Billing Center

FAQs

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https://securitybulletin.huawei.com/enterprise/en/security-advisory

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1 Postpayment Instructions

1.1 Are There Any Limits to How I Use Post Paid HUAWEI CLOUD Services?

1.2 How Do I Apply for Postpayment?

1.3 Do Postpaid Customers Use Prepayment Or Postpayment When Purchasing a Yearly/Monthly Product?

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1.10 How Are My Expenditures Settled?

1.11 What Can I Do If I Have an Outstanding Amount?

1.12 What Will Be the Result If the Payment Succeeds?

1.13 What Will Be the Result If the Payment Fails?

1.14 Why Did the Automatic Payment from My Credit Card Fail After the Bill Was Generated?

1.1 Are There Any Limits to How I Use Post Paid HUAWEI CLOUD Services?

No.

If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you more frequently, and charge your credit card based on expenses incurred. As long as the payment clears, you can continue using HUAWEI CLOUD services.

1.2 How Do I Apply for Postpayment?

HUAWEI CLOUD provides a postpayment option for all customers. Once you are approved for postpayment, you can use HUAWEI CLOUD services first and pay for them later.

You can request authorization for postpayment online or offline.

- Online: Register an account, add a mobile number, completing your account information, and add a payment method (adding a credit card) as prompted on the official website. The credit card added will be used for payment. For details, see **Adding a Payment Method**.
- Offline: Contact your account manager to apply for postpayment authorization. On the **Funds Management** > **Payment Methods** page in the Billing Center, add a credit card for automatic payment. Otherwise, you can only pay manually. For details about how to pay, see **How Does an Ordinary HUAWEI CLOUD Customer Pay (in Postpayment Mode)?**.

1.3 Do Postpaid Customers Use Prepayment Or Postpayment When Purchasing a Yearly/Monthly Product?

If you pay for a yearly/monthly product online or by a credit card you added, it is prepayment. If you pay for a yearly/monthly product using monthly bill settlement, it is postpayment.

1.4 What Is a Billing Cycle? How Long Is the Billing Cycle for HUAWEI CLOUD?

The billing cycle for HUAWEI CLOUD is one calendar month by default, and the bill for each month is generated on the third day of the following month.

1.5 What Is a Repayment Period? How Long Is the Repayment Period for HUAWEI CLOUD?

A repayment period is the time from the bill date to the due date.

- For customers who apply for postpayment online, the repayment period is 0. The bill date is the due date, and payment is deducted immediately after the bill is generated on the third day of each month.
- For customers who apply for postpayment offline, the repayment period is as stipulated by the contract (generally one month). It is OK as long as customers repay within the repayment period. If the customer has a card added and has not repaid within the repayment period, HUAWEI CLOUD will deduct the fee from the credit card on the due date.

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1.6 What Is Overdue? What Are the Consequences of Being Overdue?

If you have not paid your bill by 24:00 on the due date, the bill is overdue. If a bill is overdue, your services will enter a grace period.

1.7 What Is a Grace Period of Huawei Cloud? How Long Is It?

A grace period is the time for you to renew the resources if your yearly/monthly subscriptions have expired or to pay off the outstanding amount if your pay-per-use resources are in arrears due to payment failures. During this period, you can continue to access and use some resources. The grace period for Huawei Cloud (Europe) is 15 days long.

If you are in arrears due to insufficient balance, you cannot subscribe to new services.

If your yearly/monthly subscriptions are not renewed and enter the grace period, you can continue to subscribe to new services.

1.8 What Is a Retention Period of Huawei Cloud? How Long Is It?

A retention period is the time your resources will enter if your yearly/monthly subscriptions are still not renewed or the outstanding amount for pay-per-use resources is still not paid off when the grace period ends. During this period, the resources cannot be accessed, but the resource data stored will be retained. The retention period for Huawei Cloud (Europe) is 15 days long.

1.9 What Is a Due Date?

It is the final date before which HUAWEI CLOUD requires you to pay off the bill.

A repayment period is the time from the bill date to the due date.

- For customers who apply for postpayment online, the repayment period is 0. The bill date is the due date, and payment is deducted immediately after the bill is generated on the third day of each month.
- For customers who apply for postpayment offline, the repayment period is as stipulated by the contract (generally one month). It is OK as long as customers repay within the repayment period. If the customer has a card added and has not repaid within the repayment period, HUAWEI CLOUD will deduct the fee from the credit card on the due date.

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1.10 How Are My Expenditures Settled?

The bill for each month is generated on the third day of the following month. The outstanding amount needs to be paid off before the due date. For details about how to pay manually, see **How Does an Ordinary HUAWEI CLOUD Customer Pay (in Postpayment Mode)?**.

1.11 What Can I Do If I Have an Outstanding Amount?

If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you more frequently, and charge your credit card based on expenses incurred. If you have not added a credit card, you need to manually pay off the balance at once. For details about how to pay manually, see **How Does an Ordinary HUAWEI CLOUD Customer Pay (in Postpayment Mode)?**.

1.12 What Will Be the Result If the Payment Succeeds?

If the payment succeeds, you can continue using HUAWEI CLOUD services normally.

1.13 What Will Be the Result If the Payment Fails?

If payment fails, your services will enter a grace period and then a retention period. If the payment has still not succeeded after the retention period ends, your resources will be frozen and data will be deleted.

- **1.7 What Is a Grace Period of Huawei Cloud? How Long Is It?**
- **1.8 What Is a Retention Period of Huawei Cloud? How Long Is It?**

1.14 Why Did the Automatic Payment from My Credit Card Fail After the Bill Was Generated?

The possible causes are:

1. Your available credit was insufficient. Please verify that your card has sufficient credit available.
2. Your credit card has expired or is restricted. Please replace it.
3. Your credit card may have been frozen in response to suspicious activity. Please contact your issuing bank.
4. If the reason is still unknown, submit a service ticket.

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2 Adding a Card

2.1 Instructions

2.2 Operations

2.3 Problems

2.1 Instructions

2.1.1 Why Do I Need to Add a Credit Card?

When registering a HUAWEI CLOUD account, you can choose not to add a credit card. However, you must complete the account information and add a valid payment method before you can purchase HUAWEI CLOUD products and services. Otherwise, you can only browse them.

You can select a credit card as the default payment method. For details, see **Adding a Payment Method**

2.1.2 When Should I Add a Credit Card?

After registering a HUAWEI CLOUD account, you need to add a mobile number, complete your account information, and then add a credit card.

2.1.3 Which Types of Customers Need to Add a Credit Card?

Postpaid customers need to add credit cards:

- If you apply for postpayment online, you must add a credit card.
- If you apply for postpayment offline, adding a credit card is optional. You can add a credit card on the **Funds Management** > **Payment Methods** page in the Billing Center to setup automatic payment. If you do not add a credit card, you need to make your payments manually.

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Customer Type	Apply for Postpayment	Need to Add a Credit Card
Direct customer or referral customer	Online	Yes
	Offline	No
Reseller customer	Offline	No
Enterprise master account	Online	Yes
	Offline	No
Enterprise member account	Offline	No

2.1.4 Do I Need to Add a Credit Card If I Am a Reseller?

Resellers do not need to add a credit card.

2.1.5 What Credit Cards Can I Use on the Huawei Cloud European Website?

Only credit cards of Visa and Mastercard are accepted. Debit cards, prepaid cards, virtual cards, and gift cards are not supported, and American Express, JCB, and UnionPay credit cards are not supported.

2.1.6 What Should Be Noted When I Add a Credit Card?

1. Only Visa and Mastercard are accepted. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.
2. You can add multiple credit cards to a HUAWEI CLOUD account, but a credit card can only be added to a single HUAWEI CLOUD account.
3. Debit cards, prepaid cards, virtual cards, and gift cards cannot be added to a HUAWEI CLOUD account. Credit cards that have already been added cannot be added to another HUAWEI CLOUD account.

2.1.7 How Do I Add a Debit Card?

If you want to add a Visa or MasterCard debit card, **submit a service ticket** and wait for approval from HUAWEI CLOUD.

2.2 Operations

2.2.1 How Do I Add a Credit Card to My Account?

1. If you are a new user who is registering an account for the first time, register an email, add a mobile phone number, and complete your account information. Then the page for adding a payment method (adding a credit card) is displayed.

2. If you have registered an account but have not bound a credit card, click **Add Card** on the **Funds Management** > **Payment Methods** page in the Billing Center to add a credit card. For details, see **Adding a Payment Method**.

2.2.2 How Do I Verify a Credit Card to Be Added?

When you add a credit card, the corresponding bank page will be displayed for authentication. The following uses a MasterCard credit card as an example to describe the authentication steps:

1. Confirm the credit card information and enter the security code and password.

   The security code is a three-digit number on the back of the card.
2. The bank system sends a verification code to your mobile phone.
3. After you enter the verification code, a result is returned. If the authentication fails, contact the issuing bank to learn about information of the error.

2.2.3 What Was My Credit Card Charged For When I Added It As a Payment Method?

When you add a card, HUAWEI CLOUD makes an authorization charge from your card to verify that the card is valid. This amount will be refunded to your credit card later. The time it takes to refund the charge depends on your bank.

2.2.4 When Is the Test Charge to My Credit Card Refunded?

When you add a credit card, HUAWEI CLOUD makes an authorization charge of $1 USD from your card. This amount will be automatically refunded to your card after the card has been added, but the time this takes depends on your card issuing bank.

2.2.5 How Do I Change My Default Card?

1. Access the Billing Center, and go to the **Funds Management** > **Payment Methods** page.
2. Click **Add Card** to add the new card you want to use as the default one.
3. Choose **Operation** > **Set as Default** in the lower right corner of the new card.

   Once the new card is made default, your expenditures will be deducted from it by default.

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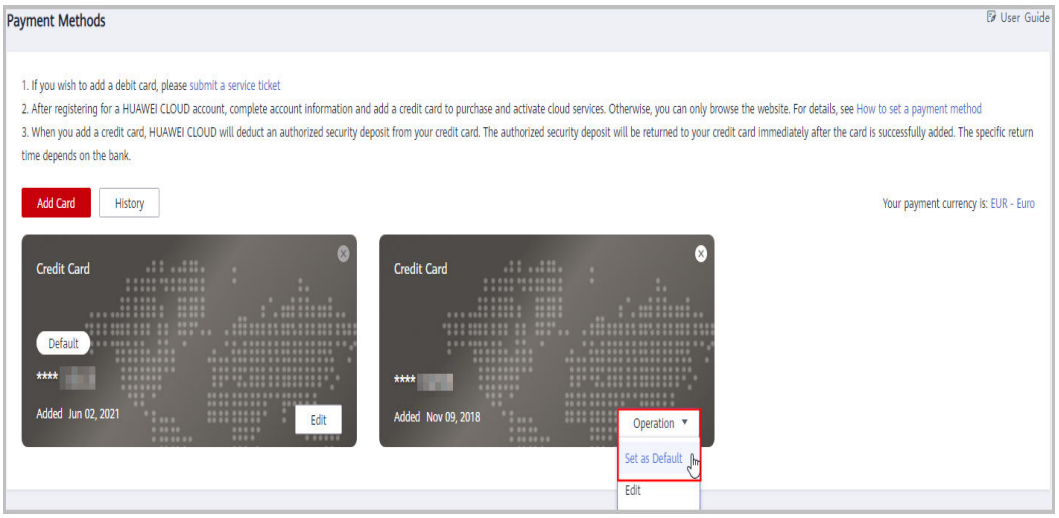

2.2.6 How Do I Update My Credit Card Information?

1. Log in to the Billing Center, and choose **Funds Management** > **Payment Methods**.
2. Click **Edit** in the lower right corner of the credit card whose information needs to be updated.
3. Enter the new credit card number, cardholder name, expiration date, and card security code. Click **OK**.
4. Complete the identity verification.
5. Choose **Funds Management** > **Payment Methods** and click **History** to confirm that the update succeeded.

2.3 Problems

2.3.1 Why Can't I Successfully Add a Credit Card?

You can view records for attempts to add a card by going to Billing Center > **Funds Management** > **Payment Methods** > **Historical Cards** page. The reason a card could not be added is shown in **Result**.

Some reasons a card addition may fail include:

- The credit card information supplied was invalid or incorrect. Verify the credit card information and check whether the credit card has expired. If the credit card has expired, add a new card or update the current card.
- The card used was not Visa or Mastercard. Only Visa and Mastercard credit cards are supported, and debit cards, prepaid cards, virtual cards, and gift cards are not supported.
- The credit card has already been added to another HUAWEI CLOUD account. Any given credit card can only be added to a single HUAWEI CLOUD account.
- The test charge did not go through. The credit card may be invalid or there may not be any available credit. Confirm that your card has credit available and the functions like international payment, online payment, and periodic

payment have been enabled for it. If not, use another credit card and try again.

- If the reason is still unknown, submit a service ticket.

2.3.2 What Can I Do If Adding a Credit Card Fails?

1. If a message saying "**Card information review failed. Please contact the customer service.**" is displayed:
   - Check whether the configured email address, mobile number, and HUAWEI CLOUD account are all correct.
   - If the above information is correct, contact your account manager or submit a service ticket.
2. If a message saying "**Card information review failed. Please add another credit card.**" is displayed:
   - Confirm that the credit card is either Visa or Mastercard. Debit cards, prepaid cards, virtual cards, and gift cards are not supported.
   - Check whether there is an issue with the card.
   - Please contact the bank or card issuer to confirm that your credit card can be used for international transactions.
3. If a message saying "**Not a credit card. Only Visa and Mastercard credit cards are supported.**" is displayed:

   Make sure you are using a credit card, not a debit card, and try again.
4. If a message saying "**Failed to add the card. Please try again.**" is displayed:

   There was a system error when you tried adding the card. Refresh the page and try again.
5. If a message saying "**The card information is incorrect or you have reached the maximum number of failed attempts allowed. Please verify the card information or use another credit card.**" is displayed:
   - Verify that the security code or password of the credit card you entered is correct.
   - If adding the card has already failed three times, try another credit card or wait a day and try again.
6. If a message saying "**Failed to add the card. Please add another credit card.**" is displayed:
   - Check whether your card has available credit, or try another card.
   - Check if the card has been frozen due to suspicious activity.
   - The card may have been added to another account and HUAWEI CLOUD does not allow the same card to be used for multiple accounts.
7. If the problem still persists, submit a service ticket or contact your account manager.

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3 Payment

3.1 How Do I Make a Bank Transfer?

3.2 What Type of Online Payments are Supported?

3.3 What Can I Do If My Online Payment is Declined?

3.4 What Can I Do If I Receive the Message, "Cardholder Authentication" and the Payment Page Does Not Respond During an Online Payment?

3.5 Will My Subsequent Payments Be Restricted After an Online Payment Fails?

3.6 What Is the Maximum Allowed for an Individual Online Payment?

3.7 What Can I Do If I Transferred Money into the Wrong Account?

3.1 How Do I Make a Bank Transfer?

1. Go to the **Funds Management** > **Top Up/Pay** page of the Billing Center.
2. Select **Bank Transfer**.
3. Use the standard top-up account displayed on the page for the transfer.
4. Fill out and upload the bank transfer service ticket.

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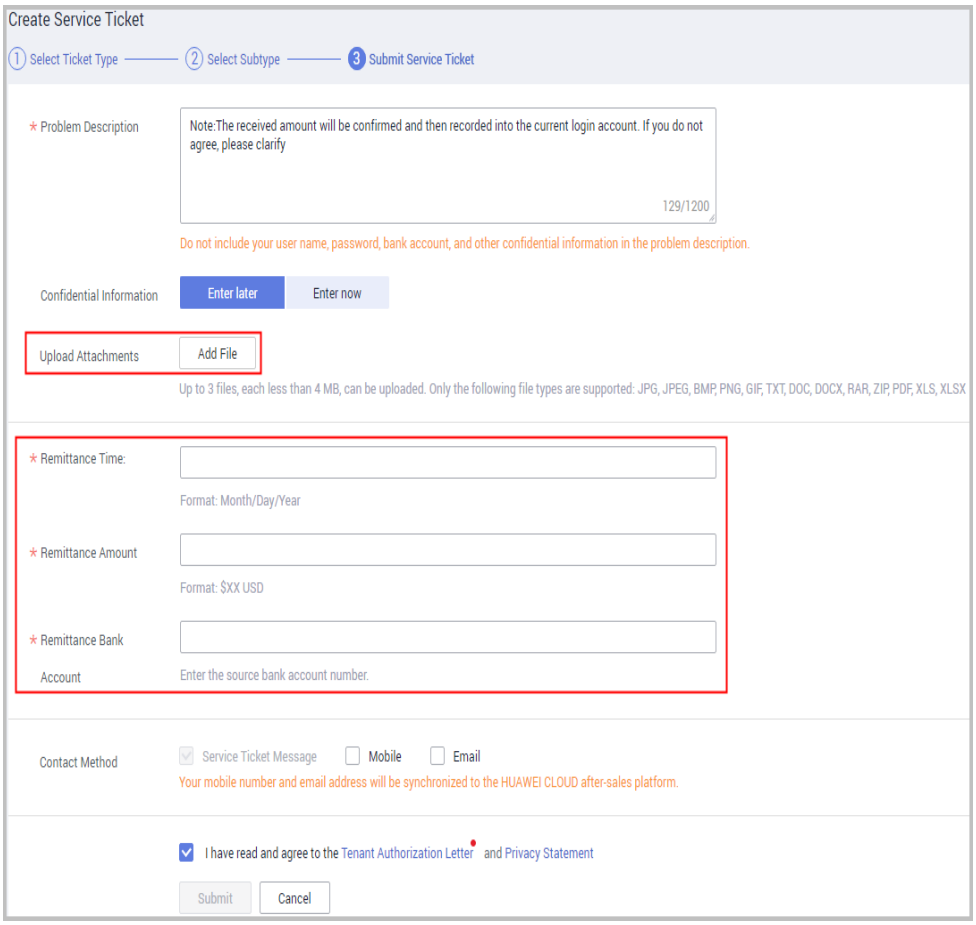


5. Wait for the payment to arrive in your account, typically within three working days.

3.2 What Type of Online Payments are Supported?

In a credit card payment, the customer's place of registration must be the same as the country/region where the credit card was issued.

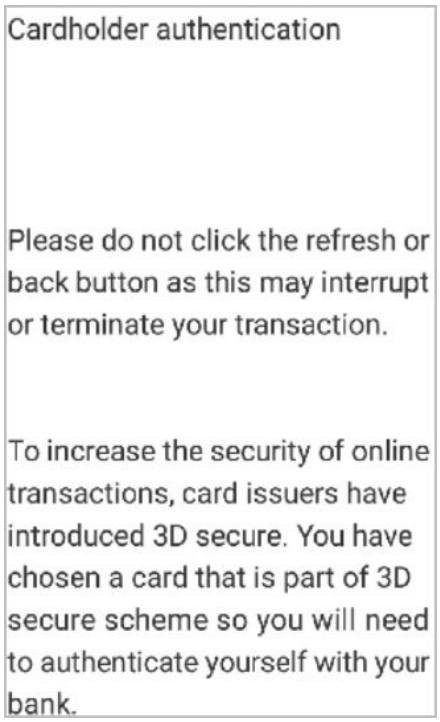
3.3 What Can I Do If My Online Payment is Declined?

Your bank cards are probably not supported. For details about what cards are supported, see **3.2 What Type of Online Payments are Supported?**. Try again with a supported bank card, and if the problem persists, please **submit a service ticket** for handling.

3.4 What Can I Do If I Receive the Message, "Cardholder Authentication" and the Payment Page Does Not Respond During an Online Payment?

If the information like the figure below is displayed during an online payment, the system is processing cardholder authentication. To ensure a normal payment, do

not refresh the page. If the page becomes unresponsive, close the page and start a new online payment process.



3.5 Will My Subsequent Payments Be Restricted After an Online Payment Fails?

If an online payment is unsuccessful three times in a row, transactions for that credit card will be blocked for 24 hours.

3.6 What Is the Maximum Allowed for an Individual Online Payment?

The maximum individual online payment is $20,000 USD.

3.7 What Can I Do If I Transferred Money into the Wrong Account?

If you have multiple accounts and wanted to transfer money to one account but accidentally transferred it to a different account:

1. You can **submit a service ticket** on the HUAWEI CLOUD official website.

   Provide the bank transfer certificate, the transfer time and amount, and bank account number, and describe what happened in **Problem Description**.

2. After reviewing and confirming the transfer, HUAWEI CLOUD will refund the money to you.

4 Repayment

4.1 Can I Pay by Myself if I Am Associated With a Partner by Resale Model?

4.1 Can I Pay by Myself if I Am Associated With a Partner by Resale Model?

Your expenditures incurred after the association with a partner are paid by the partner, and those incurred before the association can be paid by yourself. For details about how to pay by yourself, see **How Does an Ordinary HUAWEI CLOUD Customer Pay (in Postpayment Mode)?**.

5 Bills

5.1 How Do I Pay for My Bills As a Reseller Customer?
5.2 Why Do Some Resources in Bills Not Have Resource Names or IDs?
5.3 How Do I Find Cloud Service Resources By Resource Names or IDs?
5.4 What Is a Child Resource?
5.5 Why Can't I Access the Target OBS Bucket?
5.6 Customers Using Monthly Settlement

5.1 How Do I Pay for My Bills As a Reseller Customer?

The expenditures and related statistics displayed on the Billing Center for reseller customers are based on the HUAWEI CLOUD list price. They are used as a reference for cloud service resource usage rather than as the amount due in your final bill. You can contact your partner to obtain your final bill and make payments.

5.2 Why Do Some Resources in Bills Not Have Resource Names or IDs?

- The names or IDs of resources in packages will not be displayed.
- There may be a delay in displaying the resource names and IDs of yearly/monthly subscriptions in bills.
- If resources fail to be provisioned or have been unsubscribed from, their resource names and IDs will not be displayed in the bills.

If you encounter with any other circumstances, submit a service ticket to the corresponding cloud service.

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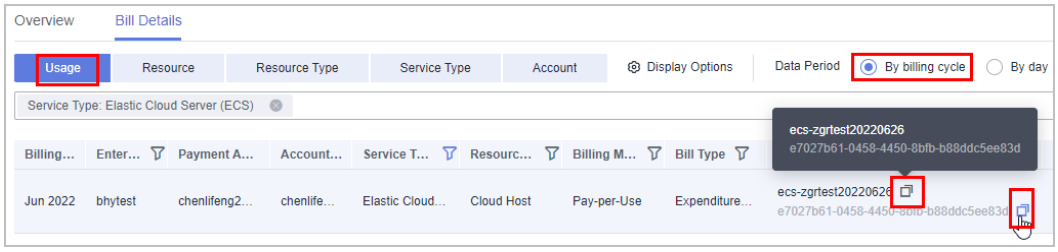
5.3 How Do I Find Cloud Service Resources By Resource Names or IDs?

Take an ECS resource as an example.

Step 1 Obtain the resource name or ID.

Take bills collected by usage and billing cycle as an example.

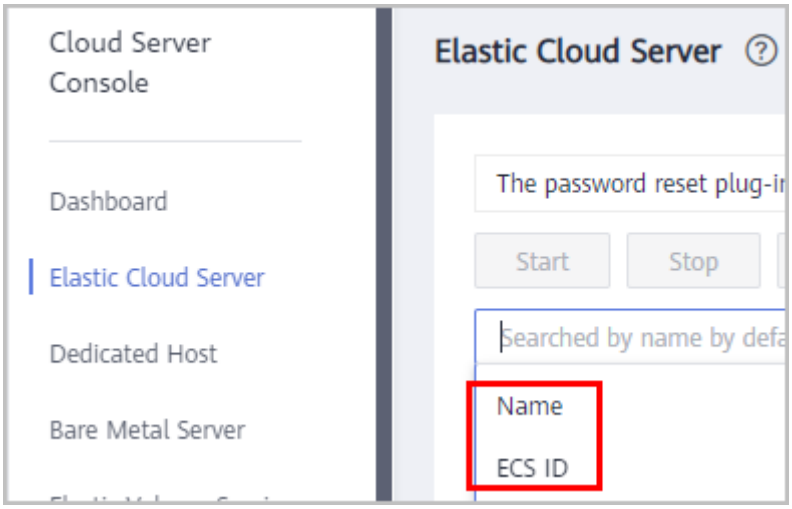
In Billing Center, choose **Billing** > **Bills** > **Bill Details**, select **By usage** and **By billing cycle**. Click the icon shown in the figure below to copy the resource name or ID.



Step 2 Search for the cloud service resource.

