

	Countries and Regions	Shipping door-to-door	Shipping FCA/CIP/CIF	Local Contract	Local Cold Spare (Project-based)	Short-term Onsite Tech Support	Long-term Onsite Tech Support	Remote Tech Support	Software Update	3rd-Party Procurement Service (3PP)	3PP Service Standard Rate
Greater China	China Mainland	Yes	Yes	Yes	Yes, ICI office	Yes, ICI	Yes, ICI	Yes	Yes	Yes	6%
	Hong Kong	Yes	Yes	Yes	Yes, local warehouse	Yes, ICI	Yes, ICI	Yes	Yes	Yes	6%
	Macau	Yes	Yes	No	Yes, local warehouse	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Taiwan	Yes	Yes	No	Yes, local warehouse	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
North Asia	South Korea	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Japan	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, ICI or partner	Yes	Yes	Yes	6%
	Mongolia	Yes	Yes	Yes	Yes, ICI office	Yes, ICI	Yes, ICI	Yes	Yes	Yes	6%
ASEAN	Myanmar	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, ICI or partner	Yes	Yes	Yes	6%
	Lao	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, ICI	Yes	Yes	Yes	6%
	Cambodia	Yes	Yes	Yes	Yes, ICI office	Yes, ICI	Yes, ICI	Yes	Yes	Yes	6%
	Thailand	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, ICI or partner	Yes	Yes	Yes	6%
	Vietnam	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, ICI or partner	Yes	Yes	Yes	6%
	Philippines	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Malaysia	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Singapore	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Indonesia	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Brunei	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Timor-Leste	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
Central Asia	Kazakhstan	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Uzbekistan	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Kyrgyzstan	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
	Tajikistan	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
	Turkmenistan	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
	Afghanistan	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
	Pakistan	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
Caucasus	Georgia	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Azerbaijan	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Armenia	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
Middle East	Turkey	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Iraq	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Lebanon	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Kuwait	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Bahrain	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Qatar	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	United Arab Emirates	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Saudi Arabia	Yes	Yes	No	Yes, partner office	Yes, ICI	Yes, partner	Yes	Yes	Yes	6%
	Yemen	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%
	Oman	Yes	Yes	No	Yes, partner office	Yes, partner	Yes, partner	Yes	Yes	Yes	6%