldova, with legal address at 29, Sfatul Tarii str. office 704, Chisinau, Moldova, as Huawei Local Representative Office, which is providing services for strategic customers on the local market as following but not limited to: Installation & Commissioning, Support, Maintenance, hereby we are confirming that **Huawei Moldova** has all the certified engineers as for DataCom and IT solutions and cover Local Spare Stock Next Business Day (NBD), Project Based: **Tehnica de Calcul (Storage)** link to the tender

<https://achizitii.md/ro/public/tender/21487804/>

Huawei confirms that for the products participating in the tender, provision of warranty service for goods, supply of equipment with spare parts and components with a service life of at least 3 years, the possibility of servicing and repairing the equipment for at least 5 years after delivery, ensuring the availability of original components and spare parts from the manufacturer is necessary for good operation during this period, the provision of warranty and service services (service maintenance) of the equipment will be carried out by **Pride System SRL** through one of the authorized companies listed above in the letter.

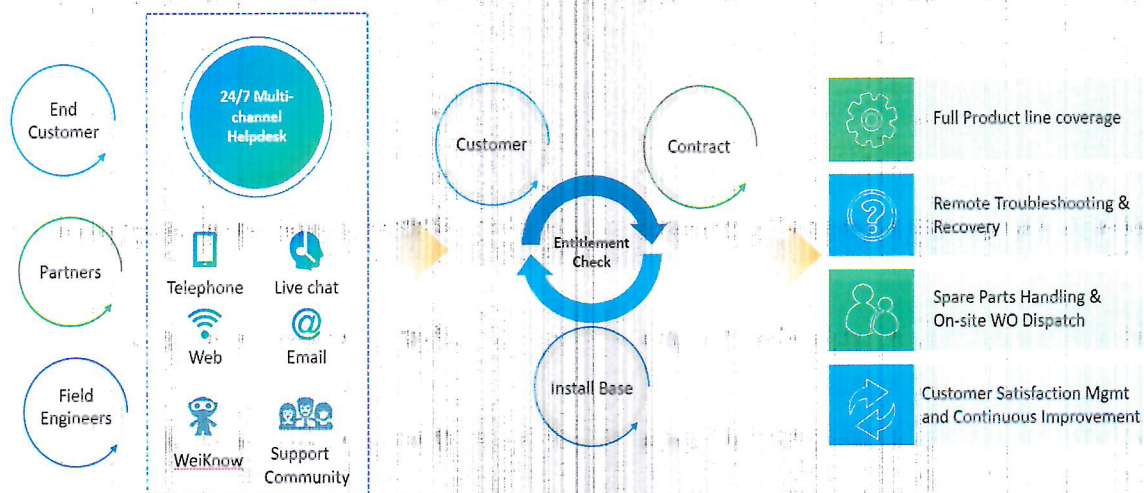
A handwritten signature in blue ink, appearing to be "Zhang Lin" (张林).

: Legal Representative of Huawei International Co. Limited.

Additionally, there is possibility to directly contact First Line support 24/7 is provided by **Huawei G-TAC Center** (based in Bucharest), Local Authorized Partners mentioned above and **Huawei Moldova**.

For more details regarding Huawei Enterprise Customer RMA Service please use below information:

Huawei G-TAC Center Contact Information



Huawei G-TAC Center Contact Information - **Hotline free call number:**

Moldova	080061499
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E-mail: EUsupport@huawei.com

Support website:

<https://support.huawei.com/enterprise/en/index.html>

ServiceCare Portal:

<https://serviceturbo-cloud-cn.huawei.com>

Self Support Platform:

- Intelligent Q&A (“WeiKnow”+Live Chat):

<https://support.huawei.com/enrobot>

- English Support Community

<https://forum.huawei.com/enterprise/en/index.html>

: Legal Representative of Huawei International Co. Limited.