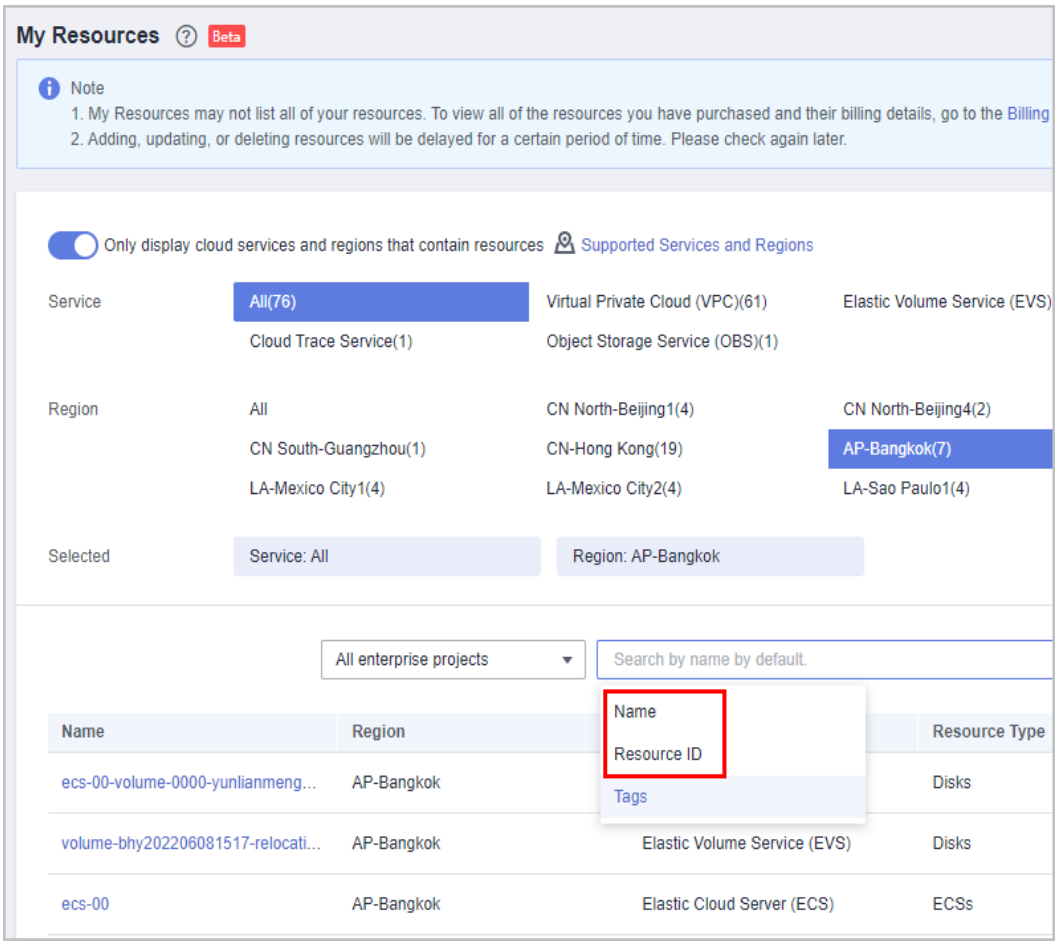
- Search on the cloud service console.

  Log in to the **Cloud Server Console**, select the region. Click and select **Name** or **ECS ID** in the search box, paste the resource name or ID obtained in step 1, and click to search for that specific resource.



- Search in My Resources

  Choose **Resources** > **My Resource**, select the region. Click and select **Name** or **ECS ID** in the search box, paste the resource name or ID obtained in step 1, and click to search for that specific resource.



----End

If the resource cannot be found using either of the preceding methods, **submit a service ticket** to contact the customer service. For details, see **Submitting a Service Ticket**.

5.4 What Is a Child Resource?

A child resource takes the subordinate position among several associated resources, for example, an EVS system disk is a child resource of an ECS.

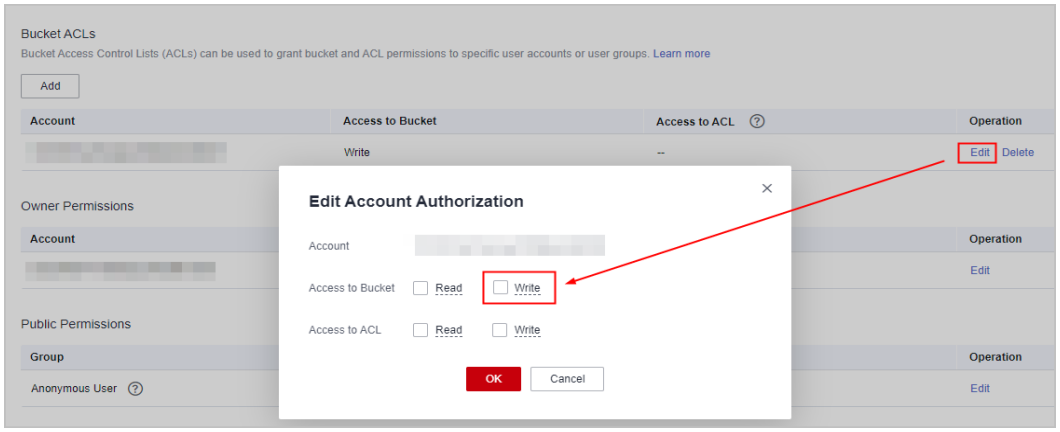
5.5 Why Can't I Access the Target OBS Bucket?

If the target Object Storage Service (OBS) bucket becomes unavailable to you, expenditure data storage will be automatically disabled and Huawei Cloud will not synchronize your bills to the bucket.

- **Scenario 1**: Your write permission on the bucket is denied by the bucket owner (or the account owner who has the write permission on the bucket in the ACL policy).

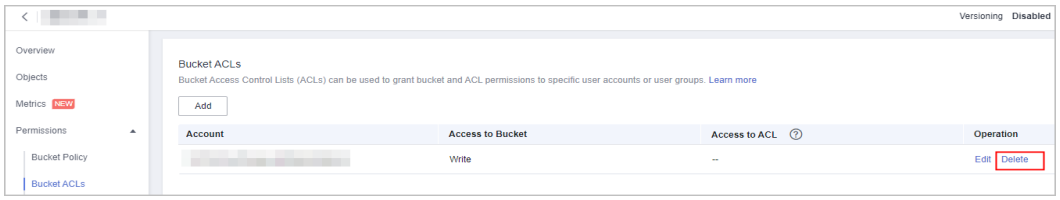
  Example: Account A is the bucket owner, and you have the write permission on the bucket. After your write permission is denied by account A, your bills

cannot be synchronized to the bucket any longer. For the bucket ACL details, see **Configuring a Bucket ACL**.

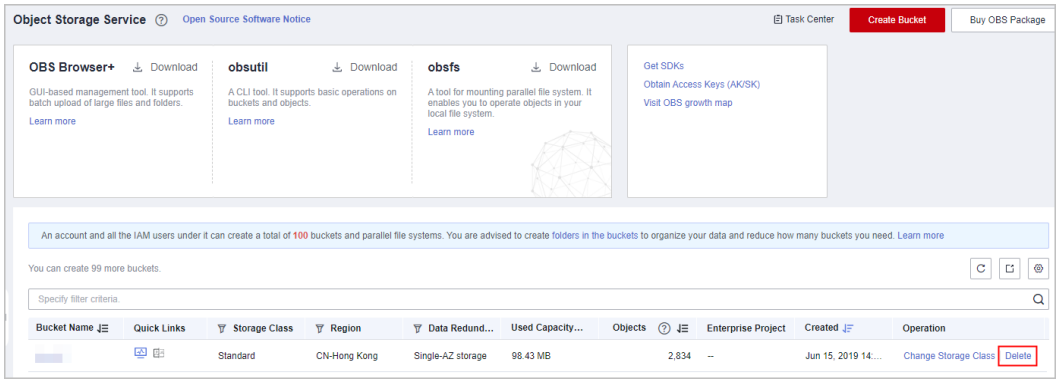


- **Scenario 2**: Your account has been removed from the bucket ACL policy by the bucket owner (or the account owner who has the write permission on the bucket in the ACL policy).

  Example: Account A is the bucket owner, and you have the access permission on the bucket. After account A removes your account from the bucket ACL policy, your bills cannot be synchronized to the bucket any longer. For the bucket ACL details, see **Configuring a Bucket ACL**.



- **Scenario 3**: The bucket is removed by its owner. For details, see **Deleting a Bucket**.



- **Scenario 4**: The bucket is encrypted by its owner.

If you have the OBS access permissions but still cannot access it, see the **FAQ** for details.

5.6 Customers Using Monthly Settlement

5.6.1 How Does Huawei Cloud Calculate the Billing Cycle?

The related fields are as follows:

Field	Explanation
Billing cycle	The calendar month when a transaction occurs. Each transaction has its billing cycle. Huawei Cloud summarizes the transactions in a monthly bill based on the billing cycles of the transactions.
Expenditure time	The time when a transaction record was generated. For a yearly/monthly resource, it specifies when the resource was purchased or renewed. For a pay-per-use resource, it is the period of time the resource was used within any given hour.
Transaction time	The time when a payment was made for a transaction.

Huawei Cloud counts a transaction record in a billing cycle based on its **Expenditure time**. Specifically:

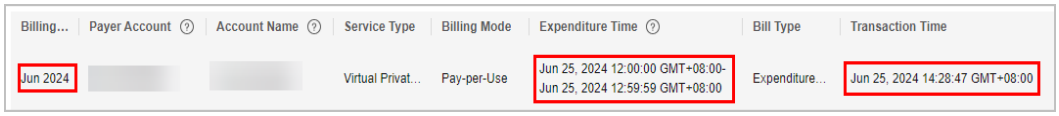
- If both the expenditure time and transaction time were in the previous month, the transaction is counted as part of the previous billing cycle.
- If the expenditure time was in the previous month, but the transaction time was between 00:00:00 and 23:59:59 on the 1st day of the current month, the transaction is counted as part of the previous billing cycle.
- If the expenditure time was in the previous month, but the transaction time is after 23:59:59 on the 1st day of the current month, the transaction is counted as part of the current billing cycle.
- If both the expenditure time and transaction time are in the current month, the transaction is counted as part of the current billing cycle.

CAUTION

The transactions, bills, and billing cycle are calculated based on the time (GMT +08:00), instead of the system time or browser time.

Example

- If a transaction occurs in June and payment is also made in June, the transaction is counted as part of the June billing cycle.



- If a transaction occurs in June but payment is made in July, the transaction is counted as part of the June billing cycle.

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- If, for some reason, the usage report is delayed, the usage from the previous month may not be reported until after 23:59:59 on the first day of the current month.

  For example, if a pay-per-use CDN resource is used from January 31, 2024 23:00:00 to February 01, 2024 00:00:00, and the usage is reported at February 02, 2024 00:00:05, the transaction is counted as part of the February 2024 billing cycle, even though the expenditure time was from January 31, 2024 23:00:00 to February 01, 2024 00:00:00.

5.6.2 How Do I Pay for Yearly/Monthly Subscriptions?

- If you are purchasing a yearly/monthly subscription, you can choose the **Added credit card**, **Pay Online**, or **Monthly Settlement** option. Any eligible cash coupons can be used immediately.
- If you want your yearly/monthly subscriptions renewed automatically, you can only choose the **Monthly Settlement** option.

5.6.3 How Am I Charged in Monthly Settlement?

- For yearly/monthly products: You can choose **Pay Online** or **Monthly Settlement**, or you can pay by a credit card you added. Applicable coupons will be applied during your payment. Fees paid by monthly settlement are included in the monthly bill amount and will be automatically deducted from your credit card on the bill due date.
- For pay-per-use products: Bills are generated on a monthly basis. After the bill is generated, cash coupons and cash balance are preferentially deducted. If the amounts of cash coupons and cash balance are insufficient on the due date, the remaining balance due will be billed automatically to the credit card you configured for payment.
- If we have reasonable grounds to suspect that your account is at risk of falling into arrears, we have the right to bill you more frequently, and charge your credit card based on expenses incurred.

5.6.4 How Do I Pay My Bill?

HUAWEI CLOUD generates the bill for a month on the third day of the following month. Ensure that your credit card has enough available credit.

You can pay your bill manually or configure automatic payment.

- Manually: You can pay by credit card at any time before the due date. For details, see **How Does an Ordinary HUAWEI CLOUD Customer Pay (in Postpayment Mode)?**.
- Automatic fee deduction by HUAWEI CLOUD: On the due date, if your bill has not been settled, fees will be deducted automatically from your bound credit card.

5.6.5 Where Can I Find the Payment Details for a Credit Card I Added?

After switching to monthly settlement:

- You can view billing details for orders paid online at **Bills** > **Expenditure Bills** > **Bills** > **Payment Summary** or **Bills** > **Historical Payments**.
- For pay-per-use expenditures, the bill is generated on the third day of the following month and your card is billed on the due date. You can view the payment details at **Bills** > **Expenditure Bills** > **Bills** > **Payment Summary**.

5.6.6 When Is a Cash Coupon Used for Pay-per-Use Products?

Applicable cash coupons are automatically deducted for pay-per-use fees when the bill is generated on the third day of the next month.

5.6.7 How Do I View the Usage Records of a Cash Coupon?

After switching to monthly settlement, if any cash coupons are used, you can view the records at **Bills** > **Expenditure Bills** > **Bills** > **Cash Coupon Used** or **Bills** > **Expenditure Bills** > **Bills** > **Details**.

5.6.8 How Do I View Past Account Statements?

After switching to monthly settlement, you can view your account statements (including online payments, credit card payments, and refunds) on the **Bills** > **Historical Payments** page.

5.6.9 Why Is the Last-Hour Expenditure Data Missing from the Bill Pushed to the OBS on the Last Day of the Last Month?

Only expenditure data of settled transactions is included in the daily bills pushed to the OBS. The transactions from the last hour on the last day of each month will be settled at the beginning of the next month. The expenditure data of those transactions is included in the monthly bill issued on the third day of the last month. If the sum of the expenditures in all daily bills is different with the expenditure in the monthly bill, you are advised to use the data in the monthly bill.

5.6.10 Why Am I Billed Twice in a Month for a Monthly Resource?

If **Auto-renewal** is set for your monthly resources, the resources will be billed 7 days before they expire by default. In the month when the resources are subscribed to, you will be billed twice, one for the new purchase and the other for the auto-renewal.

For example:

On April 2, 2024, you have subscribed to a monthly resource which would expire on May 2, 2024. You have enabled auto-renewal and set Deduction Date for Auto-Renewal to 2 days before the resource expires. In April, you would be billed twice, one for the new subscription from April 2, 2024 to May 2, 2024 and the other for the auto-renewal from May 2, 2024 to June 2, 2024.

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NOTE

You can set **Deduction Date for Auto-Renewal** to the day the resource expires or any date up to 7 days previous. If it is not specified, Huawei Cloud will charge the resource 7 days before it expires by default.

5.6.11 When Is the Bill for My Expenditures Generated?

The final bill for each month's expenditures is generated on the third day of the following month. You can view or export it after 10:00 a.m. on the fourth day of the following month (GMT+08:00).

- Resources for long-term use (for example, pay-per-use resources or spot instances): A bill estimate is provided in the middle of each month and a final bill is generated after the month ends.
- Resources with one-time payment (for example, yearly/monthly resources or reserved instances): A nearly real-time bill is provided when orders are paid.

5.6.12 Why Are There Eight Decimal Places in My Bill?

Huawei Cloud product prices are calculated to 10 decimal places and resource usage expenditures to eight decimal places. The total amount is rounded off to two decimal places in monthly bill.

For example, if the price of a pay-per-use EVS disk is $0.0001700000 USD/hour and the disk has been used for 1,775,064 seconds, the amount due will be $0.83822466 USD. If this is the only expenditure for the current month, the total amount will be $0.84 USD in your monthly bill.

5.6.13 How Do I View Taxes?

- You can export a summary bill to view the tax summary.
  a. Log in to Huawei Cloud and access **Billing Center**.
  b. Choose **Billing** > **Bills**.
  c. Click **Export**.
  d. Select **Summary bill**, and set the time, file format, and data dimension. Then, click **Export**.

     The exported file displays the tax summary for the selected dimension.

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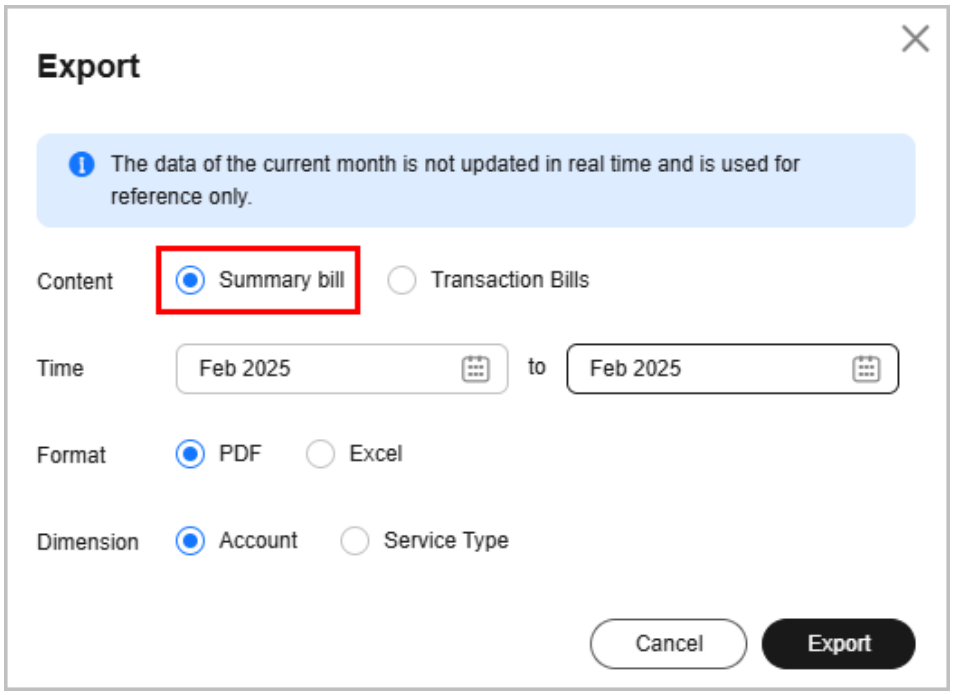
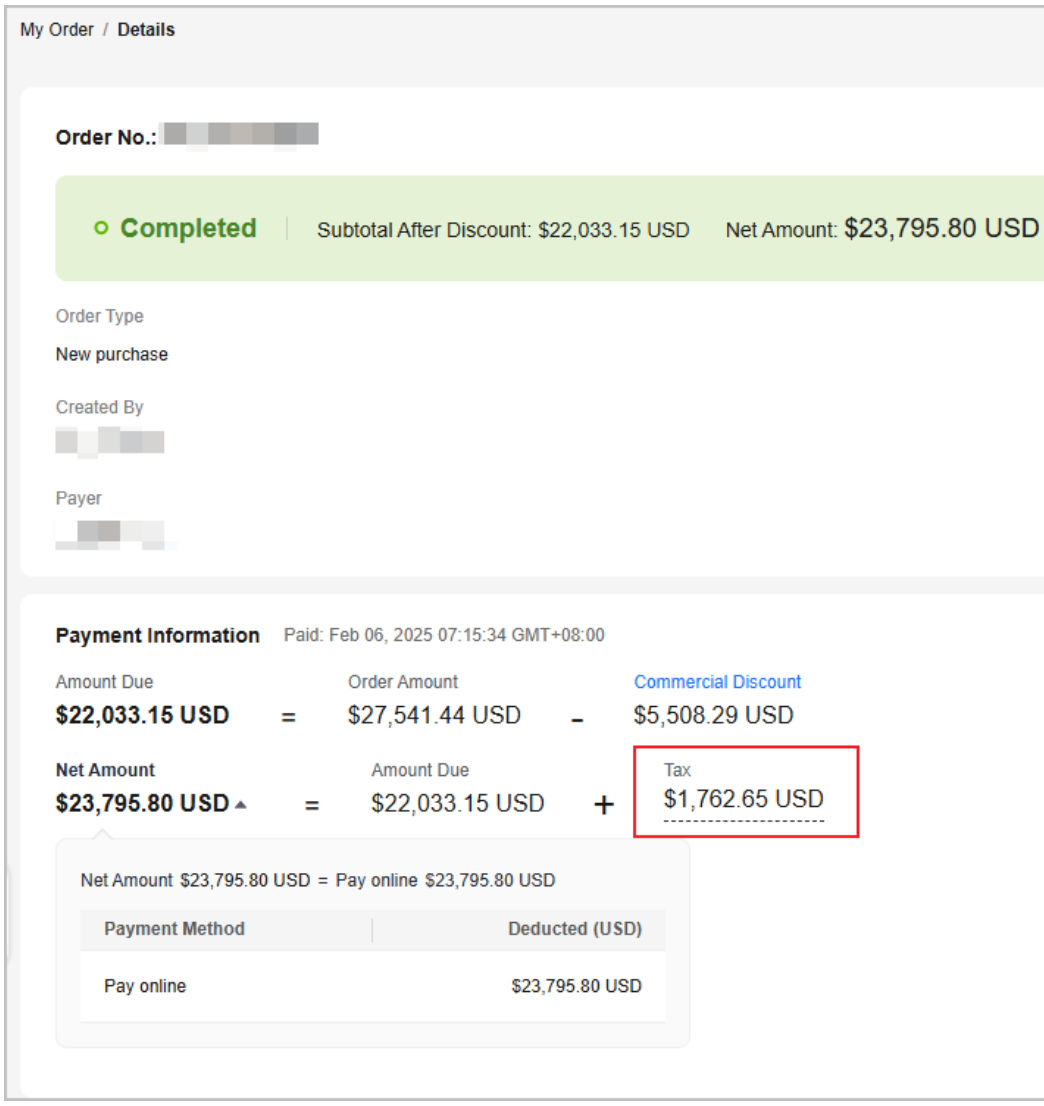


- You can view the tax details in the order.
  a. Log in to Huawei Cloud and access **Billing Center**.
  b. Choose **Orders** > **My Orders**.
  c. Locate an order and view its tax.
     - Completed orders
       Click **Details** in the **Operation** column. The order details page is displayed. View the tax of the current order in the payment information.

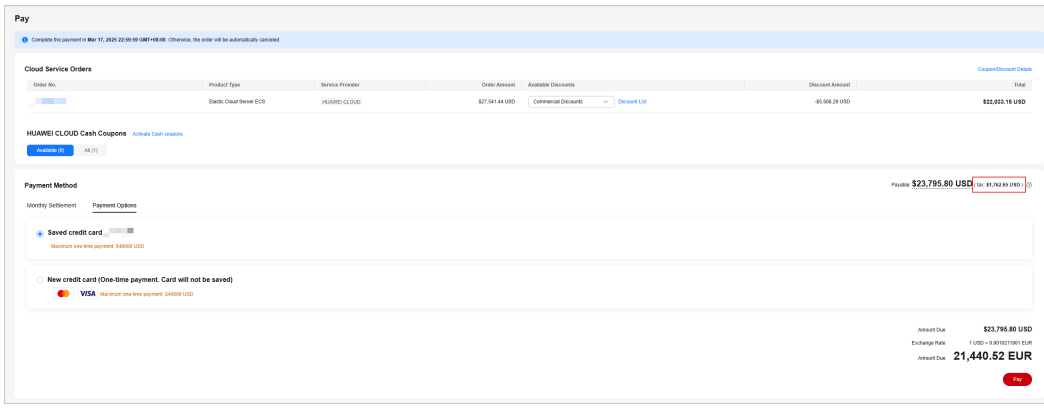


NOTE

If no tax is involved in an order, the tax information is not displayed by default. If the tax type is not VAT, the tax amount is displayed as 0.

- Unpaid orders

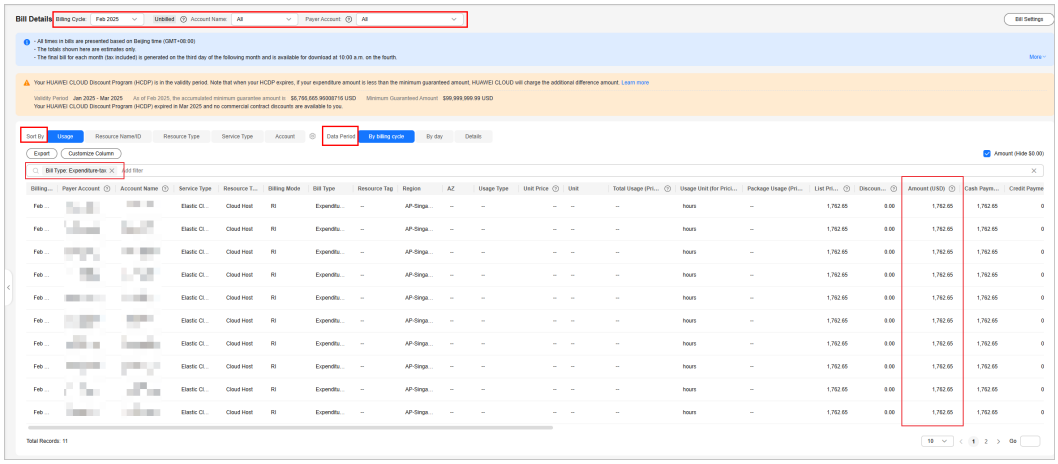
  Click **Pay** in the **Operation** column. The order details page is displayed. Select **Payment Options** under **Payment Method**. You can see the tax to be paid for the order.



NOTE

If you select **Monthly Settlement** under **Payment Method**, the tax is not included in the amount due. For details about the tax rules, see **How Is the Tax Calculated?**

- You can view the tax information for each service in the bill details.
  a. Log in to Huawei Cloud and access **Billing Center**.
  b. Choose **Billing** > **Bill Details**.
  c. Specify the billing cycle, account name, payer account, statistical dimension, and data period. In the search box, select **Bill Type: Expenditure-tax**. The tax information for the selected billing cycle is displayed in the **Amount** column in the table below.



5.6.14 How Is the Tax Calculated?

- Yearly/monthly subscriptions

  How to calculate the tax of a yearly/monthly subscription depends on your payment method.

Payment Method	Tax Calculation Rules
Online payment	Tax is calculated while you are placing an order. The tax needs to be paid together with the order amount.

Monthly settlement	Tax is not included in the order amount. The tax for each month, subject to the actual bill amount, is included in the bill generated on **the 3rd day of the following month**.

- Pay-per-use products

  Tax is calculated when the bill is generated on **the 3rd day of the following month**.

  Tax and tax rates may vary depending on the region and product. For details, see **Tax Help**.

5.6.15 Why Are My CDN Expenditures Not Displayed in the Bill for This Month?

Monthly expenditure data of CDN is included in the bill generated on the third day of the following month.

5.6.16 Why Can't I Find the Expenditure Data of My Purchased Pay-per-Use Resources in the Bill?

Amounts displayed on the **Billing** > **Bills** > **Overview** page are only estimates. The final bill of for each month is generated on the third day of the following month based on GMT+08:00. The estimated bill amount is refreshed hourly. Only the final bill, generated on the third of each month, is official.

5.6.17 What Exchange Rate Is Used for Bills Settled Not in USD?

If you select a currency other than USD as the payment currency, **Monthly settlement** and **Remaining Amount Due** on the **Billing** > **Bills** > **Overview** page will be displayed in both USD and the payment currency you selected.

- Before the final bill is generated, the real-time exchange rate is used for calculating amounts in the payment currency. The amounts are used for reference only.
- On the final bill, the amounts are calculated based on the market exchange rate published by a third-party financial authority on the day before the final bill is generated. Only the amounts shown on your final bill are official.

5.6.18 Why Is Part of the Usage of One Month Included in the Usage of the Next Month?

The usage report may be delayed due to some reasons. If the usage occurred in the previous month but is reported after 23:59:59 on the first day of the current month, the expenditure for the usage will be included in the bill for the billing cycle of the current month.

Example:

The pay-per-use CDN resource was used from January 31, 2024 23:00:00 to February 01, 2024 00:00:00, and the usage was reported at February 02, 2024

00:00:05. Therefore, the expenditure is included in the bill for the billing cycle of February 2024, and the usage duration in the record is from January 31, 2024 23:00:00 to February 01, 2024 00:00:00.

5.6.19 Why Are the Actual Start Time and End Time of a Monthly/Yearly Product Different from Those Displayed in the Bill Details?

They are not always the same for a yearly/monthly product, due to some reasons, such as the provisioning delay or special delivery. The actual start time and end time of the product are later than those displayed in the bill.

5.6.20 What Is a Negative Balance on a Credit Card?

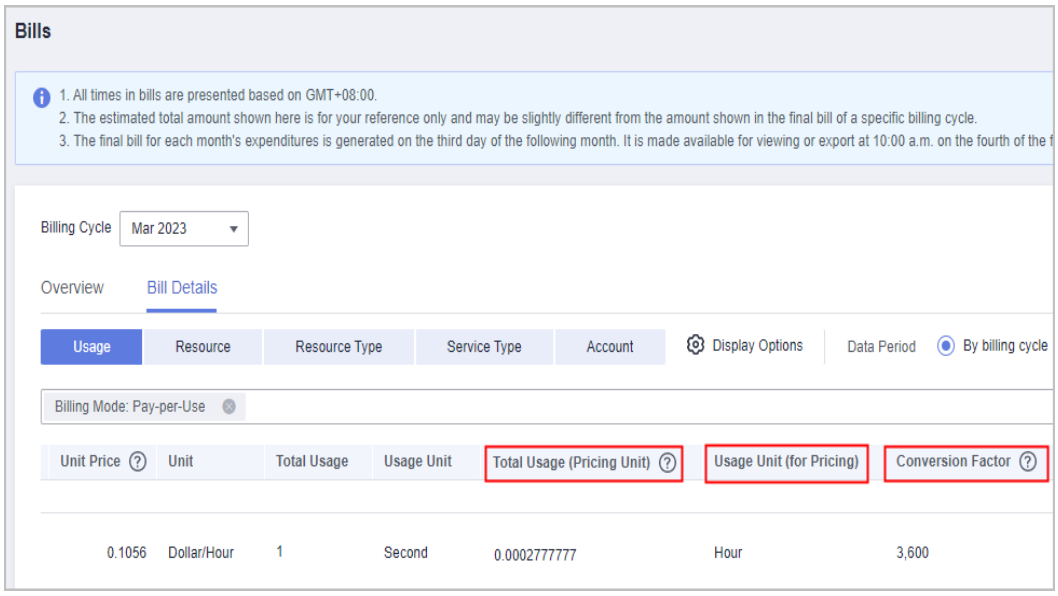
Your credit card has a negative balance when the refund is greater than the amount paid from your credit card in a certain billing cycle. For example, when the refund to the credit card is $10 USD and the amount paid from the credit card is $5 USD, you will have a negative balance of $5 USD on the credit card. The negative balance can be used to pay for the bills of the previous billing cycles or the next billing cycle.

5.6.21 Why Is My Payable Amount Calculated Using Total Usage (Pricing Unit) Slightly Different from That Displayed in the Bill?

The **Total Usage (Pricing Unit)** field on the **Bills** page displays the usage in the pricing unit.

The **Total Usage (Pricing Unit)** value is equal to **Total Usage** divided by **Conversion Factor** and will be truncated to a maximum of 10 decimal places.

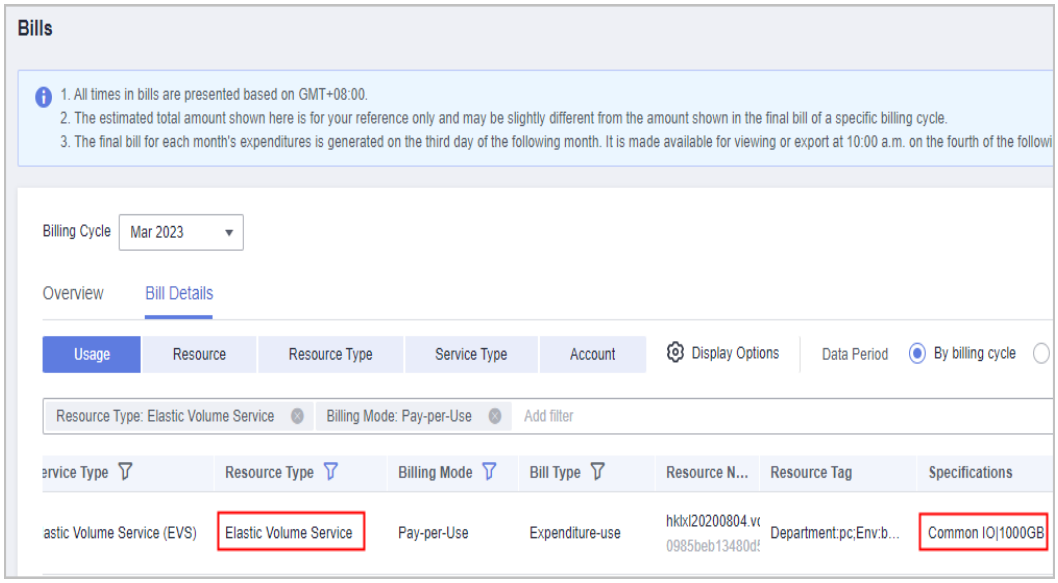
Take a resource billed by duration as an example. If the usage is displayed in second but priced in hour, the conversion factor is **3600**. In this case, the **Total Usage (Pricing Unit)** value will be 0.0002777777 (1/3600) after being truncated.



Take a pay-per-use resource as an example. The formula of using **Total Usage (Pricing Unit)** to calculate the payable amount is as follows:

- Resources with the linear size:
  - List price = (Total usage/Conversion factor) x Unit price x Linear size
  - Payable amount = (Total usage/Conversion factor) x Unit price x Linear size – Discounted amount

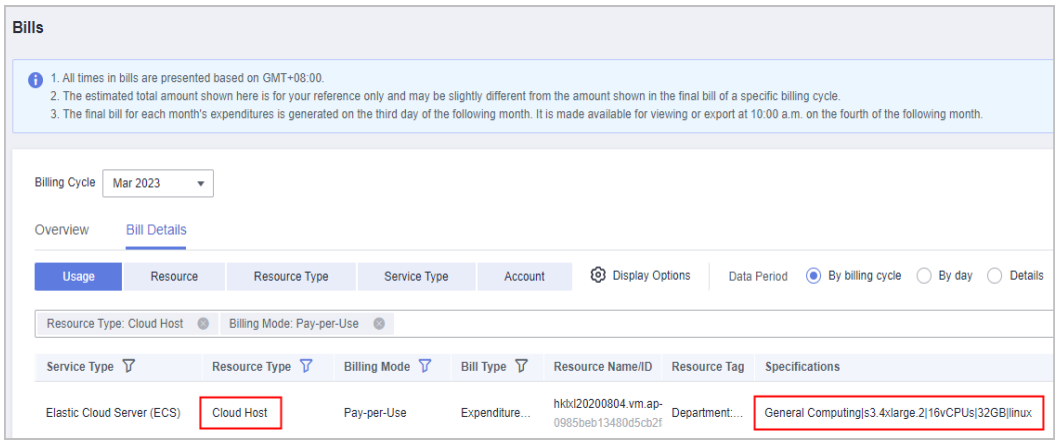
    You can view the linear size in the specifications of the cloud service product. For example, the linear size for an EVS (Common IO|1000 GB) is **1000 GB**.



    A 1-GB EVS is priced at $0.00006400 USD per hour. If you purchased a 1000-GB EVS in the pay-per-use mode without any discount and used it for 25,874 seconds, the unbilled payable amount is (25874/3600) x 0.00006400 x 1000 = 7.1872222222 x 0.00006400 x 1000 = 0.45998222. The actual payable amount on the bill is rounded off to two decimal places, that is, $0.46 USD.

- Resources without the linear size:
  - List price = (Total usage/Conversion factor) x Unit price
  - Payable amount = (Total usage/Conversion factor) x Unit price – Discounted amount

    For such cloud service products, the linear size is not carried in their specifications. For example, there is no linear size for an ECS (General computing|s3.4xlarge.2|16vCPUs|32GB|linux).



An ECS (General computing|s3.4xlarge.2|16vCPUs|32GB|linux) is priced at $0.04650000 USD per hour. If you purchased such an ECS in the pay-per-use mode without any discount and used it for 25874 seconds, the unbilled payable amount is (25874/3600) x 0.04650000 = 7.1872222222 x 0.04650000 = 0.33420583. The actual payable amount on the bill is rounded off to two decimal places, that is, $0.33 USD.

The payable amount displayed on the page is calculated using **Total Usage** and **Usage Unit**. To ensure the data accuracy, Huawei Cloud usually uses relatively high precision for the usage unit, for example, second.

When the payable amount is calculated using **Total Usage (Pricing Unit)**, truncation may be incurred during the usage conversion. As a result, there may be a slight difference between the the payable amount calculated using **Total Usage (Pricing Unit)** and that displayed in the bill.

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6 Expenditure Quota

6.1 What Is An Expenditure Quota?
6.2 How Do I Know When My Expenditure Quota Is Used Up?
6.3 When Will I Receive Expenditure Quota Notifications?
6.4 What Can I Do If My Expenditure Quota Is Not Enough?
6.5 When Are the Pay-per-Use Resources Released After Test Coupons Are Used Up?

6.1 What Is An Expenditure Quota?

An expenditure quota is the maximum amount you can spend on HUAWEI CLOUD. If the quota is exceeded, you will be blocked from further purchases. It cannot be used to pay your bills.

6.2 How Do I Know When My Expenditure Quota Is Used Up?

You do not need to proactively review your expenditure quota. If the quota is about to be used up or has been used up, HUAWEI CLOUD will send you a notification. However, you can still check it if you like on the **Expenditure Quota** page.

6.3 When Will I Receive Expenditure Quota Notifications?

- If your expenditure quota usage reaches the threshold (80% by default, which can be modified), Huawei Cloud will send you an SMS message or email.
- If your expenditure quota is used up completely, complete payment in a timely manner or you will be unable to purchase new resources. You will receive SMS and email reminders for payment as well.

These are urgent notifications and cannot be disabled.

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6.4 What Can I Do If My Expenditure Quota Is Not Enough?

If your expenditure quota is not enough, you can **make a payment** in advance to ensure the quota does not get used up, or you can contact your account manager to request a quota increase.

6.5 When Are the Pay-per-Use Resources Released After Test Coupons Are Used Up?

When all test cash coupons are used or expire, if the customer does not add a credit card or have any expenditure quota, the customer's all pay-per-use resources (including spot instances) enter a 15-day retention period. The yearly/monthly resources that have taken effect are not affected.

During the retention period, new cloud services cannot be provisioned, and all pay-per-use resources will be frozen. The frozen resources cannot be used, and reserved instances (RIs) will be unsubscribed from. To continue using these resources, contact the account manager to apply for coupons or expenditure quota in time. After the retention period expires, all pay-per-use resources are released.

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7 Resource Packages

7.1 Why Was My Pay-per-Use Usage Not Deducted from My Resource Package?

7.2 How Will I Be Billed for Usage in Excess of a Resource Package I Purchased?

7.3 Why Am I Still Getting Billed Even After Receiving an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?

7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?

7.5 Why Am I Billed When I Have Already Purchased a Resource Package?

7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?

7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?

7.8 Where Can I Buy Resource Packages?

7.9 How Do I View the Usage of a Resource Package?

7.10 What Are the Differences Between Resource Packages and Pay-per-Use Resources?

7.11 Why Is the Remaining Resource Not Calculated in Real Time?

7.12 When Does the Resource Package I Purchased Expire?

7.13 When Will I Receive Resource Package Usage Alerts?

7.14 How Will My Resource Packages Be Used To Pay for Cloud Services?

7.15 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%?

7.1 Why Was My Pay-per-Use Usage Not Deducted from My Resource Package?

The possible causes are as follows:

- The specifications of your resource package do not match those of your pay-per-use products.
- There are resettable resource packages and non-resettable resource packages. The details are as follows:
  - Resettable resource packages: The start and end time of resource consumption is not within the effective and expiration time of the reset period of the resource package.

    For example, a resource package billed by traffic is reset by day. Its validity period ranges from 2025-03-17 09:00:00 to 2025-04-18 16:00:00. The reset time is 16:00 every day.

Scenario	Resource Consumption Started	Resource Consumption Ended	Usage Deducted from Resource Packages
1	2025-03-17 17:00:00	2025-03-18 15:00:00	Yes
2	**2025-03-17 15:30:00**	**2025-03-18 18:30:00**	**No**

  - Non-resettable resource packages: The period from the start of resource consumption to the usage deduction does not overlap with the validity period of the resource package.

    For example, a resource package billed by traffic is not resettable. Its validity period ranges from 2025-02-18 09:00:00 to 2025-03-18 16:00:00

Scenario	Resource Consumption Started	Resource Consumption Ended	Resource Usage Deducted At	Usage Deducted from Resource Packages
1	**2025-02-18 06:00:00**	**2025-02-18 07:00:00**	**2025-02-18 08:30:00**	**No**
2	2025-02-18 08:30:00	2025-02-18 09:30:00	2025-02-18 10:15:00	Yes
3	2025-02-18 09:00:00	2025-02-18 10:00:00	2025-02-18 11:15:00	Yes
4	2025-03-18 15:00:00	2025-03-18 16:00:00	2025-03-18 16:30:00	Yes
5	2025-03-18 15:30:00	2025-03-18 16:30:00	2025-03-18 17:00:00	Yes
6	**2025-03-18 16:00:00**	**2025-03-18 16:30:00**	**2025-03-18 17:00:00**	**No**

- Your resource package is applicable to different regions from your pay-per-use products.

- Your resource package belongs to a different enterprise project from your pay-per-use products.
- Your resource package uses a different billing factor from your pay-per-use products. For example, you have purchased an OBS traffic package, but your pay-per-use products are billed by the number of requests.

In these scenarios, the resource package you purchased do not match your pay-per-use products, so you need to purchase a matching resource package.

7.2 How Will I Be Billed for Usage in Excess of a Resource Package I Purchased?

The usage in excess of what is included in a resource package is billed by the amount used times the unit price.

7.3 Why Am I Still Getting Billed Even After Receiving an SMS Message Indicating That the Resource Package Has Been Used Up and the Service Has Stopped?

Pay-per-use products are billed based on how much they are used times a unit price. There may be a delay from when pay-per-use products were used and when they are billed.

- If you are using monthly settlement, you can export a transaction bill from **Billing Center** > **Bills** > **Expenditure Bills** page. In the transaction bill, you can check **Expenditure Time** to learn about when a pay-per-use product is actually used.
- If you are not using monthly settlement, you can check the **Expenditure Time** on the **Billing Center** > **Bills** > **Expenditure Items** page to learn about when a pay-per-use product is actually used.

Since it takes some time for the system to process the bill, it is acceptable that there is some discrepancy between when the product was used and when it shows up on your bill.

7.4 Why Does My Resource Package Expire at 2019/09/01 00:00:00 When I Purchased it at 2019/08/26 18:00:00?

Resource packages are reset by calendar month. If you purchased a resource package on August 26, it will be reset on September 1. That's why the validity period of the resource package is August 26 to September 1. After the reset, the new validity period will be September 1 to September 26.

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7.5 Why Am I Billed When I Have Already Purchased a Resource Package?

- You may have used up the resource package you have purchased, and you will be billed for subsequent usage.
- The resource package you purchased do not match your pay-per-use products. For details, see **Resource Packages Not Matching Pay-per-Use Products**.

7.6 Why Did I Receive a Notification Indicating That I Have Exceeded the Resource Package Quota When I Actually Have Remaining Quota Left?

Quota alerts are sent based on the usage of resource packages of the same type rather than a single resource package.

If, for example, you purchased 10 of the same type of package, when the remaining quota of any single package is running low, no alerts are sent. The alerts are only reported when the total remaining quota of the 10 packages combined reached a certain threshold.

7.7 How Will My Resource Packages with the Same Application Scenarios Be Used?

If you have resource packages with the same application scenarios, whichever package expires first will be applied first.

Example: A customer has the following two resource packages, which have the same application scenarios:

Resource package 1: A yearly resource package that takes effect on October 10, 2019 and can be reset every month.

Resource package 2: A monthly resource package that takes effect on October 12, 2019.

When to use:

1. As of October 10, 2019, you first use the resources in package 1, which will expire first. If package 1 is used up, you will start to use those in package 2.
2. As of October 12, 2019, if package 1 (from October 10, 2019 to November 10, 2019) has been used up, you will use resources in package 2. If package 2 is used up, you will continue to use resources in package 1 (from November 10, 2019 to December 10, 2019).

7.8 Where Can I Buy Resource Packages?

You can log in to the cloud service console to buy resource packages for the service.

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NOTE

Resource accounts cannot purchase resource packages. If the enterprise master account purchased a resource package, the master account can choose to share the resource package with resource accounts or cancel the sharing. For details, see **Benefits Management**.

7.9 How Do I View the Usage of a Resource Package?

You can view the usage of all resource packages on the **Resource Packages** page in the Billing Center.

7.10 What Are the Differences Between Resource Packages and Pay-per-Use Resources?

- A resource package is purchased ahead of time, and then services are provisioned and paid with a quota from the package. With pay-per-use you use the cloud service directly and pay as you go.
- A resource package is a resource quota you buy in advance. When you are using pay-per-use resources, HUAWEI CLOUD preferentially deducts your quota from any matched resource packages you have purchased first. The usage beyond the package quota will be billed accordingly. Resources will not be provisioned automatically when you purchase a resource package. If you do not provision pay-per-use resources to go with a resource package, the package is of no use.

7.11 Why Is the Remaining Resource Not Calculated in Real Time?

You can use a resource package immediately after you purchased it. After the resource package takes effect, Huawei Cloud will calculate the remaining resource in the package later after your usage. The delay varies depending on the specific Huawei Cloud services.

The following uses an OBS resource package as an example:

Example 1:

On December 20, 2022, you purchased a 40-GB hourly-reset OBS resource package for 1 month at 10:30:30. At 10:40:00, you used 20 GB of the resource package to store files.

- At 11:20:00, Huawei Cloud calculated the storage capacity used between 10:00:00 and 11:00:00 and generated the usage details.
- At 12:20:00, Huawei Cloud calculated the storage capacity used between 11:00:00 and 12:00:00 and generated the usage details.

  Then, Huawei Cloud calculated the usage in the same way before the package expires.

For the remaining storage capacity, see **Resource Packages**. In this example:

- From 11:00:00 to 11:20:00, you can view the remaining capacity from 10:00:00 to 11:00:00. Due to the calculation delay, the remaining capacity is still 40 GB.
- From 11:20:00 to 12:00:00, you can view the remaining capacity from 10:00:00 to 11:00:00. The remaining capacity has been calculated and is 20 GB.
- From 12:00:00 to 13:00:00, you can view the remaining capacity from 11:00:00 to 12:00:00. The resource package is reset at 11:00:00 and you did not use the capacity from 11:00:00 to 12:00:00. Therefore, the remaining capacity is 40 GB.

Example 2:

On December 20, 2022, you purchased a 40-GB hourly-reset OBS resource package for 1 month at 10:30:30. At 11:10:00, you used 20 GB in the package to store files. Then, at 12:15:00, you used another 10 GB in the package to store files.

- At 11:20:00, Huawei Cloud calculated the storage capacity used between 10:00:00 and 11:00:00 and generated the usage details.
- At 12:20:00, Huawei Cloud calculated the storage capacity used between 11:00:00 and 12:00:00 and generated the usage details. The used capacity is 20 GB, and the remaining is 20 GB.
- At 13:20:00, Huawei Cloud calculated the storage capacity used between 12:00:00 and 13:00:00 and generated the usage details. The used capacity is 10 GB, and the remaining is 30 GB.
- At 14:20:00, Huawei Cloud calculated the storage capacity used between 13:00:00 and 14:00:00 and generated the usage details.

  Then, Huawei Cloud calculated the usage in the same way before the package expires.

For the remaining storage capacity, see **Resource Packages**.

- From 11:00:00 to 12:00:00, you can view the remaining capacity from 10:00:00 to 11:00:00. No capacity is used, and the remaining capacity is 40 GB.
- From 12:00:00 to 12:20:00, you can view the remaining capacity from 11:00:00 to 12:00:00. Due to the calculation delay, the remaining capacity is still 40 GB.
- From 12:20:00 to 13:00:00, you can view the remaining capacity from 11:00:00 to 12:00:00. The remaining capacity has been calculated and is 20 GB.
- From 13:00:00 to 13:20:00, you can view the remaining capacity from 12:00:00 to 13:00:00. Due to the capacity reset and calculation delay, the remaining capacity is still 40 GB.
- From 13:20:00 to 14:00:00, you can view the remaining capacity from 12:00:00 to 13:00:00. The remaining capacity has been calculated and is 30 GB.
- From 14:00:00 to 15:00:00, you can view the remaining capacity from 13:00:00 to 14:00:00. The resource package is reset at 13:00:00 and you did not use the capacity from 13:00:00 to 14:00:00. Therefore, the remaining capacity is 40 GB.

7.12 When Does the Resource Package I Purchased Expire?

HUAWEI CLOUD supports yearly or monthly subscriptions. Available durations include one month, multiple months, one year, two years, and three years.

Example 1: If you purchase a one-month resource package that takes effect immediately on January 21, it will expire at 23:59:59 on February 21.

Example 2: If you purchase a one-month resource package that takes effect immediately on January 31, it will expire at 23:59:59 on February 28 (or 23:59:59 on February 29 in a leap year) because February does not have the 30th and 31st days.

7.13 When Will I Receive Resource Package Usage Alerts?

1. Resource package usage alerts are sent once the specified usage thresholds are reached.
2. Quota alerts are sent based on the usage of resource packages of the same type rather than a single resource package.

   If only one of 10 same packages has the insufficient quota and the total remaining quota of these packages does not reach the lower limit, no alert will be triggered. Only when the total remaining quota reaches the lower limit, an alert will be sent.
3. If you have multiple resource packages of a certain type, when there are renewals or unsubscriptions, the system will recalculate the resource package usage to determine to send a quota alert

   Example: When the total remaining quota of 10 same packages is insufficient, an alert is triggered. If you purchase more resource packages of the same type, the total remaining quota becomes sufficient. No more alerts will be reported unless the total remaining quota reaches the lower limit again.

7.14 How Will My Resource Packages Be Used To Pay for Cloud Services?

Packages are used to pay for your cloud services in the following order of priority: **specified enterprise project resource packages** -> **resource packages with restrictions** -> **free packages** -> **subscribed resource packages**.

- Specified enterprise project resource packages

  When purchasing a resource package, customers who have enabled enterprise projects can assign a resource package to a particular project. Resource package quotas for specific projects are applied before quota not assigned to a specific project.
- Resource packages with restrictions

  Resource packages may have certain usage restrictions, for instance, they are only valid for certain regions or specifications.
  - Regions

    For example, if you set the region to CN North-Beijing1 when purchasing a cloud product, only resource packages in the CN North-Beijing1 region can be used. Or when a cloud product is launched on HUAWEI CLOUD, if the region was restricted to CN North-Beijing1, only resource packages in the CN North-Beijing1 region can be used.

  - Specifications

    For example, you may have purchased an EVS resource package that is only valid for high I/O EVS disks. If that was the case, you cannot apply the quota of that package towards purchases of general purpose or ultra-high I/O EVS disks.

- Free packages

  Eligible new customers often can take advantage of free packages, where they can enjoy a free quota of certain products after registering a new account and completing their account information.

- Subscribed resource packages

  These are the regular resource packages that you purchase from the console.

Resource packages of the same type are used in the following order of priority: **expiration time** -> **effective time** -> **subscription time**.

- Expiration time

  Resource packages that will expire first are used first. (You can view the effective time and expiration time of a resource package by going to **Billing Center** > **Resource Packages**.)

- Effective time

  If two resource packages are scheduled to expire at the same time, the resource package that took effect first is used first.

- Subscription time

  If two resource packages took effect at the same time and will also expire at the same time, the resource package that was purchased first is used first.

7.15 Why Didn't the Individual Instance Usage Percentages of My Resource Package Add Up to 100%?

The usage percentage of each instance is rounded off to the second decimal place. Due to rounding, the individual percentages may not always add up to exactly 100%.

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8 Cash Coupons

8.1 How Do I Use Cash Coupons?

8.2 Can a Cash Coupon Be Combined with Commercial Discounts, Partner Authorized Discounts, and Promotional Discounts?

8.3 Can I Use Multiple Cash Coupons at Once?

8.4 What Are HUAWEI CLOUD Experience Cash Coupons?

8.5 Can An Account Be in Arrears After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?

8.6 Will Resources Be Automatically Deleted After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?

8.7 What Usage Limits Are There for a HUAWEI CLOUD Experience Cash Coupon? How Do I Use a HUAWEI CLOUD Experience Cash Coupon?

8.8 Why Can't I Use My Cash Coupon?

8.9 Can I Request Invoices for the Amounts Paid Using Cash Coupons?

8.10 Why Is My Resource Still Frozen After I Request a Cash Coupon for It?

8.11 Why Was My Pay-per-Use Cash Coupon Not Used to Pay for My Pay-per-Use Product?

8.12 How Do I View My Cash Coupon Usage Records?

8.13 Can a Cash Coupon Be Used Multiple Times?

8.14 How Can I Obtain and How to Use Test Coupon?

8.1 How Do I Use Cash Coupons?

- If you are a postpaid customer using monthly settlement, when purchasing prepaid products such as a yearly/monthly product or the prepaid part of a reserved instance, you can use only one cash coupon to pay for the order. When you purchase postpaid products such as a pay-per-use product and the postpaid part of a reserved instance, fees are automatically paid as the bill is generated.

NOTE

Automatic application rule: If there is any cash coupon that can be applied and the cash coupon has taken effect in the month when the postpaid product is purchased, it will be automatically used for payment. Multiple cash coupons can be used.

- For the small number of prepaid customers, the method of using cash coupons is similar. That is, when purchasing prepaid products such as a yearly/monthly product, as a prepayment customer, you can use only one cash coupon to pay for the order. When you purchase postpaid products such as a pay-per-use product, fees are automatically paid in nearly real time.

8.2 Can a Cash Coupon Be Combined with Commercial Discounts, Partner Authorized Discounts, and Promotional Discounts?

It depends on the specific usage limits of the cash coupon. Some can be combined with these discounts and others cannot. You can go to the **Coupons** page in the Billing Center to check what limits apply.

8.3 Can I Use Multiple Cash Coupons at Once?

- When you purchase a prepaid product, if there are cash coupons that can be applied, you can use them to pay for the order, but only one cash coupon can be used for each order.
- When an order is renewed automatically, if there are cash coupons that can be applied, one cash coupon will be automatically used for payment. Only one cash coupon can be used per order.
- When you purchase a postpaid product, as the bill is generated, if there is any cash coupon that meets the usage conditions and the cash coupon has taken effect in the month when the postpaid product is used, it will be automatically used to deduct the bill fees. Multiple cash coupons can be used.

8.4 What Are HUAWEI CLOUD Experience Cash Coupons?

HUAWEI CLOUD provides customers with dedicated "HUAWEI CLOUD Experience Cash Coupons". Contact your account manager to apply for them.

8.5 Can An Account Be in Arrears After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?

After an experience cash coupon is used up, any additional resource usage will be billed normally, so an account can still fall into arrears.

If you are using them for verification testing, watch the test progress carefully and delete test resources yourself in a timely manner. Information about the experience cash coupon balance and a billing estimate will be sent out. Note the

contents and monitor your resource usage to prevent your account from falling into arrears as a result of excessive use.

8.6 Will Resources Be Automatically Deleted After a HUAWEI CLOUD Experience Cash Coupon Is Used Up?

When a HUAWEI CLOUD experience cash coupon is used up, the system does not automatically delete the resources. They need to be deleted manually.

If you are using them for verification testing, watch the test progress carefully and delete test resources yourself in a timely manner. Information about the experience cash coupon balance and a billing estimate will be sent out. Note the contents and monitor your resource usage to prevent your account from falling into arrears as a result of excessive use.

8.7 What Usage Limits Are There for a HUAWEI CLOUD Experience Cash Coupon? How Do I Use a HUAWEI CLOUD Experience Cash Coupon?

The usage limits and usage methods of HUAWEI CLOUD experience cash coupons are similar to other cash coupons. You can view the usage limits of a cash coupon on the **Coupons** page in the Billing Center.

8.8 Why Can't I Use My Cash Coupon?

Cash coupons must be used within limits. You can go to the **Cash Coupons** page in the Billing Center to view the usage limits of a cash coupon.

NOTE

See **Cash Coupon Usage Limits** for details.

8.9 Can I Request Invoices for the Amounts Paid Using Cash Coupons?

No.

8.10 Why Is My Resource Still Frozen After I Request a Cash Coupon for It?

Cash coupons cannot be used to clear arrears. You must pay for your outstanding amount to unfreeze the resource.

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8.11 Why Was My Pay-per-Use Cash Coupon Not Used to Pay for My Pay-per-Use Product?

It is possible that:

- The cash coupon may conflict with commercial discounts or partner authorized discounts that you have.
- The pay-per-use expenditures have not been billed yet. If you are a postpaid customer with pay-per-use resources settled at the end of a month, eligible cash coupons will not be applied until the bill is generated the following month.
- The validity period of the cash coupon does not match. If you are a prepaid customer with a cash coupon that was not in effect during the time when you started to use the resource and when you pay for it, the cash coupon cannot be used for payment. If you are a postpaid customer with a cash coupon that was not in effect in the month when you used the resources, the cash coupon cannot be used for payment. You can view the effective time and expiration time of the cash coupon by going to **Billing Center** > **Coupons and Discounts** > **Coupons**.

8.12 How Do I View My Cash Coupon Usage Records?

Go to **Billing Center** > **Coupons and Discounts** > **Cash Coupons** and click the name of a cash coupon to view its usage records.

8.13 Can a Cash Coupon Be Used Multiple Times?

Yes. As long as a cash coupon is not used up, it can continue to be used within the validity period.

8.14 How Can I Obtain and How to Use Test Coupon?

Prerequisite

Your account manager can apply for and activate Huawei Cloud test coupons only after you sign the **HUAWEI CLOUD Customer Test Agreement**.

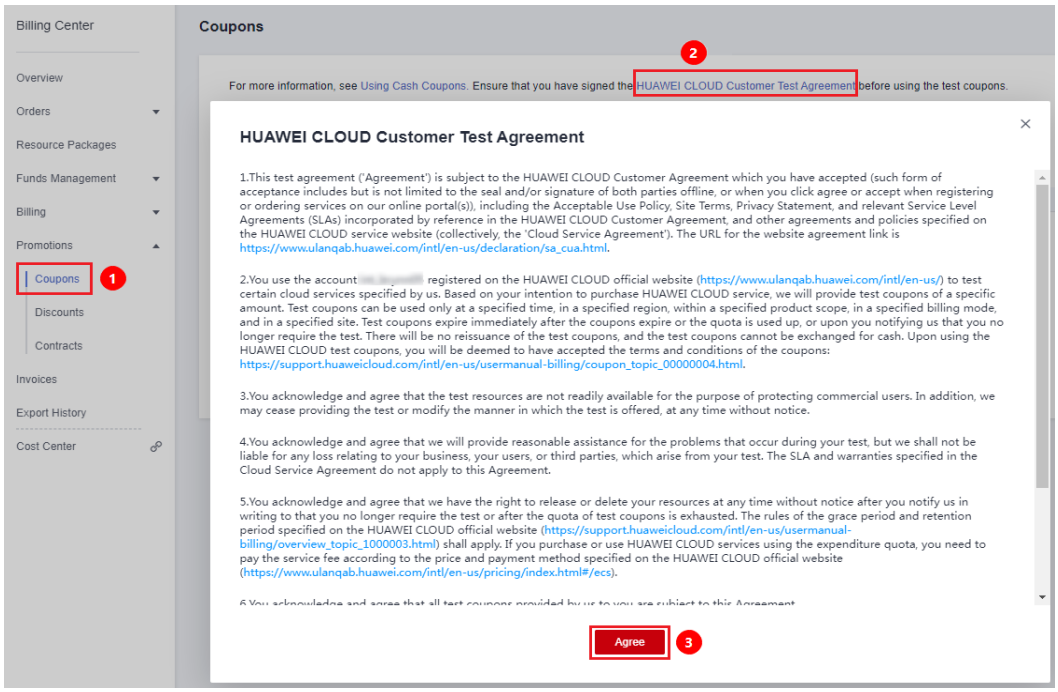
Procedure

Step 1 Log in to the Huawei Cloud official website, and open the **Coupons** page in the Billing Center.

Step 2 Click **HUAWEI CLOUD Customer Test Agreement**.

Step 3 In the displayed dialog box, click **Agree**.

Step 4 After you complete the signing, contact your account manager to apply for POC test coupons.



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NOTE

Note: Test coupons are phased and temporary, and usually obtained with certain conditions. Therefore, the coupons may only be available to customers who meet specific conditions. Huawei Cloud does not guarantee that all customers can obtain test coupons.

Usage

After obtaining a test coupon, you can use it to pay for test orders or pay-per-use products within the limit. After the coupon is used up, you need to pay the test resources fees by yourself. Please check the balance of the test coupons in your account before placing an order or provisioning a cloud service.

9 Orders

Viewing an Order

- 9.3 How Do I View Completed Orders?
- 9.1 How Long Does It Take to Process an Approved Order?

Payment Methods and Discounts

- 9.4 How Do I Pay for My Order?
- 9.2 How Long Is the Validity Period of an Unpaid Order? Can I Extend the Period?
- 9.5 How Do I Use Discounts and Coupons When Paying for an Order?
- 9.6 How Is the Coupon Amount Split Among Orders?

Canceling an Order

- 9.7 Can I Cancel an Order in the Pending Payment, Expired, or Processing State and How?
- 9.9 Can I Resume a Canceled Order? Does the Order Disappear After Being Canceled?
- 9.10 Can I Delete a Canceled Order?
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Troubleshooting

- 9.11 What Can I Do When an Order Fails to Be Submitted?
- 9.12 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?

Others

- 9.13 What's New in Orders and Bills?
- 9.14 What Changes Are Brought by the Combined Service and Combined Order?
- 9.15 What Is a Combined Order?
- 9.16 What Is a Combined Service?

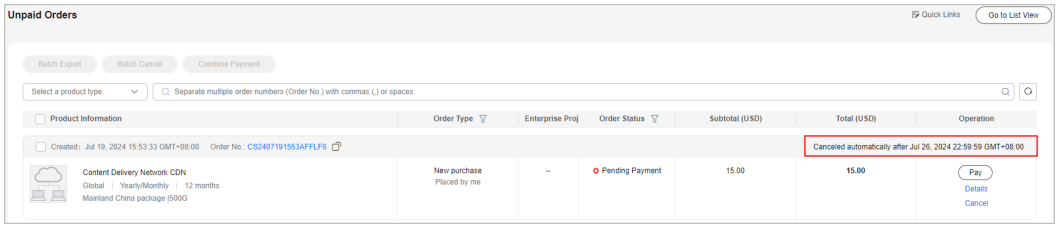
- 9.17 What's New in Export Templates?

9.1 How Long Does It Take to Process an Approved Order?

Within 10 minutes generally, but it depends on the specific cloud service.

9.2 How Long Is the Validity Period of an Unpaid Order? Can I Extend the Period?

Generally, **the validity period of cloud service orders to be paid is 7 days**. The **Unpaid Orders** page presents the validity period of specific unpaid orders. You can view the validity period of your orders on the **Unpaid Orders** or **My Orders** page.

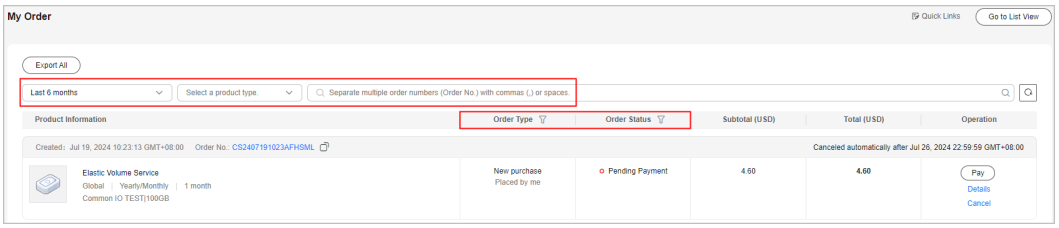


NOTE

- The validity period of orders placed during promotions depends on the promotion rules. You can view the validity period of the specific order on the **Unpaid Orders** page.
- You cannot extend the validity period of paying orders. Please pay the order as soon as possible within the validity period to avoid the expiration.

9.3 How Do I View Completed Orders?

1. Go to the **My Orders** page.
2. You can enter an order No. to search for an order or find orders by creation time, service type, order type, or order status.



9.4 How Do I Pay for My Order?

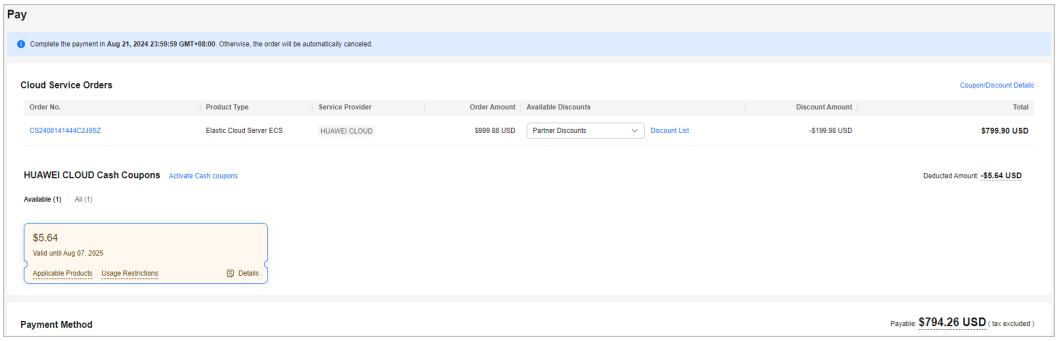
You can pay for your order using **online payment** (a saved or new credit card) or **monthly settlement**.

9.5 How Do I Use Discounts and Coupons When Paying for an Order?

1. **Generally, coupons and discounts cannot be used at the same time.**

   Cash coupons and discount coupons cannot be used at the same time. The constraints on using cash coupons determine whether they can be used together with commercial discounts, discounts set by partner, or promotional discounts.

   Example 1: If you purchase a yearly/monthly subscription and select a discount on the payment page on condition that cash coupons can be used together with discounts (promotional discounts, discounts set by partner, or commercial discounts), you can still pay with cash coupons while using the discount.

   Example 2: If you purchase a yearly/monthly subscription with a special offer, such as "buy 3 years, get 1 year free", discounts and coupons can no longer be applied to the account.

2. You can use cash coupons provided by Huawei Cloud by following specified rules.

   For details about how to use cash coupons, see **Cash Coupon Usage Limits** for details about rules of using cash coupons, and see **How Do I Get and Use Cash Coupons?**

3. Discounts include commercial discounts, discounts set by partner, partner adjusted discounts, and discount coupons.

   a. **Commercial discounts cannot be used with discounts set by partner, promotional discounts, discount coupons, special-offer contract discounts, and partner adjusted prices.** For details about viewing commercial discounts, see **Viewing Commercial Discounts**.

   b. If you select a discount (promotional discount, discount coupon, contract commercial discount, or discount set by partner) when purchasing a cloud service but the discount expires before payment, the system will display a message, indicating that the discount is invalid and asking you to choose another discount.

      Example: You purchased a cloud service on November 01, 2018 using a commercial discount of 20%, which was valid from November 01, 2018 00:00:00 to November 30, 2018 23:59:59. The discount can no longer be applied to your order if you wanted to use it after December 01, 2018 00:00:00. You need to choose an applicable discount.

NOTE

- Commercial discounts for yearly subscriptions are applied based on the resource's pricing term instead of the subscription term. For example, the 1-year commercial discounts can only be applied for 1-year subscription, no matter how many years the total subscription term covers.
  1. In orders for new purchases, the commercial discounts are applied based on the pricing term. For example, if you subscribe to an EVS for three years and only 1-year pricing is available for the EVS, you can only select the commercial discounts that can be applied to that 1-year pricing.
  2. For orders involving specification upgrades, associated resource purchases, or bandwidth add-on packages, the pricing term is based on the resource's remaining duration. If the remaining duration is not an exact multiple of one year, the term is determined by rounding up to the nearest whole year. Suppose you purchased a 3-year ECS and then purchased a 2.5-year data disk when you used the ECS for half a year. At that time, there are 2.5 years left for both the ECS and the data disk. In this case, the remaining duration is rounded up to the nearest integer (3 years) to match the pricing, and then the commercial discount matching 3-year pricing can be applied.
- If a partner has configured a discount for an associated customer's order, the customer cannot change it when paying the order.

4. The system locks only the used coupon amount for yearly/monthly orders instead of the whole coupon, so that you can continue to use the remaining coupon amount to pay for other orders.

   Example: You have a coupon worth of $100 USD. The system locks $20 USD from the coupon to pay for a yearly/monthly order. Then you can continue to use the remaining coupon amount of $80 USD to pay for another yearly/monthly order. If the first yearly/monthly order is not paid before its expiration or is canceled, the amount of $20 USD is automatically unlocked.

9.6 How Is the Coupon Amount Split Among Orders?

Rule

When you select multiple orders to pay together in the Billing Center, the applicable coupon amount will be evenly split among the orders.

Occasionally, the remaining $0.01 USD will be allocated to one of the selected orders.

Example

1. You use a coupon of $69.31 USD to pay for 3 orders.

   The coupon amount of $69.31 USD will be deducted from the total amount to be paid. The deducted amount will be evenly split among 3 orders, $23.10 USD for each order. Then, the remaining $0.01 USD will be randomly allocated to one of the selected orders.
2. You can view the fee deduction details on the Bill Details page.

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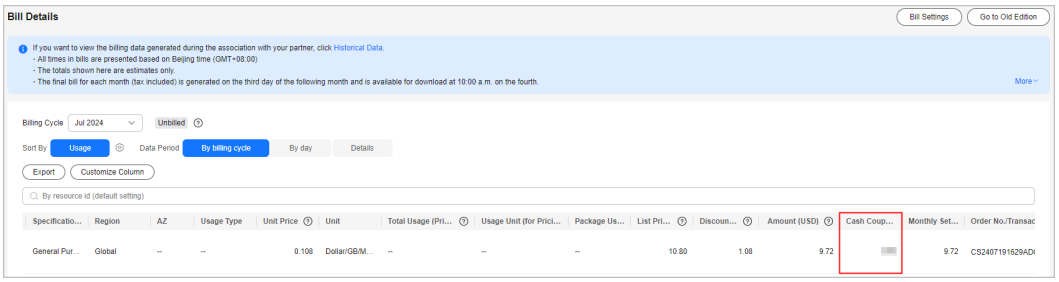


9.7 Can I Cancel an Order in the Pending Payment, Expired, or Processing State and How?

1. **You can cancel orders in the following states:**

   You can cancel orders in the pending payment or pending review state. For details about the order status, see **Order Statuses**.

   NOTE

   - You cannot cancel any orders in the processing state.
   - The system automatically cancels orders in the expired state.

2. **You can cancel an order in the following ways:**

   You can cancel an order on the **Unpaid Orders** or **My Orders** page. For details, see **Canceling Orders**.

9.8 Why Is My Order Automatically Canceled?

Huawei Cloud will automatically cancel an order which cannot be paid in one of the following scenarios. You can view the cancellation reason in ⓘ.

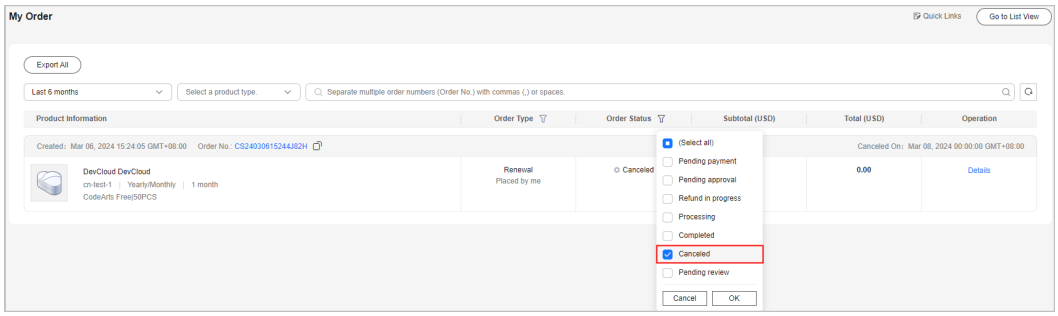
- The payment deadline exceeded.
- The resource has been deleted, the resource specifications have been changed, or the billing mode of the resource has been changed to Pay-per-Use.
- The order is rejected.
- The unsubscription refunds failed.
- The auto-renewal has been performed, so the manual renewal order is not required.
- The associated contract has been terminated.

9.9 Can I Resume a Canceled Order? Does the Order Disappear After Being Canceled?

Once an order is canceled, it cannot be recovered. You need to place the order again. The canceled orders do not disappear. You can go to the **My Orders** page to view them.

9.10 Can I Delete a Canceled Order?

No, canceled orders cannot be deleted. You can go to the **My Orders** page and filter orders.

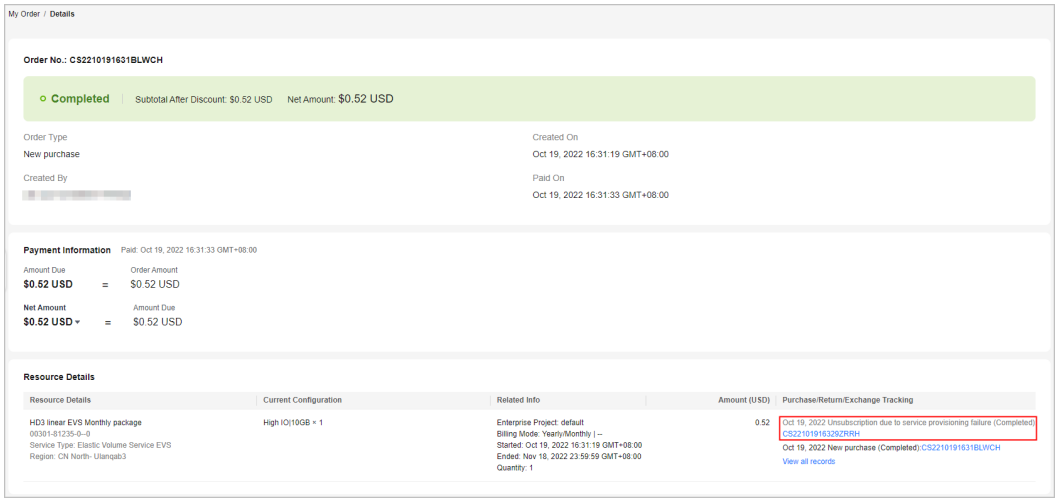


9.11 What Can I Do When an Order Fails to Be Submitted?

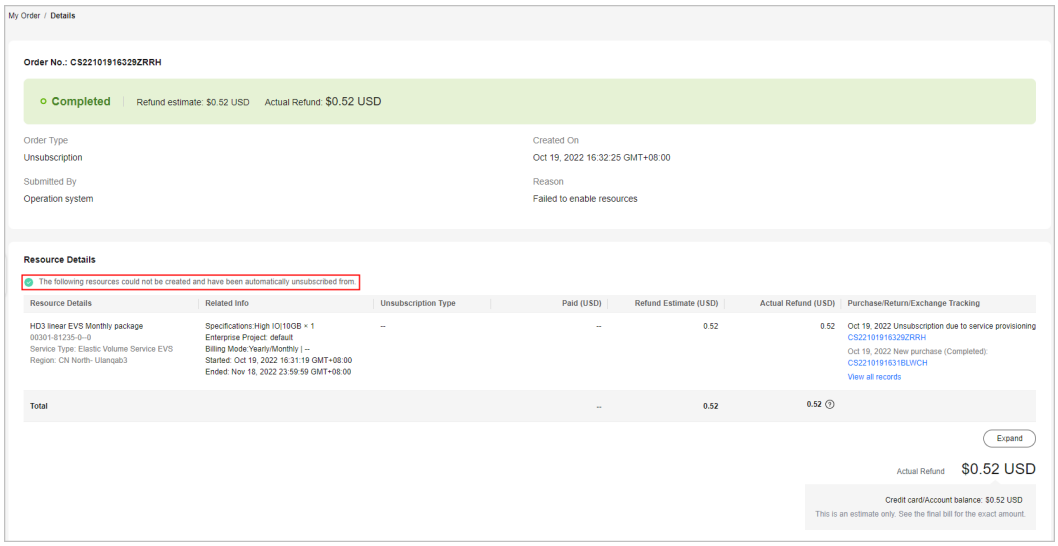
If an order fails to be submitted, no order is generated. You can **submit a service ticket** and ask the customer service personnel to handle the problem. For details, see **Submitting a Service Ticket**.

9.12 What Should I Do If Some Resources in a Cloud Service Order Fail to Be Provisioned?

If any resources fail to be provisioned in a cloud service order, the resources will be automatically unsubscribed from. If you paid your order online, Huawei Cloud will return the money to the account you used to pay for the order 7 days after the service provisioning attempt failed. You can go to the order details page to view the refund.



As shown in the preceding figure, you can click the order number to view the refund details.



To solve the provisioning failure, you can **submit a service ticket**. For details, see **Submitting a Service Ticket**.

9.13 What's New in Orders and Bills?

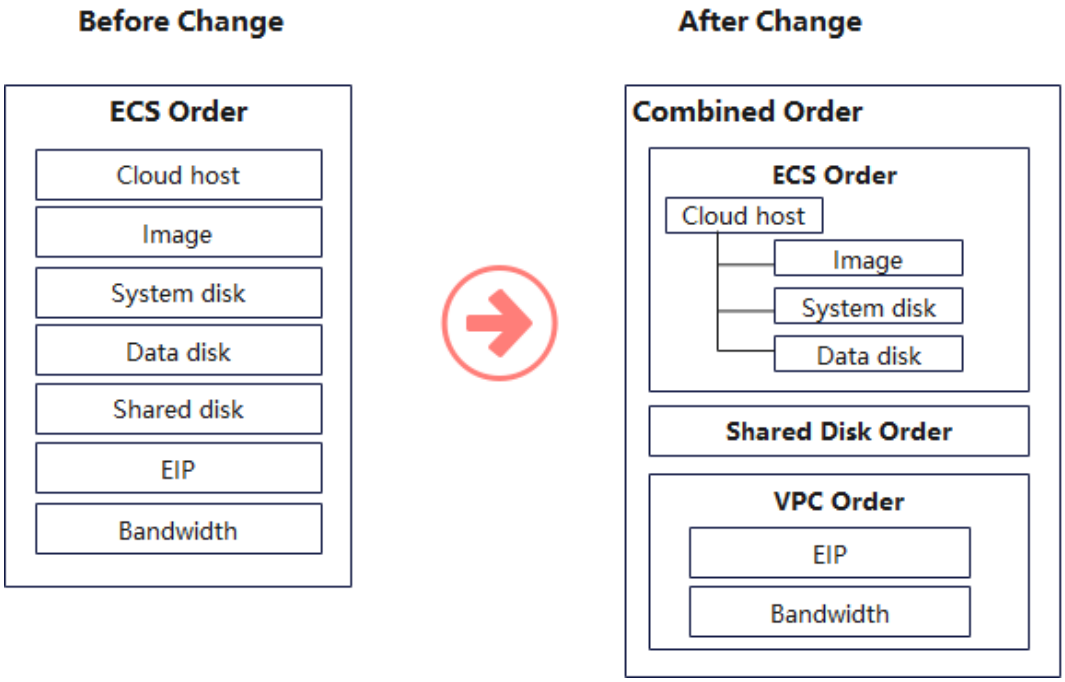
Huawei Cloud allows Elastic Cloud Server (ECS) to be traded and billed as a combined service, to improve your purchase, use and reconciliation experience.

Order for a Combined Service

All resources in a combined service are subscribed from, enabled, renewed, changed, unsubscribed from, frozen, unfrozen, deleted, and billed together. Any of them cannot be managed separately.

Example:

You placed a yearly/monthly subscription order for an ECS with the system disk, image, data disk, shared disk, EIP, and bandwidth resources added.



Before the combined service is introduced, only one order is generated, on which the ECS and all resources you added are listed.

After the combined service is introduced, a combined order is generated, including the following 3 orders:

- Order 1: ECS instance (including the ECS, image, system disk, and data disk resources). The instance is considered as a combined service, in which the ECS is the parent resource and the others are the child resources.
- Order 2: EVS disk instance (shared disk resources).
- Order 3: VPC instance (including the EIP and bandwidth resources).

These 3 orders must be paid or canceled together. After the payment is complete, the 3 instances are generated, and they can be managed separately later.

NOTE

- View **What Is a Combined Service?** for details.
- View **What Changes Are Brought by the Combined Service and Combined Order?** for the detailed impacts.
- View **What Is a Combined Order?** for details.

Bill for a Combined Service

In a bill for a combined service, the expenditures of the child resources are collected to their parent resource. The historical bills remain unchanged. In the previous example:

Before the combined service is introduced, the ECS, system disk, data disk, and image are billed separately as the ECS, EVS, EVS, and IMS.

After the combined service is introduced, the bill depends on the billing mode:

- Yearly/Monthly: The ECS and its child resources, such as the system disk, data disk, and image, are billed as the ECS instance. Their expenditures will be collected to the ECS. The shared disk expenditure is still billed as the EVS.
- Pay-Per-Use: The ECS and its child resources, such as the system disk and image, are billed as the ECS instance. Their expenditures will be collected to the ECS. Data disks and shared disks expenditure is still billed as the EVS.

NOTE

- The expenditures of Huawei Cloud image resources can be collected to the ECS service. Marketplace image resources are still collected to the IMS service.
- The resources purchased separately are not affected and still billed separately.

If the total expenditures remain unchanged, the ECS expenditures may increase, and the EVS or IMS expenditures may decrease, due to the collection change. You can go to the **Bills** page on the Billing Center or the **Cost Analysis** page on the Cost Center to view the expenditure details.

9.14 What Changes Are Brought by the Combined Service and Combined Order?

A **combined service** consists of multiple resources and is purchased as a whole. The resources in a combined service must be purchased, used, renewed, changed, unsubscribed from, frozen, unfrozen, deleted, and billed together. A combined order includes multiple instances for batch management. The instances in a combined order must be paid or canceled together.

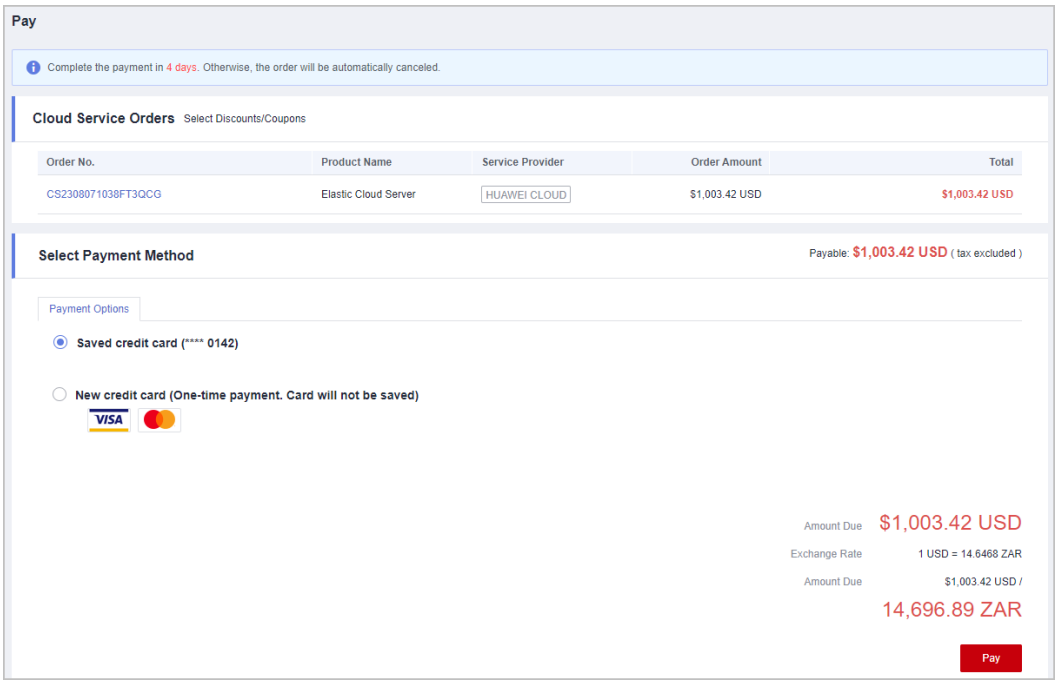
Take a combined order with a combined service of an ECS instance as an example.

Payments

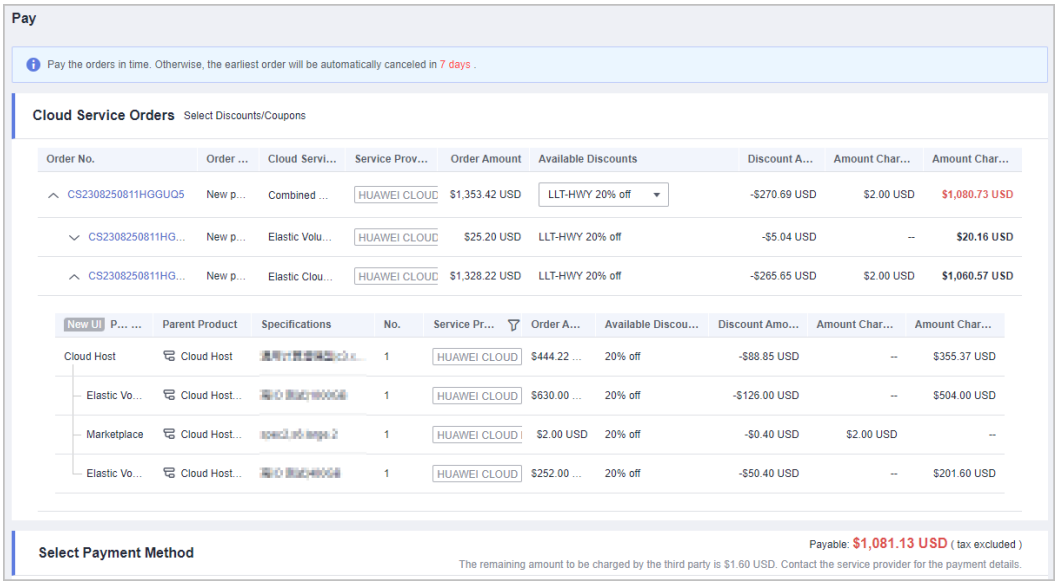
- You can view the relationships in a combined service, their discounts, and their expenditures.
- You can select only one discount or one coupon for a combined service.

The changes between the original and current **Pay** pages are as follows:

- Original **Pay** page:



- Current **Pay** page:
  - **Order Type** is added. The service name is replaced with the product type/combination type.
  - You can expand a combined order to view the order details. If the combined order includes a combined service, you can also expand the orders to see their discounts, expenditures, and the resource relationship in a combined service.



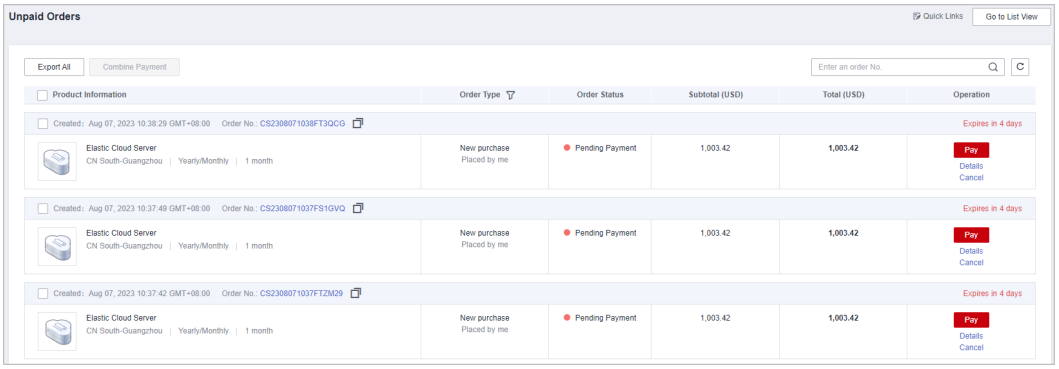
Order List

- There is a **combined order** with the order No. displayed, which consists of multiple orders.
- The total amount for the combined order is displayed.

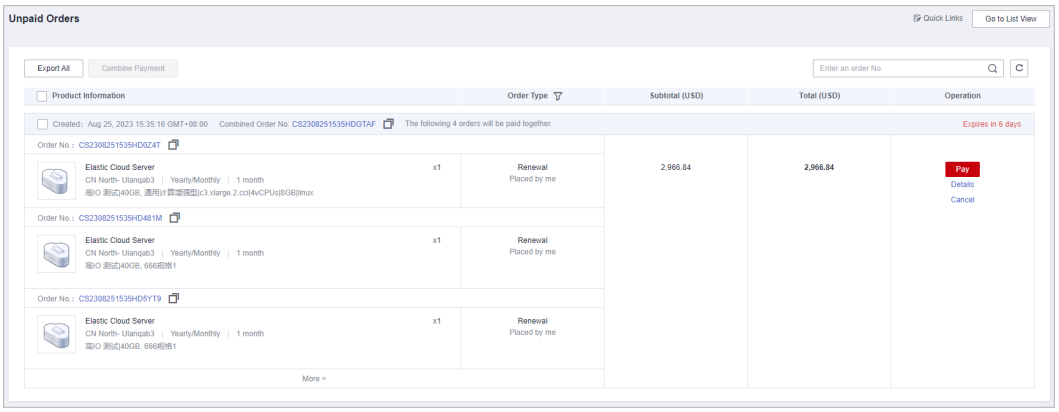
- There is only one payment or cancellation button for the combined order.

The changes between the original and current order list pages are as follows:

- Original **Orders to Be Paid** page:



- On the new **Orders to Be Paid** page:
  - You can view the order quantity and the details of 3 orders in the combined order.
  - You can click **More** to view all orders and their details in the combined order.



- The changes on the **My Orders** page are the same as those on the **Orders to Be Paid** page.

Order Details

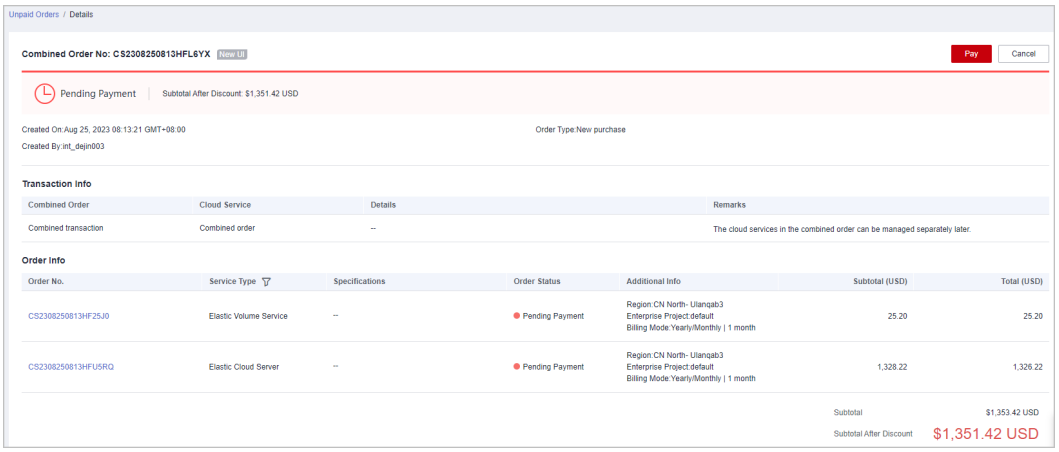
When you view the order details:

- You can view the **combined order** details, such as the combined order name, type, and orders included.
- You can click the order No. to open the specific order and view the details, such as the relationship of the resources.

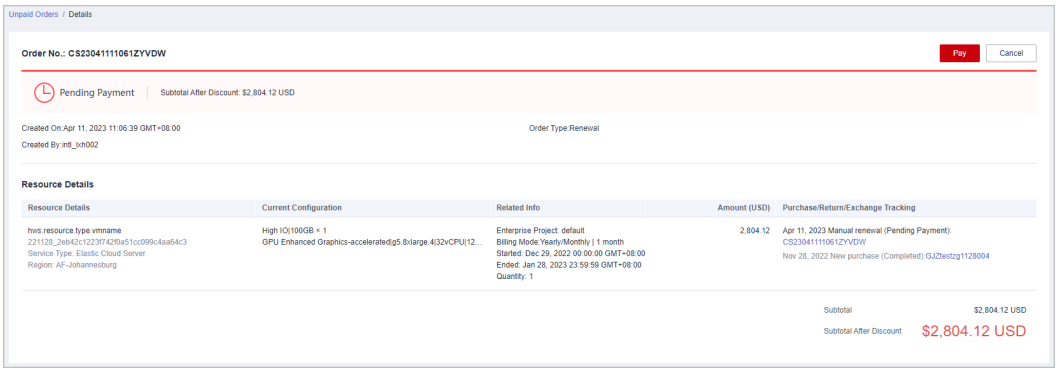
The changes are as follows:

- The combined order details page is added.

  The combined order name, combination type, and orders included are displayed.



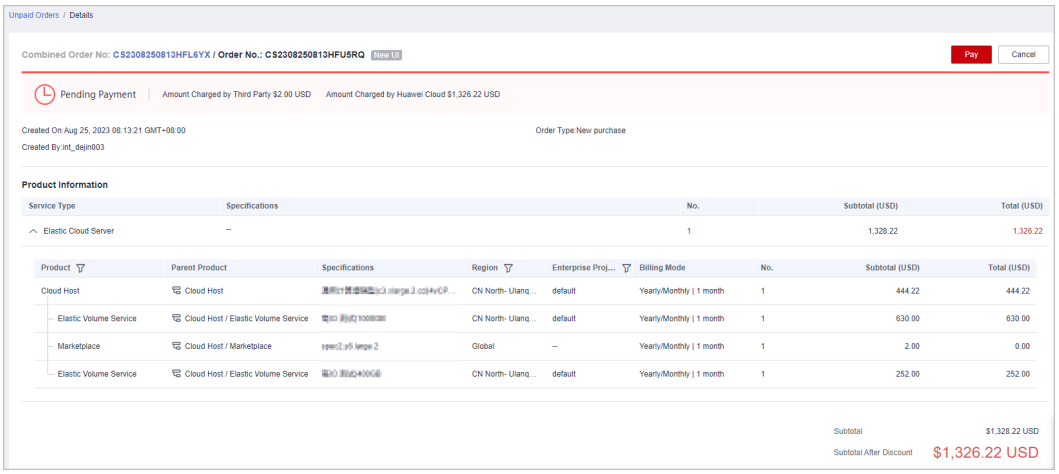
- Original details page for a to-be-paid order:



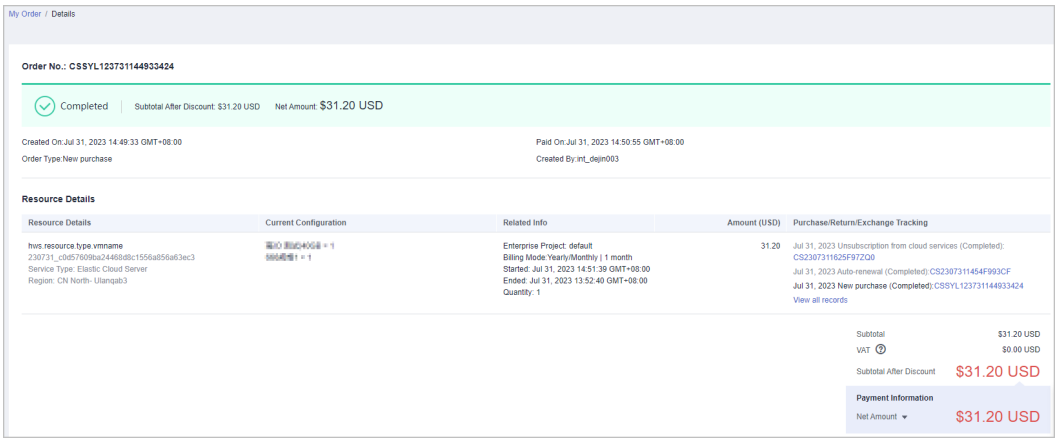
- Current details page for a to-be-paid order:

  a. You can view the service and instance information, instead of the resource information. Only when the instance is provisioned, the instance information is displayed.

  b. The relationship between services, expenditures, and other details are displayed after the service is expanded.



- Original details page of a completed order:

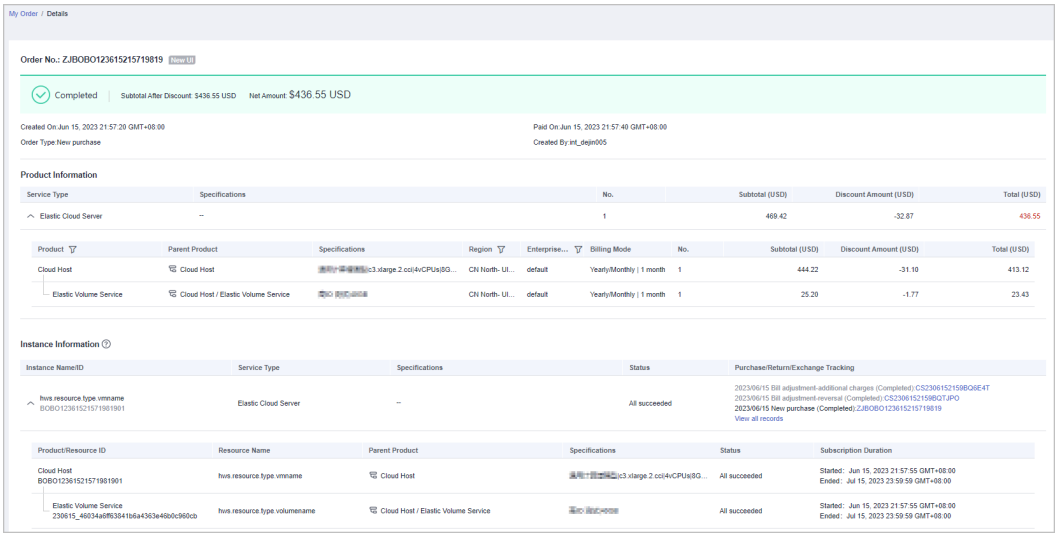


- Current details page of a completed order:

  a. You can view the service and instance information, instead of the resource information. Only when the instance is provisioned, the instance information is displayed.

  b. The relationship between services, expenditures, and other details are displayed after the service is expanded.

  c. The relationship between resources, expenditures, and other details are displayed after the instance is expanded.

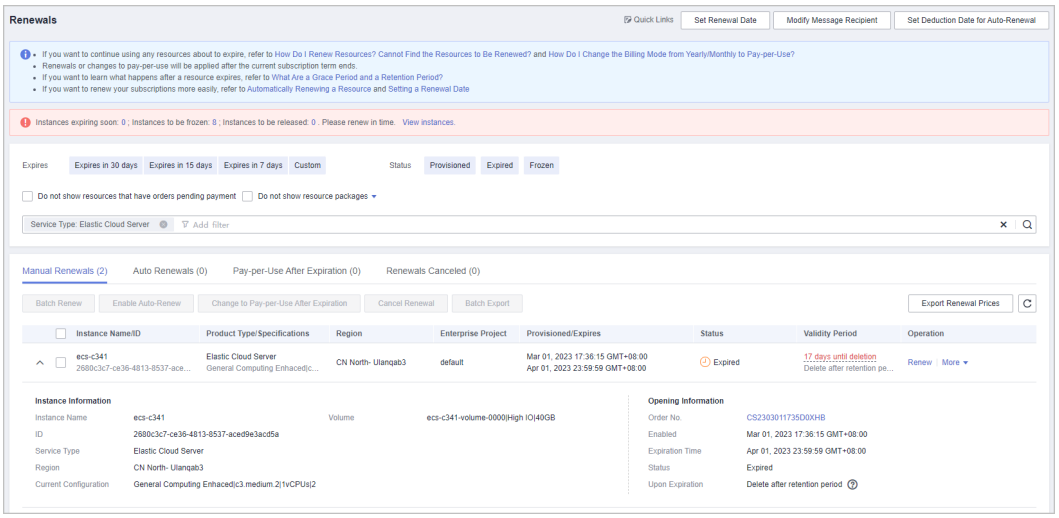


Renewals

The resources in a combined service must be renewed together.

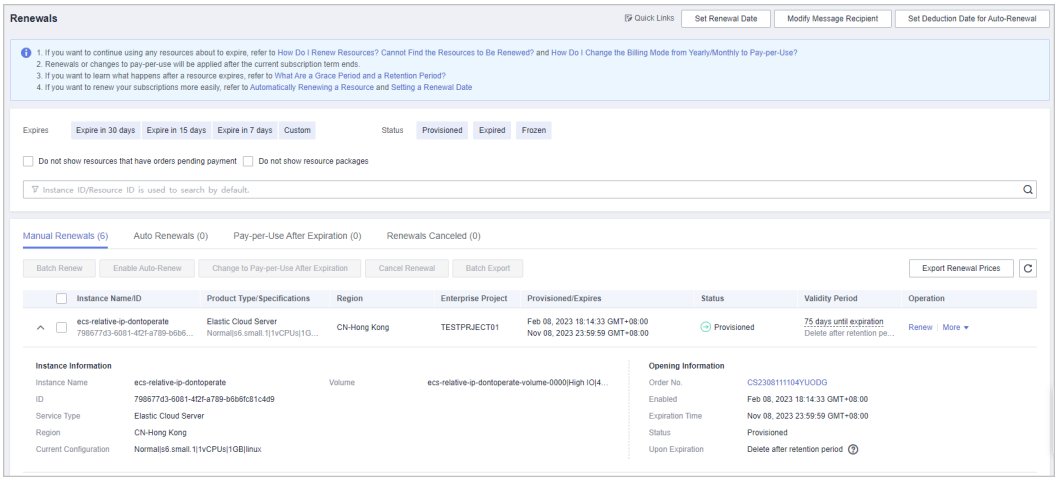
You can expand an instance to view the relationship between resources.

- Original **Renewal** page:

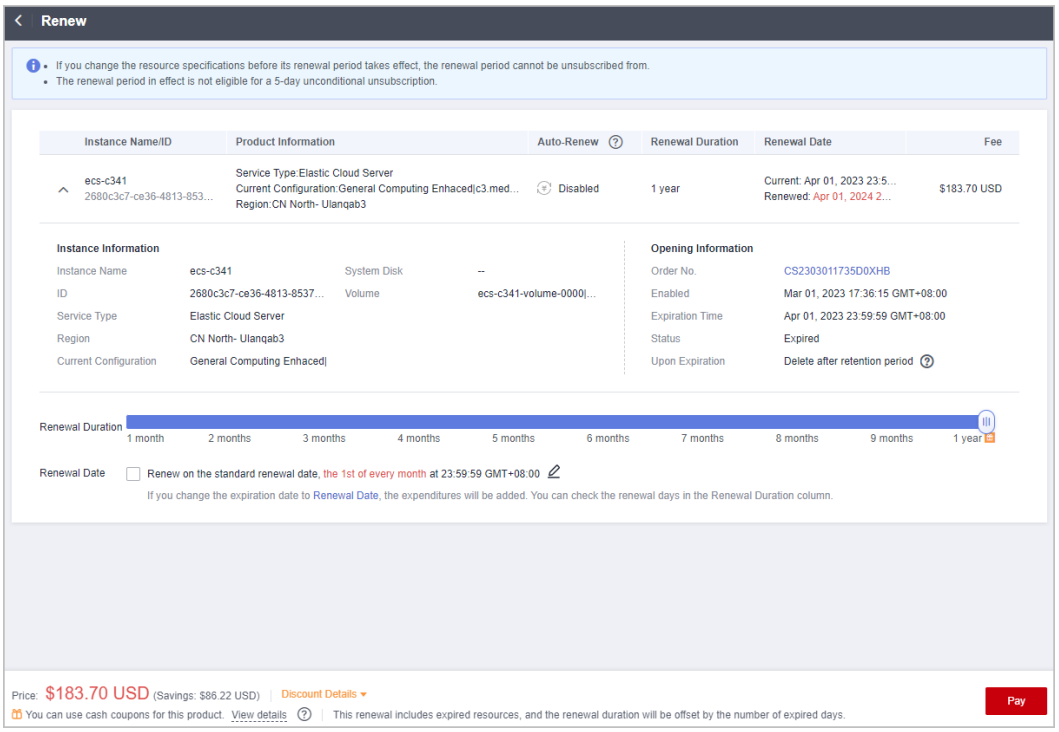


- Current **Renewal** page:

  You can expand the instance to view the relationship between resources, expenditures, and other details.

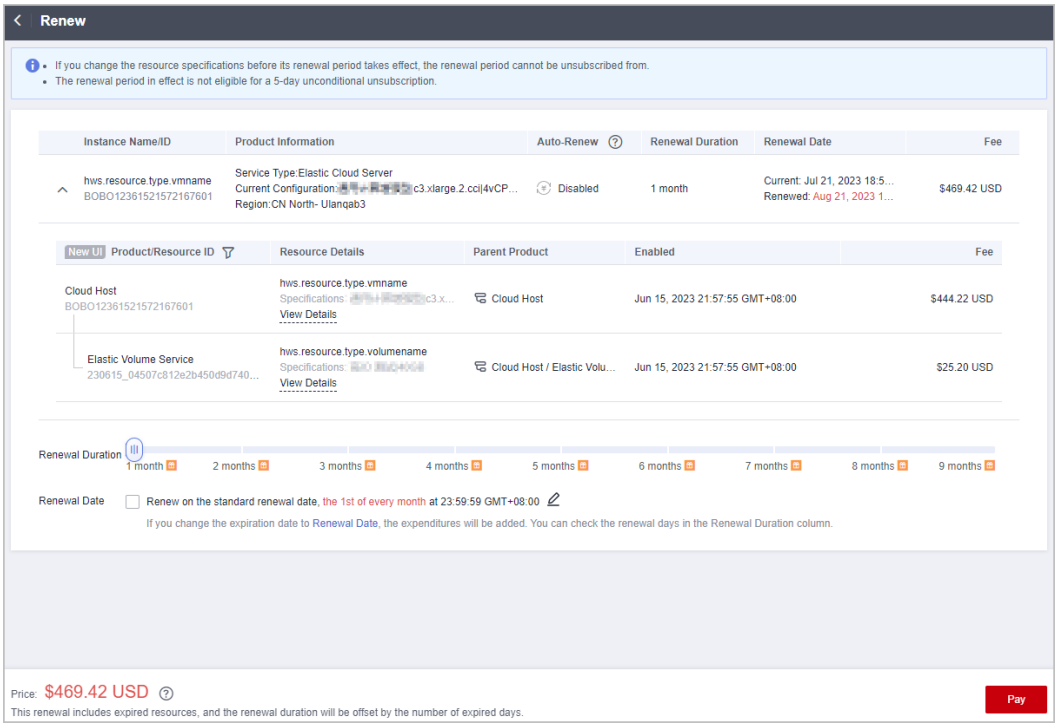


- Original **Renewal** page:

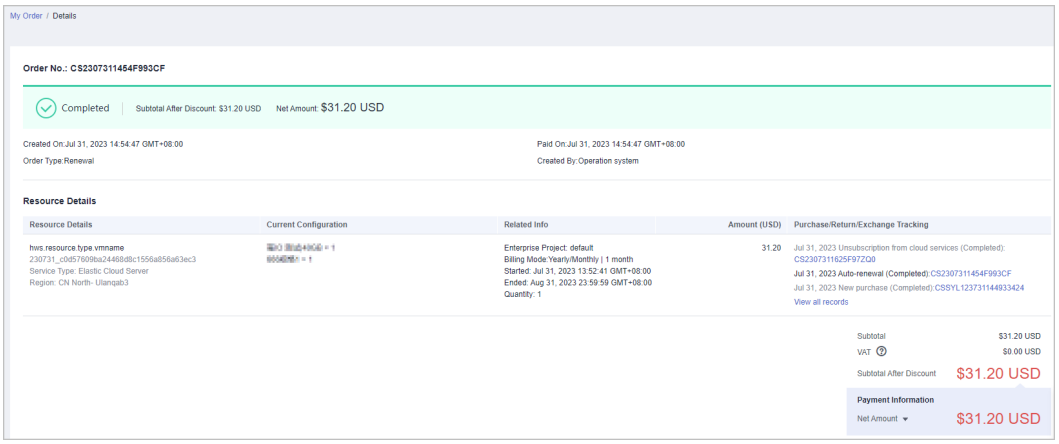


- Current **Renewal** page:

  You can expand the instance to view the relationship between resources, expenditures, and other details.

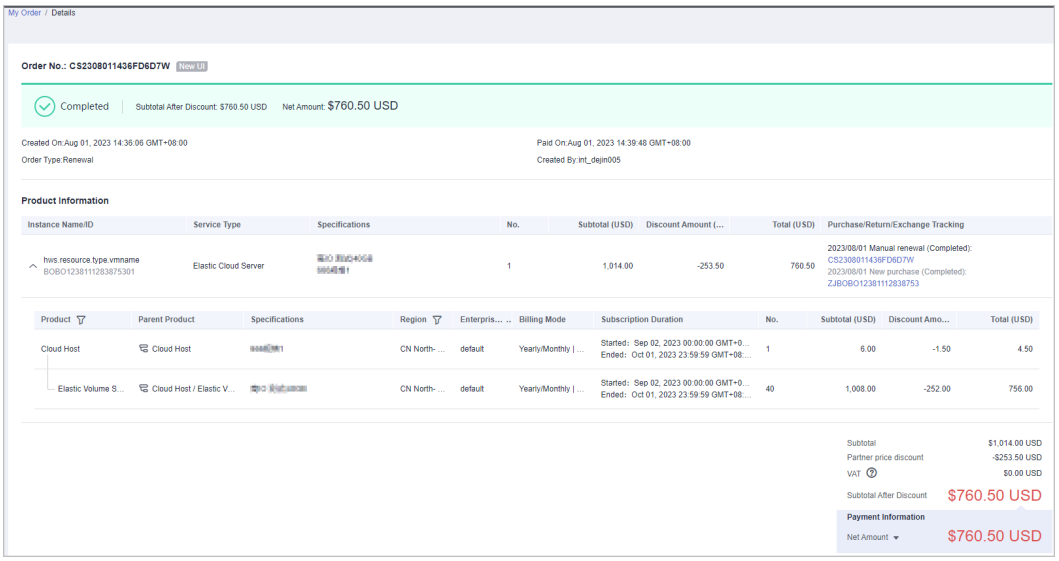


- Original renewal order details:



- Current renewal order details:

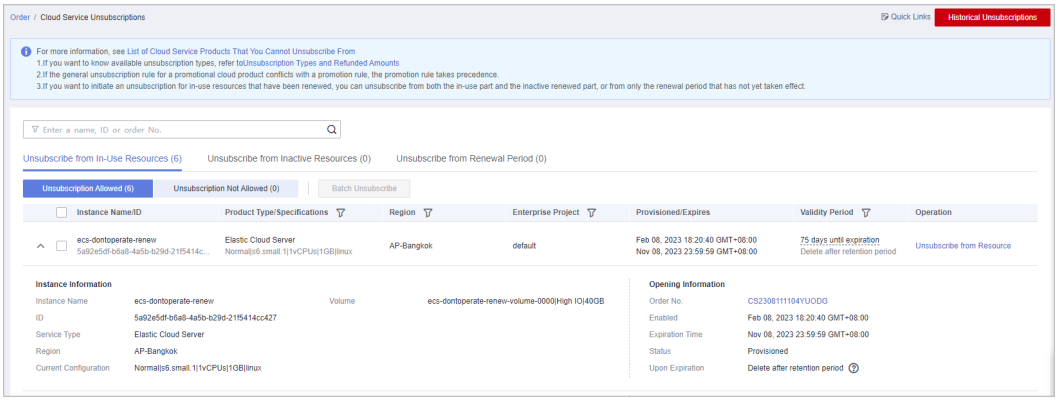
  You can expand the instance to view the relationship between resources, expenditures, and other details.



Unsubscriptions

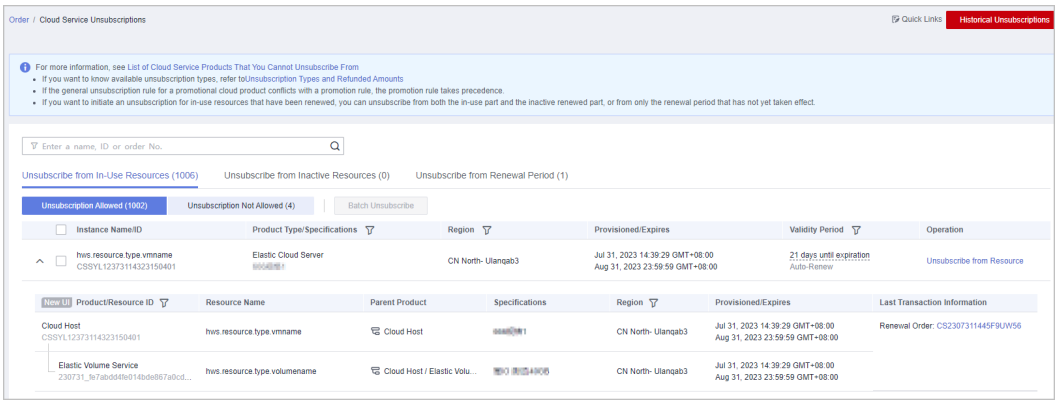
You can expand an instance to view the relationship between resources. The resources in a combined service must be unsubscribed from together.

- Original **Unsubscription** page:

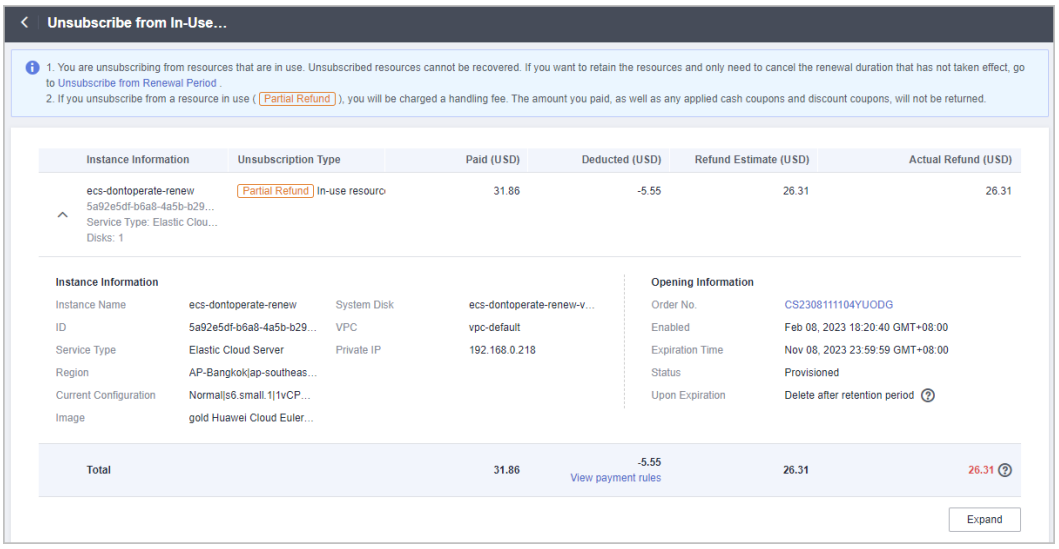


- Current **Unsubscription** page:

  You can expand the instance to view the relationship between resources, expenditures, and other details.

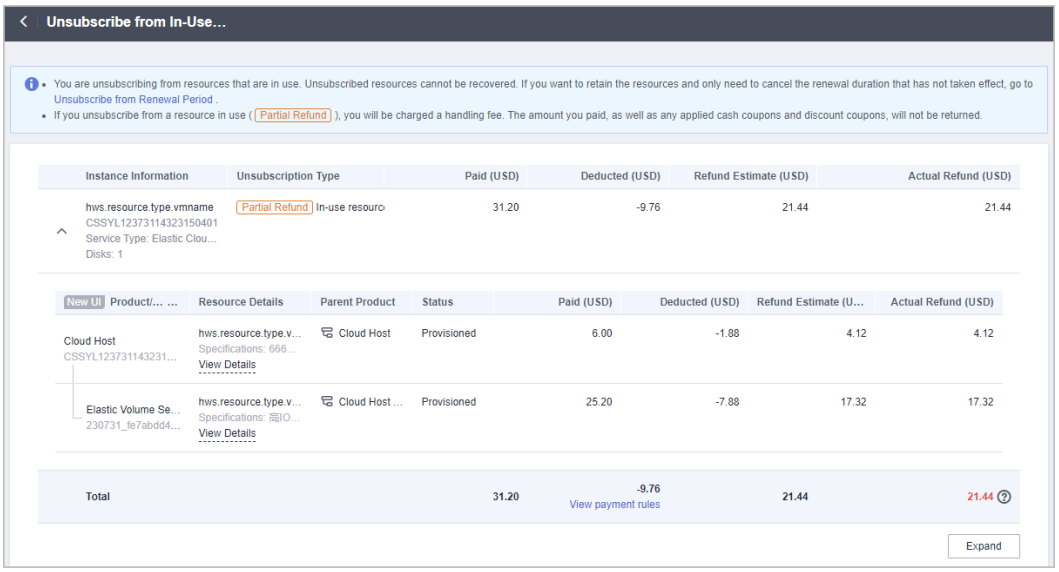


- Original **Unsubscription** page:

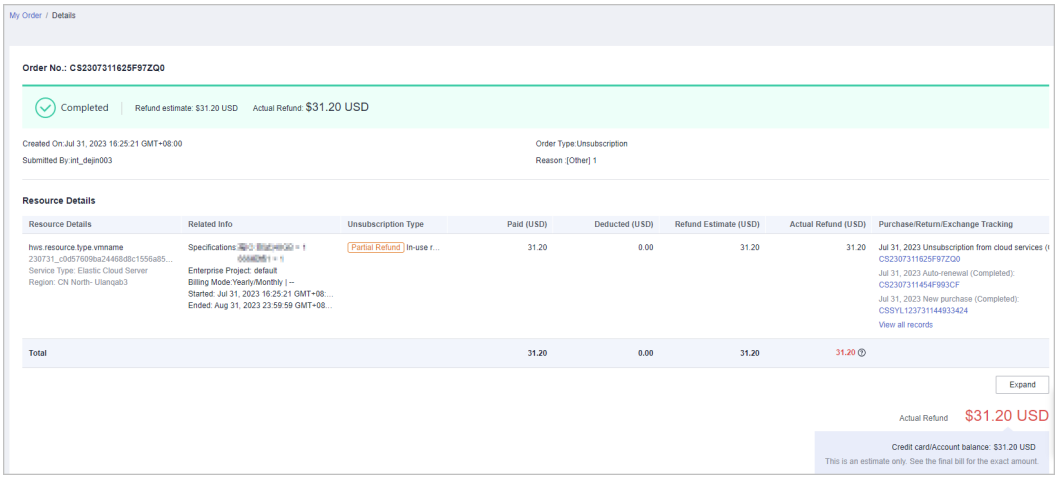


- Current **Unsubscription** page:

  You can expand the instance to view the relationship between resources, expenditures, and other details.

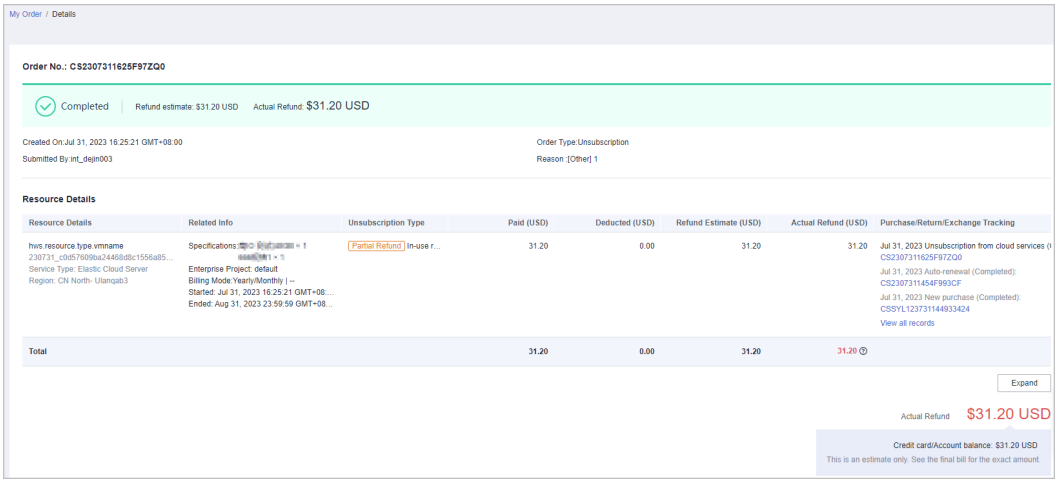


- Original unsubscription order details:



- Current unsubscription order details:

  You can expand the instance to view the relationship between resources, expenditures, and other details.

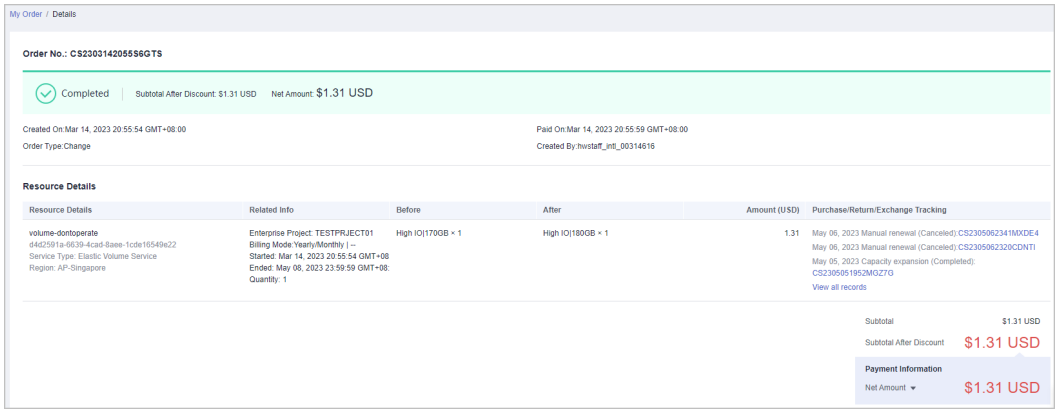


Changing Specifications

After the specifications are changed, an order with the order type Change is generated. The specific change type is displayed on the order list and order details page. The relationship of resources is displayed on the order details page.

Assume that you changed the specifications of an ECS.

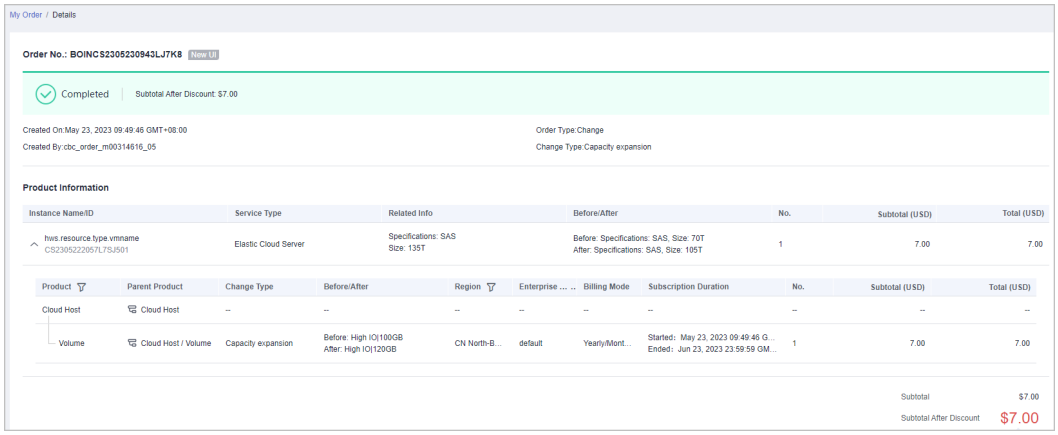
1. You expanded the disk capacity on the cloud service console.
   - Original order details:



   - Current order details:

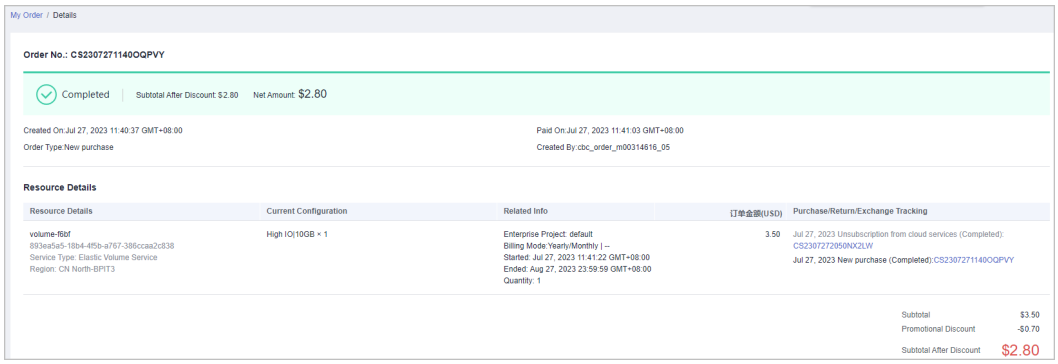
     a. The order type is Change, and the specific change type is Expansion. The expansion amount is displayed.

     b. The combined service is considered as a whole. The relationship between the EVS disk and its parent resource is displayed.



2. You added an EVS disk for the ECS on the cloud service console.
   - Original order details:

     The order type is **New purchase**. After the purchase is complete, the child resource is associated with its parent resource.



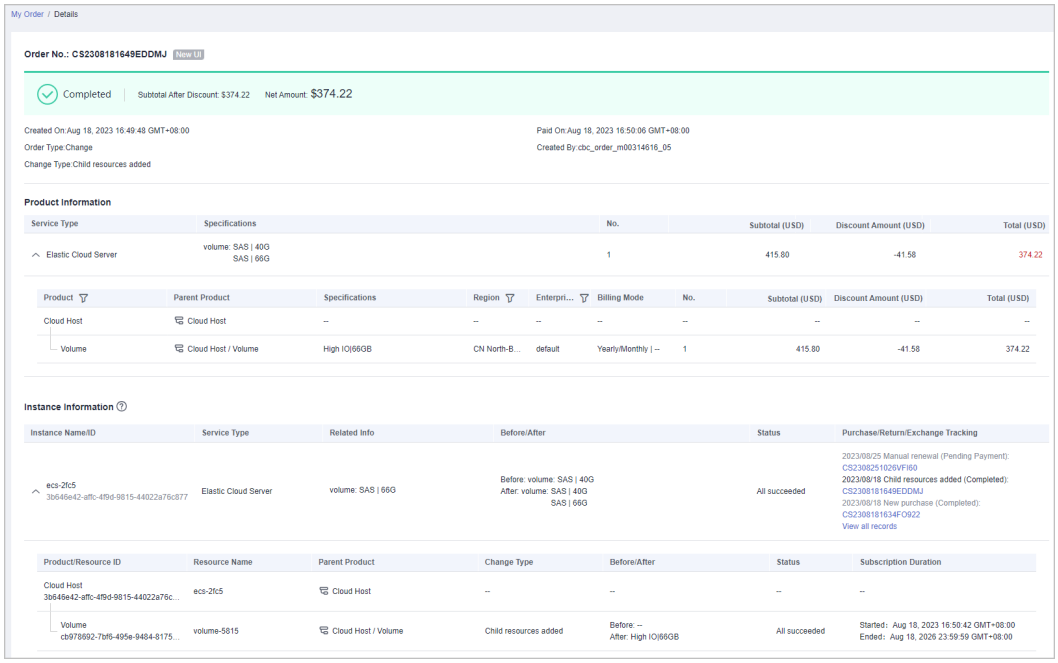
– Current order details:

  a. The order type is Change, and the change type is Child resource added.

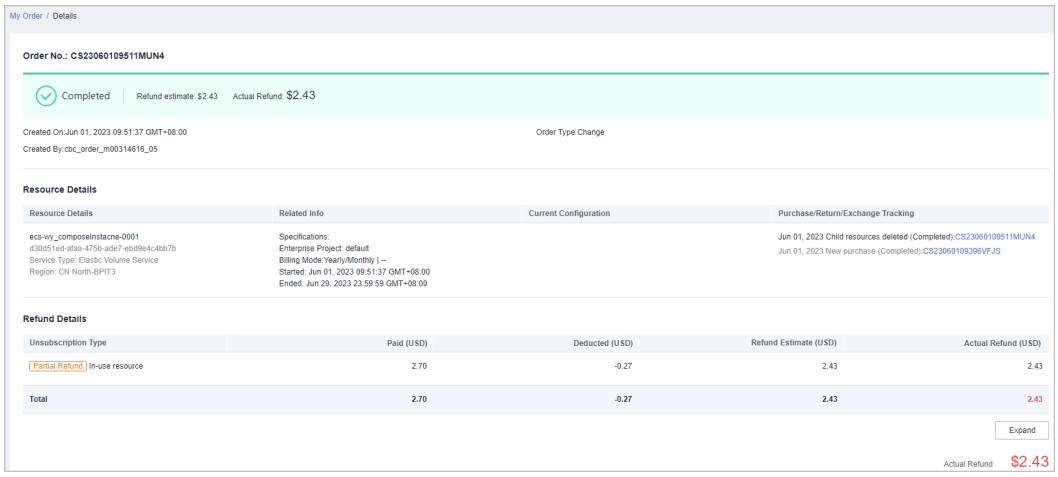
  b. The relationship between services, expenditures, and other details are displayed after the service is expanded.

  c. The relationship between resources, expenditures, and other details are displayed after the instance is expanded.

  d. The combined service is considered as a whole. The relationship between the added EVS disk and its parent resource is displayed.



3. You deleted an EVS disk for the ECS on the cloud service console.
   – Original order details:

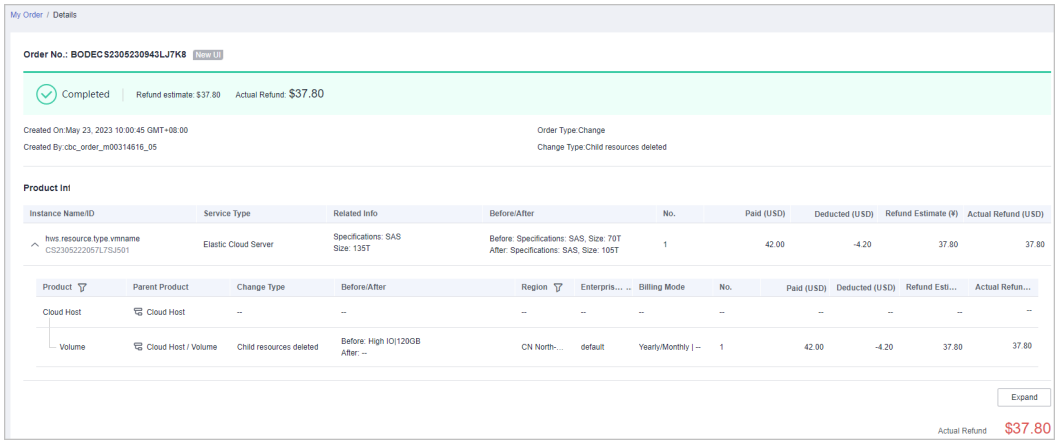


– Current order details:

a. The order type is **Change**, and the change type is **Child resources deleted**.

b. The combined service is considered as a whole.

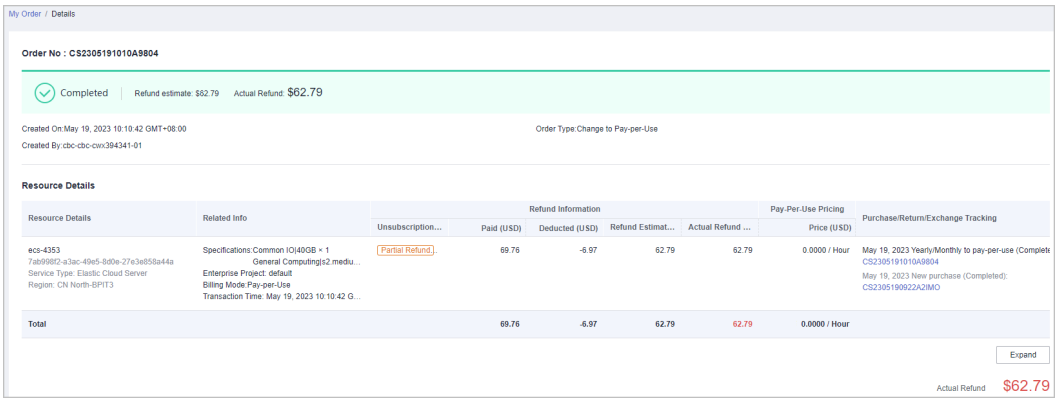
c. After the product information is expanded, the relationship between the deleted EVS disk and its parent resource, the expenditures of the deleted EVS disk, and other details are displayed.



Billing Mode

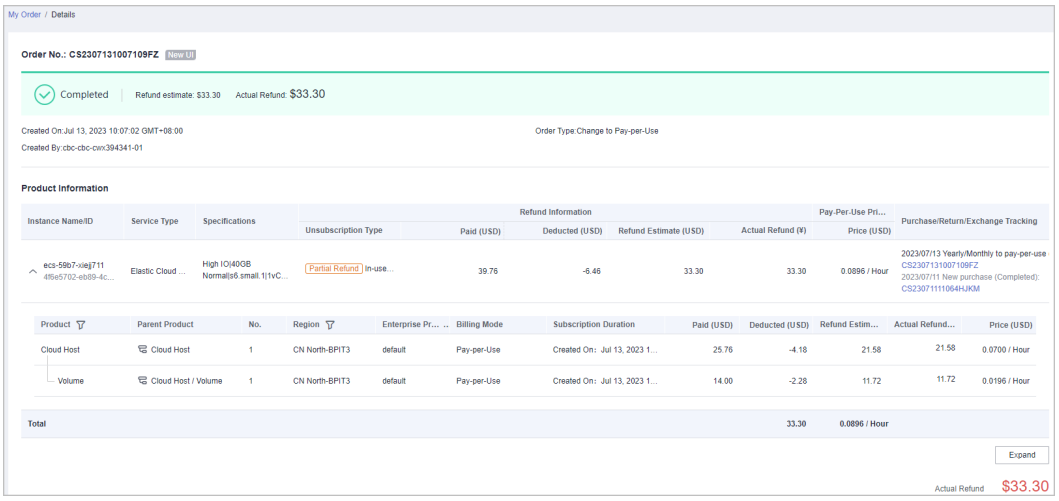
When the billing mode is changed between Yearly/Monthly and Pay-Per-Use, the combined service is taken as a whole.

- Original order details of changing the billing mode from Yearly/Monthly to Pay-Per-Use:

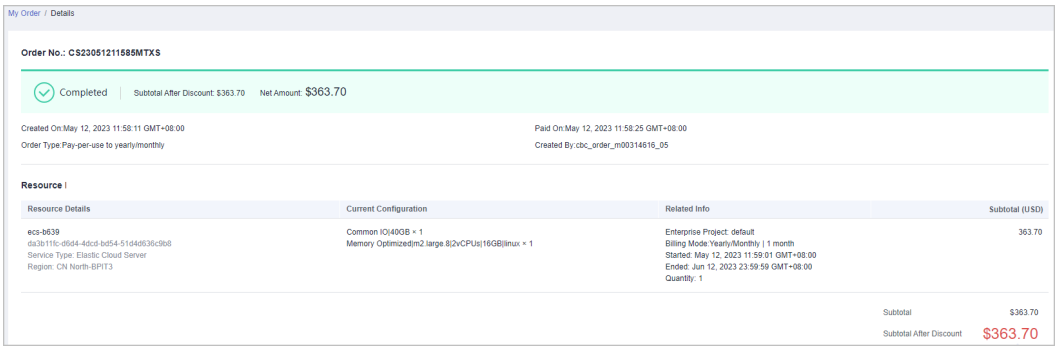


- Current order details of changing the billing mode from Yearly/Monthly to Pay-Per-Use:

  You can expand the instance to view the relationship between resources, expenditures, and other details.



- Original order details of changing the billing mode from Pay-Per-Use to Yearly/Monthly:

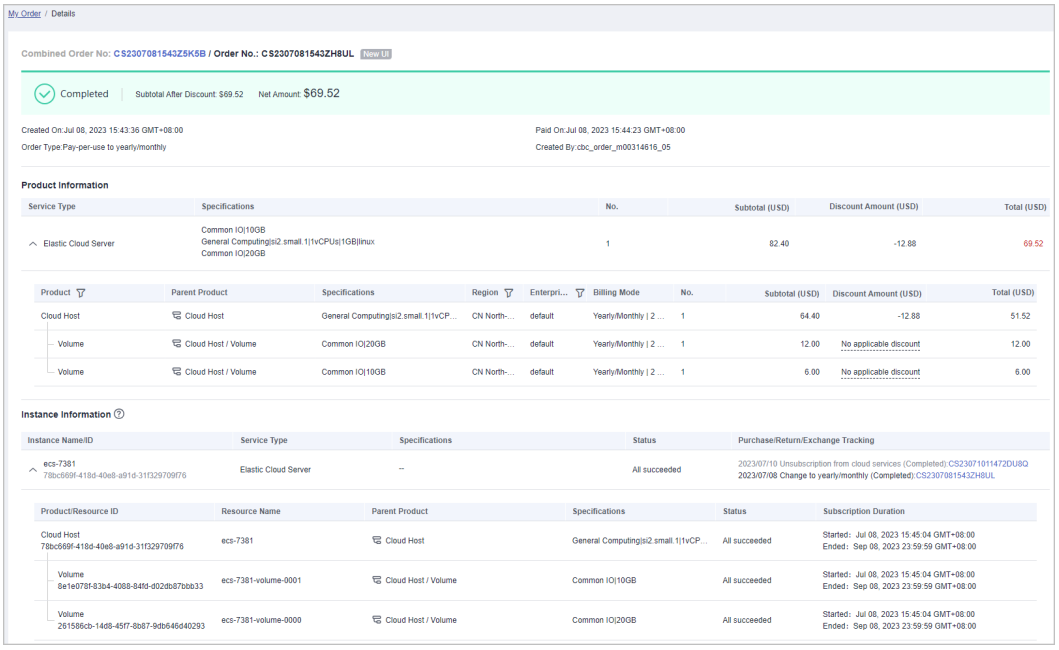


- Current order details of changing the billing mode from Pay-Per-Use to Yearly/Monthly:

  a. You can view the service and instance information, instead of the resource information.

  b. The relationship between services, expenditures, and other details are displayed after the service is expanded.

c. The relationship between resources, expenditures, and other details are displayed after the instance is expanded.



Freezing, Unfreezing, and Deleting Resources

If Huawei Cloud freezes or deletes any resources in the combined service due to arrears or expiration, the combined service, that is the instance, is taken as a whole to be frozen or deleted. After all the resources in the combined service are paid or renewed, the whole instance is unfrozen.

9.15 What Is a Combined Order?

A combined order is generated when you place multiple instances in one order for batch purchase, renewals, specification changes, unsubscriptions, and billing mode changes from pay-per-use to yearly/monthly. In the combined order, all instances must be paid or canceled together. After the combined order is paid, these instances can be managed separately.

You can view the combined order details, such as the order name and combination type, on the Billing Center.

Combination Types

There are 3 combination types:

- **Combined service**: Multiple instances are purchased and used together.

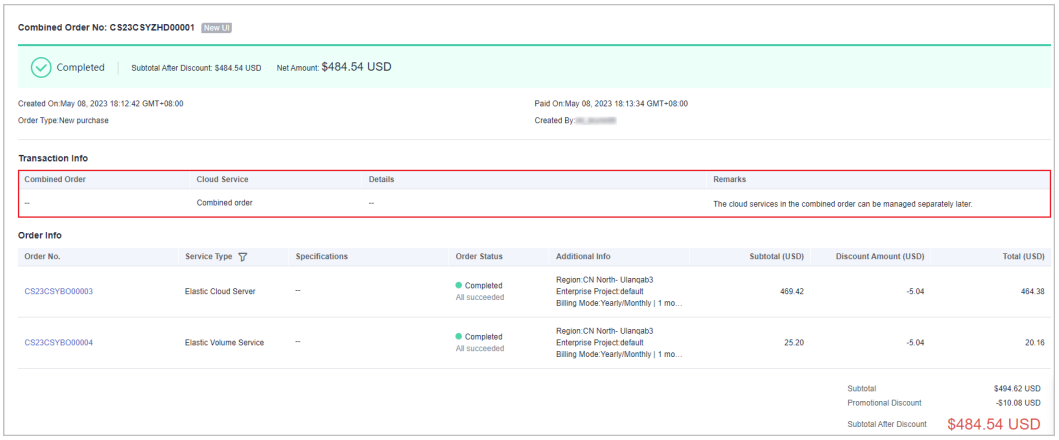
  Example:

  You placed a yearly/monthly subscription order for an ECS with the system disk, image, data disk, shared disk, EIP, and bandwidth resources added. A combined order is generated, including three orders for three instances:

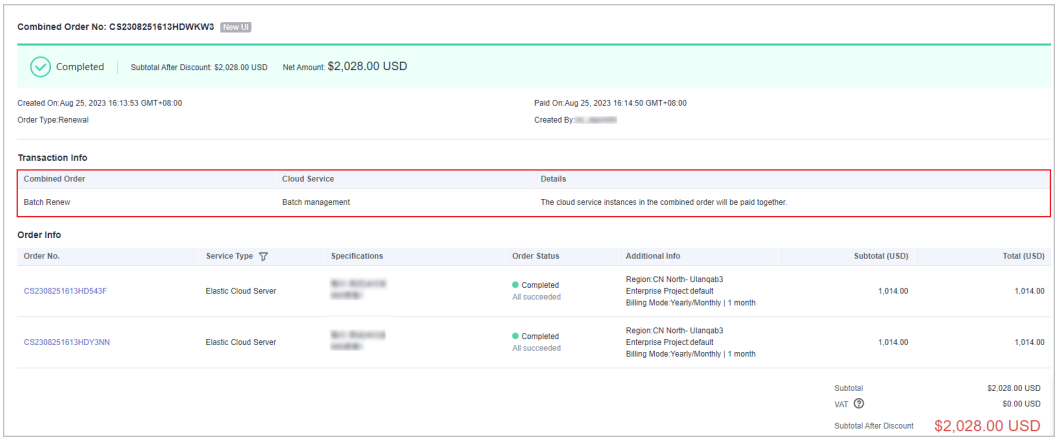
  – Order 1: ECS instance (including the ECS, image, system disk, and data disk resources).

– Order 2: EVS disk instance (shared disk resources).
– Order 3: VPC instance (including the EIP and bandwidth resources).

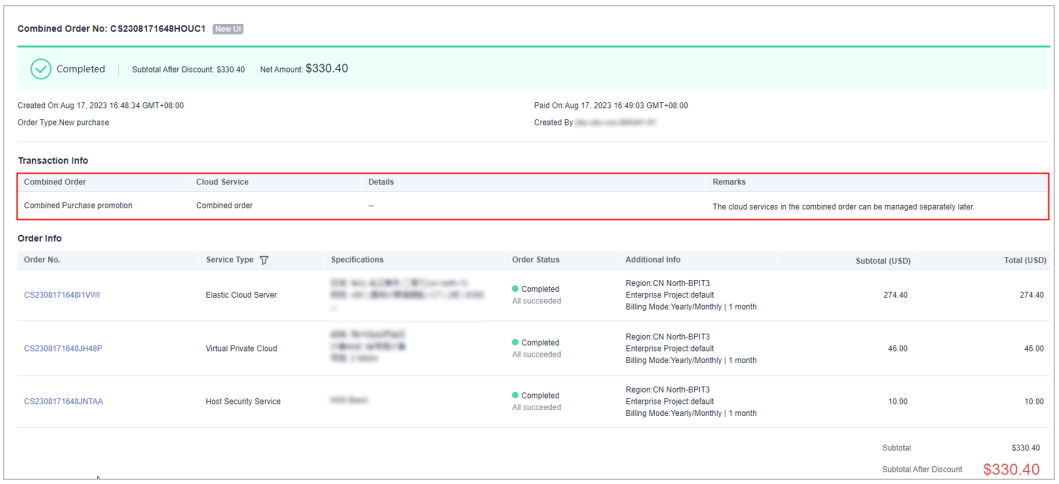
The three instances must be paid and used together. Each instance can be renewed, changed, or unsubscribed separately later.



- **Batch management**: Multiple instances are managed in batches, such as renewals, specification changes, unsubscriptions, and billing mode changes from pay-per-use to yearly/monthly.



- **Combined purchase**: Multiple instances are purchased from the cart or during a promotion, for example, in Double 11 Shopping Day.

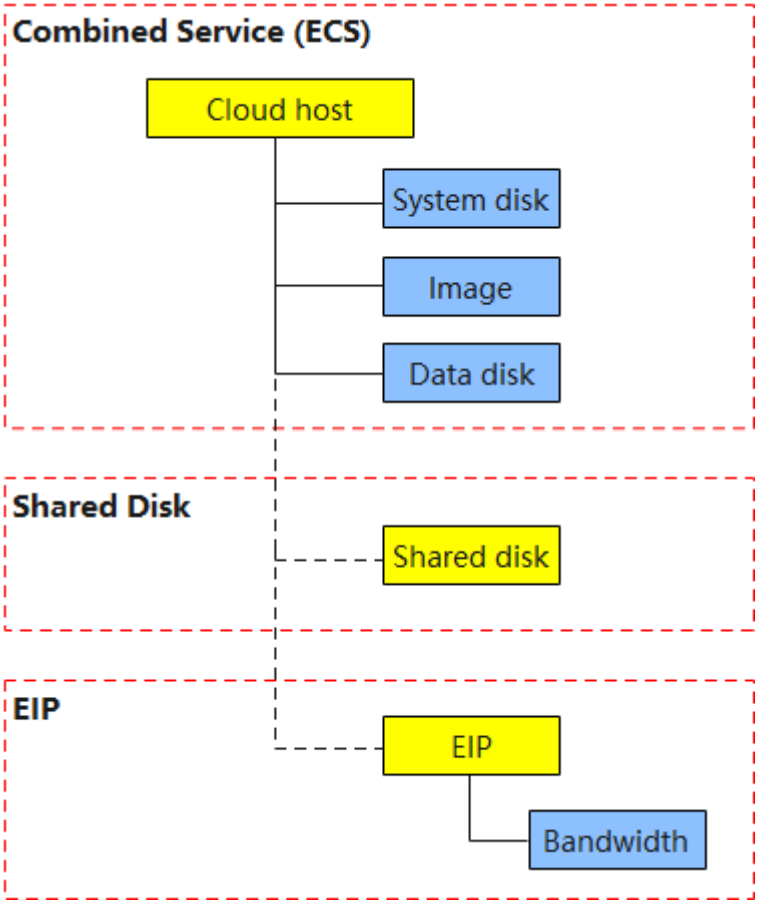


9.16 What Is a Combined Service?

A combined service consists of multiple resources and is purchased as a whole. The resources in a combined service must be purchased, used, renewed, changed, unsubscribed from, frozen, unfrozen, deleted, and billed together.

Example:

You placed a yearly/monthly subscription order for an ECS product with the following configured: ECS instance (ECS, system disk, data disk, and image), shared disk instance, and EIP instance (EIP and bandwidth).



NOTE

The ECS instance is considered as a combined service, in which all resources must be purchased together. Other related instances, the shared disk and EIP, can be purchased separately or together with the ECS instance. If they are placed in a combined order, they must be purchased together. After the 3 instances are generated, they can be managed separately.

You can view the system disk, data disk, and shared disk only when placing an order. After the order is generated, all of them are displayed as EVS.

Only the image to be charged will be listed in orders, and those free of charge will not.

The EIP instance is not displayed as a combined service yet. User experience remains unchanged.

9.17 What's New in Export Templates?

Due to the introduction of a combined service, the export templates are updated. In the new export templates, a combined service is considered as a single instance. The template shows the associations between child resources and instances, expenditure details, and other relevant information.

The following describes the differences between the new and old export templates.

Order Export Template

The new export template is used by default, and you can choose the old template.

- **Old template**

  Other columns remain unchanged.

  Figure 9-1 Old template for order details

Order No.	Service Type	Product Name	Product Quantity	Duration	Order Status	Order Type	Trustee	Supplier	Region	Creator	Created On	Paid On	Effective On	Expires On	Price	Order Line Amount	Order Amount	Amount Due	Net Amount	Trial	Portfolio Transaction Order No
CS230808103678KI8	Elastic Cloud Server	Computing_S6	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 08, 2023	Aug 08, 2023	Aug 08, 2023	Sep 08, 2023	30.00	30.00	70.00	70.00	70.00	No	--
	Elastic Volume Service	HD3 linear EVS	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 08, 2023	Aug 08, 2023	Aug 08, 2023	Sep 08, 2023	10.00	10.00				No	--
	Elastic Volume Service	HD3 linear EVS	1	1month	Completed	New purchase	--	Huawei Cloud	Global	--	Aug 08, 2023	Aug 08, 2023	Aug 08, 2023	Sep 08, 2023	30.00	30.00				No	--
CS230804141651XDJR8	Elastic Cloud Server	Optimized_M3	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 04, 2023	Aug 04, 2023	Aug 04, 2023	Sep 04, 2023	300.00	300.00	400.00	400.00	400.00	No	CS230804141651XD57R
	Elastic Volume Service	HD3 linear	1	1month	Completed	New purchase	--	Huawei Cloud	Global		Aug 04, 2023	Aug 04, 2023	Aug 04, 2023	Sep 04, 2023	20.00	20.00				No	CS230804141651XD57R
	Elastic Volume Service	HD3 linear	1	1month	Completed	New purchase	--	Huawei Cloud	Global	--	Aug 04, 2023	Aug 04, 2023	Aug 04, 2023	Sep 04, 2023	80.00	80.00				No	CS230804141651XD57R

- **New template**

  a. Improved experience with combined services: The **Portfolio Transaction Order No** and **Experience 2.0** fields are added. For non-combined orders, **Portfolio Transaction Order No** is displayed as **--**, and **Experience 2.0** is displayed as **No**.

     If an instance consists of multiple child resources, the following fields are combined: **Order Type**, **Service Type**, **Order Status**, and **Quantity**.

  b. Added fields: The **Specification**, **Product**, and **Homing Relationship** fields are added to display the associations between child resources and instances, and also other details.

  c. Changed field names: **Product Quantity** is changed to **Quantity**, **Product Name** to **Product Specifications**, **Duration** to **Charging mode**, **Supplier** to **Service Provider**, **Effective On** to **Start Time**, and **Expires On** to **End Time**. If multiple instances are provisioned within an order, the values of **Start Time** and **End Time** depend on the provisioning time of the first instance provisioned.

  Figure 9-2 New template for order details

Portfolio Transaction Order No	Order No.	Order Type	Service Type	Order Status	Creator	Trustee	Creaead On	Paid On	Specification	Quantity	Product	Homing Relationship	Product Specifications	Charging mode	Service Provider	Regions	Trial	Start Time	End Time	Price	Order Line Amount	Order Amount	Amount Due	Net Amount	Experience 2.0
CS230630145JA94	CS230630	New purchase	Elastic Cloud Server	Completed	--	--	Jun 30, 2023	Jun 30, 2023	Computing_	1	Cloud Ho	Cloud Host	General Compu	Yearly/Monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	50.00	50.00	80.00	80.00	80.00	Yes
									HD3 linear		Volume	Cloud Host/V	HD3 linear EVS	Yearly/Monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	20.00	20.00					
									HD4 linear		Volume	Cloud Host/V	HD3 linear EVS	Yearly/Monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	10.00	10.00					
	CS230631	New purchase	Elastic Volume Service	Completed	--	--	Jun 30, 2023	Jun 30, 2023	HD5 linear	1	Volume	--	HD3 linear EVS	Yearly/Monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	10.00	10.00	10.00	10.00	10.00	Yes
		New purchase	Virtual Private Cloud	Completed	--	--	Jun 30, 2023	Jun 30, 2023	ip Monthly	1	Elastic IP	--	ip Monthly	Yearly/Monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	0.00	0.00	30.00	30.00	30.00	Yes
	CS230608	New purchase	Virtual Private Cloud	Completed	--	--	Jun 30, 2023	Jun 30, 2023	bandwidth	1	Fixed Bar	--	bandwidth, Mon	Yearly/Monthly	Huawei Cloud	Global	No	Jun 30, 2023	Jul 31, 2023	30.00	30.00				
--	CS230811	New purchase	Elastic Cloud Server	Completed	--	--	Jun 11, 2023	Jun 11, 2023	Computing_	1	Cloud Ho	Cloud Host	General Compu	Yearly/Monthly	Huawei Cloud	Global	No	Jun 11, 2023	Jul 11, 2023	20.00	20.00	50.00	50.00	50.00	No
									HD3 linear		Volume	Cloud Host/V	HD3 linear EVS	Yearly/Monthly	Huawei Cloud	Global	No	Jun 11, 2023	Jul 11, 2023	10.00	10.00					
									GD3 linear		Volume	Cloud Host/V	HD3 linear EVS	Yearly/Monthly	Huawei Cloud	Global	No	Jun 11, 2023	Jul 11, 2023	20.00	20.00					

Renewal Export Template

The new template includes two sheets, **View by Transactions** (same as the old template) and **View by Instances**.

- **Old template**

  All columns in the old template remain unchanged.

  Figure 9-3 Old template for renewal details

Index	Instance Name	Instance ID	Service Type	Spec	Region	Renewal Start Time	Renewal End Time	Renewal Unit	Renewal Quantity	Renewal Amount
1	hws.resource.type.vmname	230807_bac2e7f5e47049b5	Elastic Cloud Server	1GB|linux +1	CN North-BPIT3	Sep 08, 2023 00:00:00 GMT+08:00	Oct 08, 2023 00:00:00 GMT+08:00	month	1	30
									Total:	30

- **New template**

  a. Improved experience with composite services: **Product** and **Parent Product** are added to display the relationship between child resources and instances.

     If an instance consists of multiple child resources, the following fields are combined: **Index**, **Instance Name**, **Instance ID**, **Service Type**, **Last Transaction Order**, and **Expiration Processing Policy**.

  b. Added fields: **Last Transaction Order**, **Expiration Processing Policy**, and **Status**.

  Figure 9-4 New template for renewal details

Index	Instance Name	Instance ID	Service Type	Last Transaction Order	Expiration Processing Policy	Product	Parent Product	Spec	Status	Region	Renewal Start Time	Renewal End Time	Renewal Unit	Renewal Quantity	Renewal Amount
1	hws.resource.type	230807_bac2e7f5e	Elastic Cloud Server	CS2023080700002	Automatic deletion after the reservation period	Cloud Host	Cloud Host	1GB|linux +1	In-use	CN North	Sep 08, 2023 00:00:00	Oct 08, 2023 00:00:00	month	1	200
						Volume	Cloud Host/Volume	40.0GB +1	In-use	CN North	Sep 08, 2023 00:00:00	Oct 08, 2023 00:00:00	month	1	200
						Volume	Cloud Host/Volume	100.0GB +1	In-use	CN North	Sep 08, 2023 00:00:00	Oct 08, 2023 00:00:00	month	1	100
														Total:	500

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10 Renewals

Renewal Options

- 10.1 How Do I Renew an Instance?
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- 10.24 How Can I Renew the Resources of an Enterprise Project?
- 10.27 How Do I Renew the Resources in Reseller Model?
- 10.28 How Do I Use APIs to Renew Resources?

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- 10.16 How Do I Disable Auto-Renewal?
- 10.17 Is a Cloud Service Product Automatically Renewed After It Expires?
- 10.18 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?

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- 10.9 What Can I Do If I Cannot Find the Resources to Be Renewed?
- 10.10 Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?
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- 10.19 Is a Resource Deleted After Expiration?
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- 10.12 Why Is the Price for a Renewal Higher Than That for a New Purchase?
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- 10.5 What Are the Renewal Period Options?
- 10.6 How Long Is the Renewal Duration When I Renew a Resource for One Month?
- 10.8 Why Is the Duration of a Monthly Product Less Than or More Than One Month After I Renew It?
- 10.20 When Do Renewed Resources Take Effect If They Are Renewed Before Expiration?

Changes

- 10.4 Can I Change the Product Specifications in a Renewal?
- 10.25 Will Changing the Billing Mode Affect Cloud Service Performance?
- 10.26 Does Changing the Specifications of a Product Affect Other Discounted Products?

10.1 How Do I Renew an Instance?

- A customer manually renews a yearly/monthly product. For details, see **Manually Renewing a Resource**.
- To prevent a resource from being deleted when it expires, you can enable auto-renewal for yearly/monthly products you frequently use. For details, see **Enabling Auto-Renewal**.

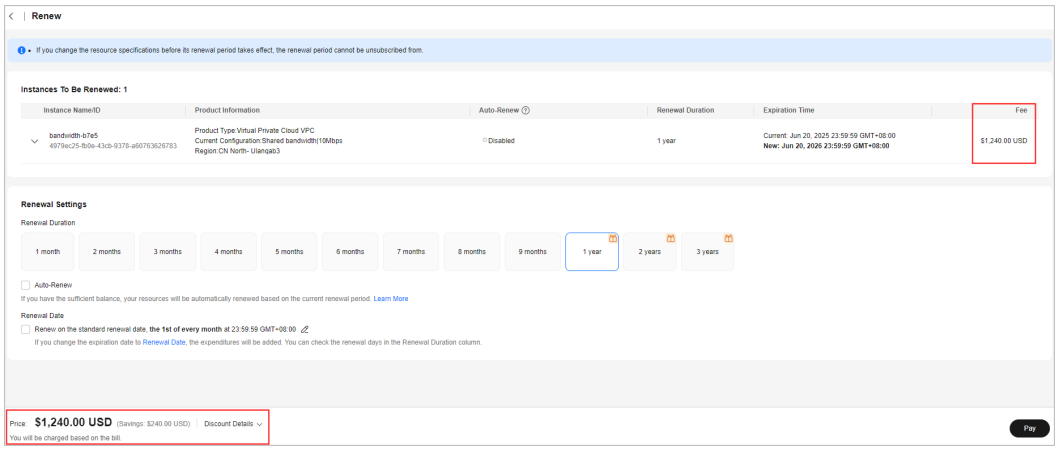
10.2 Where Can I View the Renewal Price?

After purchasing a yearly/monthly resource, you can log in to the Billing Center and open the **Renewal** page to view the renewal price.

View the Price on the Renew Page

Step 1 On the **Renewals** page, click **Renew** in the **Operation** column of a resource. Alternatively, you can select some resources to be renewed, and click **Batch Renew**.

Step 2 Select a renewal duration, and view the renewal price.



NOTE

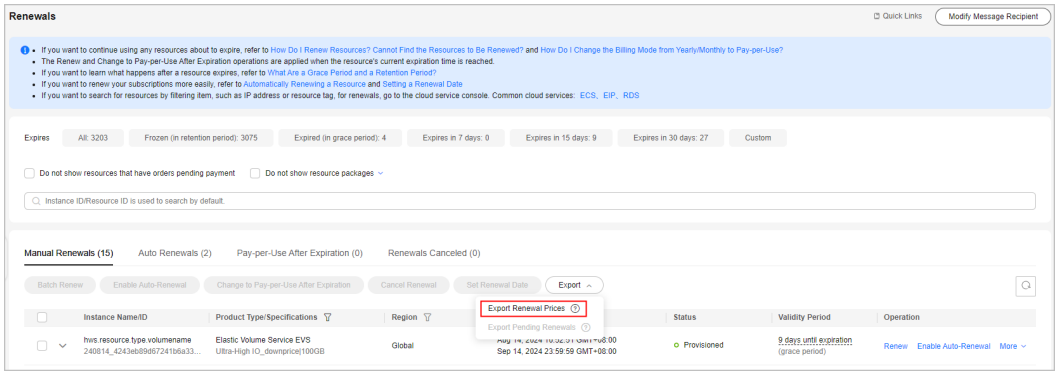
The in the upper right corner of the renewal duration indicates that the renewal duration enjoys a discount. You can expand the discount details to view more. If you have a stable demand on a yearly/monthly resource, you can select a longer renewal duration to obtain the best discount.

----End

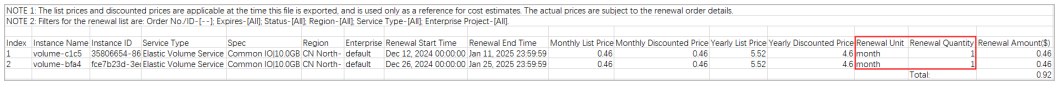
View the Price in the Exported File

Exporting Renewal Prices

Step 1 Export all filtered resources by one click and view their renewal prices.



Step 2 In the exported file, adjust **Renewal Unit** and **Renewal Quantity** as required, and view the renewal price.



NOTE 1: The list prices and discounted prices are applicable at the time this file is exported, and is used only as a reference for cost estimates. The actual prices are subject to the renewal order details.
NOTE 2: Filters for the renewal list are: Order No./ID-[--]; Expires-[All]; Status-[All]; Region-[All]; Service Type-[All]; Enterprise Project-[All].

Index	Instance Name	Instance ID	Service Type	Spec	Region	Enterprise	Renewal Start Time	Renewal End Time	Monthly List Price	Monthly Discounted Price	Yearly List Price	Yearly Discounted Price	Renewal Unit	Renewal Quantity	Renewal Amount($)
1	volume-c1c5	35806654-86	Elastic Volume Service	Common IO|10.0GB	CN North-	default	Dec 12, 2024 00:00:00	Jan 11, 2025 23:59:59	0.46	0.46	5.52	4.6	month	1	0.46
2	volume-bfa4	fce7b23d-3e	Elastic Volume Service	Common IO|10.0GB	CN North-	default	Dec 26, 2024 00:00:00	Jan 25, 2025 23:59:59	0.46	0.46	5.52	4.6	month	1	0.46
														Total:	0.92

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NOTE

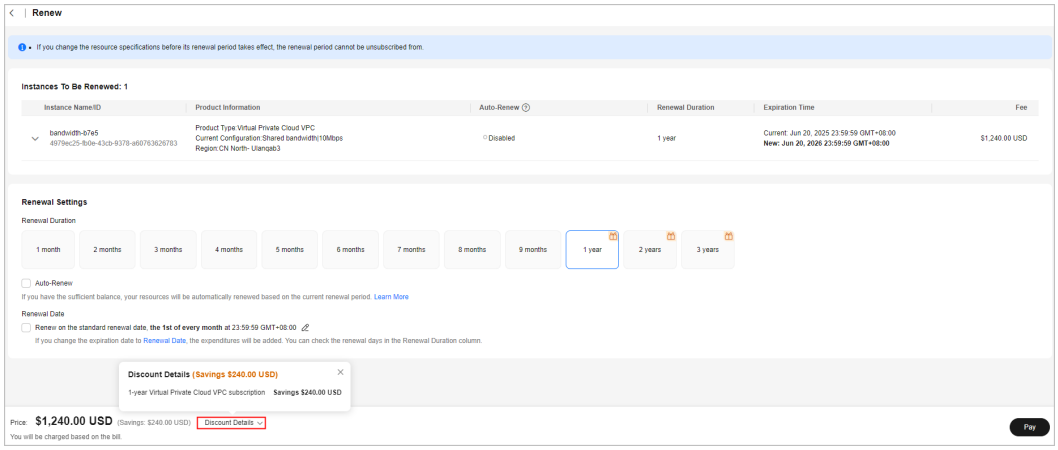
- The list price, discounted price (excluding other discounts), and renewal price in the exported file are for reference only, as they are the prices when the export is operated. The actual renewal price depends on the renewal order.
- A maximum of 10,000 records can be exported at a time.

----End

Exporting Pending Renewals

Step 1 Select resources, and click **Export** > **Export Pending Renewals**.

Step 2 Select a renewal duration, and view the renewal price.



NOTE

- The exported file contains the available discounts and discounted prices. You can use it to request funds from your financial department.
- A maximum of 200 records can be exported at a time.

----End

10.3 When Does a Resource Renewal Take Effect?

When a resource is renewed, the renewal takes effect immediately and the resource can be used normally. If a resource is renewed when it is in a **grace period or retention period**, **the renewal for this resource starts from the time when the resource expires** instead of the time when the resource is renewed.

- When a **Frozen** resource is renewed, it is unfrozen immediately and enters the **Provisioned** state.
- When an **Expired** resource is renewed, it enters the **Provisioned** state.

10.4 Can I Change the Product Specifications in a Renewal?

No. You are advised to change the product specifications before or after a renewal.

If you choose to change specifications before a renewal, you can unsubscribe from the renewal period. However, if you choose to change the specifications after a renewal, the unsubscription of the renewal period is not allowed.

10.5 What Are the Renewal Period Options?

For a manual renewal, you can renew the product use duration for another 1 month, 2 months, 3 months, 4 months, 5 months, 6 months, 7 months, 8 months, 9 months, 1 year, 2 years, and 3 years. (Detailed periods are subject to the options displayed on the renewal page.)

10.6 How Long Is the Renewal Duration When I Renew a Resource for One Month?

It is calculated based on the actual number of days in a calendar month.

Example:

A resource expired at 23:59:59 on January 31 and is renewed for one month. After the renewal, the resource expires at 23:59:59 on February 28. The renewal duration is 28 days (or 29 days in a leap year).

A resource expired at 23:59:59 on April 31 and is renewed for one month. After the renewal, the resource expires at 23:59:59 on May 1. The renewal duration is 30 days.

A resource expired at 23:59:59 on May 15 and is renewed for one month. After the renewal, the resource expires at 23:59:59 on June 15. The renewal duration is 31 days.

10.7 How Can I Renew My Resources in the Grace Period or Retention Period?

If a yearly/monthly resource in the grace period or retention period is renewed, the duration spent in the grace and retention periods will be deducted from the renewal period. For details, see **Resource Suspension and Release**.

Example:

You purchased a monthly EVS disk on March 31, 2024, and the resource would expire on April 30, 2024. The grace period and retention period of yearly/monthly resources on Huawei Cloud (European) are both 15 days.

On May 18, 2024, the resource was in the grace period and renewed for one month. There are only 13 days remaining because the resource would expire on May 31, 2024.

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10.8 Why Is the Duration of a Monthly Product Less Than or More Than One Month After I Renew It?

1. If a monthly resource in the grace period or retention period is renewed, the duration spent in the grace and retention periods will be deducted from the renewal period. Therefore, the renewal duration may be less than one month. For details, see **Resource Suspension and Release**.

   Example:

   You purchased a monthly EVS disk on March 31, 2024, and the resource would expire on April 30, 2024. The grace period and retention period of yearly/monthly resources on Huawei Cloud (European) are both 15 days.

   On May 18, 2024, the resource was in the grace period and renewed for one month. There are only 13 days remaining because the resource would expire on May 31, 2024.

2. If you set the unified renewal date for the monthly resources, you need to supplement the duration from the expiration date of the current billing period to the renewal date. Therefore, the renewal duration may be more than one month. For details, see **Setting a Renewal Date**.

   Example:

   You purchased a monthly EVS disk on February 25, 2024, and the disk would expire on March 25, 2024. You have renewed it for one month and set the renewal date to the first day of each month.

   Actual renewal duration = Renewal duration + Duration to be supplemented (from April 26 to May 01, 2024) = 1 month + 6 days

10.9 What Can I Do If I Cannot Find the Resources to Be Renewed?

If you cannot find the resources to be renewed on the **Renewals** page, the possible causes are as follows:

- The resources cannot be renewed. For details, see **Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?**.
- The resource needs to be renewed on the cloud service console. Go to the specific cloud service console to renew it.

10.10 Why Cannot I Renew a Resource? Which Resources Cannot Be Renewed?

Resources cannot be renewed in the following scenarios:

1. Reserved instances do not support renewals.
2. Pay-per-use resources and spot instances do not support renewals.
3. If an order for changing the specifications of a yearly/monthly resource has been submitted but has not been paid, such a resource is not allowed to be renewed.

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4. Unsubscribed or released resources are not allowed to be renewed.
5. Yearly/monthly resources that have been changed or are being changed to pay-per-use billing mode are not allowed to be renewed.
6. If a yearly/monthly resource has supplemented resources, the yearly/monthly resource is not renewable until the supplemented resources have been provisioned successfully, ensuring that the yearly/monthly resource and the supplemented resources expire at the same time.
7. Resources no longer available do not support renewals.
8. Orders being processed are not allowed to be renewed.
9. If a partner's customer accounts in the reseller model is frozen by the partner, the renewals are not allowed for these accounts. Contact the partner to handle it.

See the renewal restrictions in **Renewal Rules** for details.

10.11 Can I Renew Expired, Frozen, and Released Resources?

You can renew **expired and frozen** resources within the grace period and retention period. After the renewal, the resource status changes to **Provisioned**.

As **released** resources have been deleted, they cannot be retrieved for renewals.

10.12 Why Is the Price for a Renewal Higher Than That for a New Purchase?

Possible reasons include:

- You bought the product during a promotion, such as the 618 and double 11 shopping festivals. There is no promotion when you renew the product. Therefore, the promotion price is not applicable.
- You bought the product as part of a promotional package, which is not applicable to renewals.
- You bought the product at a discount, which is not applicable to renewals.
- You renewed the product for a period different from the original subscription. For example, if your original subscription was for a month but you are renewing it for a full year.
- The price has changed.
- You bought the product together with its associated and attached resources (for example, a host, a system disk, a data disk, and IP bandwidth), but you are only renewing its associated resources (only the host, system disk, and data disk).

10.13 Are There Any Discounts for Renewals?

Whether you can enjoy discounts for a renewal depends on the product type, renewal duration, and discounts available for your account. You can perform the following operations to check the discount for a renewal:

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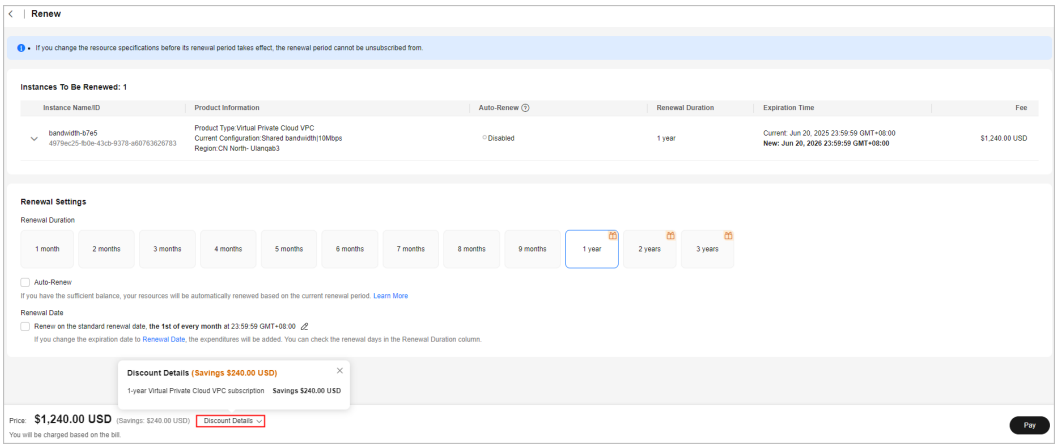
1. Go to the **Renewals** page, select the resources to be renewed, and click **Batch Renew** on top of the list.
2. On the **Renew** page, view the renewal price and discount details if there are any. If a discount is applicable for the account, the discounted price is displayed by default.



3. Click **Pay**. On the Pay page, the applicable cash coupons are displayed. You can select a cash coupon for the renewal.

NOTE

Whether there is a discount for the renewal of resources you buy during a special event depends on the specific event rules.

10.14 Is There a Discount for the Renewal of Resources Purchased During a Special Event?

Whether there is a discount for the renewal of resources you buy during a special event depends on the specific event rules.

10.15 When Is the Fee Deducted for Auto Renewals?

1. If you do not set a fee deduction date for auto renewals, the system will deduct the fee at 03:00 (GMT+08:00) seven days before the resource expires. Once you set a fee deduction date, the system deducts the fee at 03:00 (GMT +08:00) on the specified date. Ensure that you have sufficient account balance or credits in your added credit card. For details about how to set a fee deduction date for auto renewals, see **Setting a Fee Deduction Date for Auto Renewals**.
2. If the fee deduction for an auto renewal fails due to insufficient account balance or credits of your added credit card, the system will attempt to deduct fees at 03:00 (GMT+08:00) every day before the resource expires. Once the fee deduction is successful, the resource is renewed.
3. If you enable auto-renewal for a nearly expired resource that will expire before 03:00 (GMT+08:00) on the expiration date, the renewal may fail. To prevent this, the auto-renewal fee is deducted immediately upon enabling auto-renewal.

10.16 How Do I Disable Auto-Renewal?

You can disable auto-renewal as needed. For details, see **Disabling Auto-Renewal**.

After disabling auto-renewal, you need to manually renew resources before they expire.

10.17 Is a Cloud Service Product Automatically Renewed After It Expires?

No. A yearly/monthly subscription will be automatically renewed with the automatic renewal function. For details about how to enable this function, see **Enabling Auto-Renewal**.

10.18 Will a Free Trial Product Be Automatically Renewed After the Trial Has Expired?

No. You need to manually renew the product on the **Renewals** page of the Billing Center.

10.19 Is a Resource Deleted After Expiration?

After a resource expires or is in arrears, it enters a grace period and then a retention period. It will not be deleted immediately. For details, see **grace and retention periods**.

10.20 When Do Renewed Resources Take Effect If They Are Renewed Before Expiration?

If you renew a resource before it expires, the new duration starts from the original expiration time instead of the renewal time.

Example:

On January 01, 2025, you purchased a monthly EVS disk, and it would expire at 23:59:59 on February 01, 2025. On January 02, 2025, you renewed the EVS disk for one month.

1. If you did not set a renewal date, the EVS disk would expire at 23:59:59 on March 01, 2025.
2. If you had set the renewal date to the last day of each month, the renewal duration is one year plus 30 days, and the EVS disk would expire at 23:59:59 on March 31, 2025.

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10.21 How Long Is the Grace Period for Renewing a Resource After Expiration?

If a yearly/monthly subscription expires without renewal, or if your account is in arrears or has an overdue bill due to insufficient credit balance, your resources will enter a grace period. If the outstanding amount remains unpaid when the grace period, the resources will enter a retention period. During the retention period, the resources are suspended. If the outstanding amount is still not paid off when the retention period ends, the resource will be released and their data will be permanently deleted.

- Grace period: If a yearly/monthly subscription expires without renewal, or if your account is in arrears or has an overdue bill due to insufficient credit balance, Huawei Cloud provides a period of time to renew your subscription or pay off the outstanding amount. During this period, existing resources remain available, but new cloud services cannot be purchased. The grace period for Huawei Cloud (Europe website) is 15 days long.
- Retention period: If a yearly/monthly subscription remains unpaid or unrenewed, or if pay-per-use resources still have outstanding amounts when a grace period ends, the resources will enter a retention period. During this period, the resources cannot be used, but their data is retained. The retention period for Huawei Cloud (Europe website) is 15 days long.

10.22 How Do I Choose Between Renew and Buy Again?

- **Renew**: If you want to continue using your resource package after it expires, you can renew it. When renewing a resource package, you cannot specify its effective time. The renewed resource package takes effect only upon the expiration. If you used up the resource package before the expiration date, you may suffer a service interruption. For details, see **Manually Renewing a Resource**.
- **Buy Again**: If your resource package is about to be used up before it expires, you can click **Buy Again** to use the packages together. You can set the resource package to take effect immediately or later. For details about purchasing a resource package again, see **Buying Again**.

Table 10-1 Differences between renewing a resource package and buying a resource package again

Type	Renewing Resource Package	Buying Resource Package Again
Application Scenario	You want to continue to use a resource package after its expiration.	You want to continue using the resource package to be used up before its expiration.

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Effective Time	1. The resource package takes effect at the expiration time of the previous package. 2. The effective time cannot be specified.	The resource package can take effect immediately or at a specified time.

10.23 Can Released Resources Be Renewed?

No. Once released, resources are deleted and cannot be retrieved or renewed. For details about how to release the expired or frozen resources, see **Releasing Resources**.

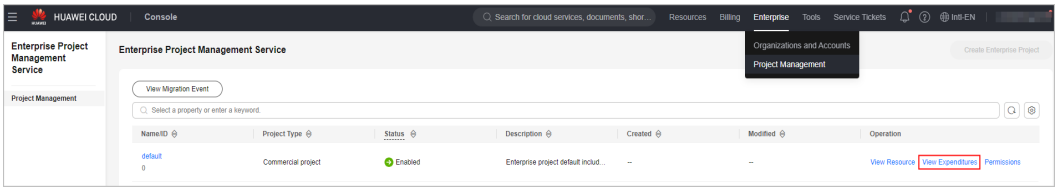
10.24 How Can I Renew the Resources of an Enterprise Project?

Huawei Cloud allows you to manage your resources by enterprise project. If you have enabled the enterprise project management function, you can renew resources by enterprise project. For details about enabling the enterprise project management function, see **Enabling the Enterprise Project Function**.

You can renew resources of an enterprise project in either of the following ways:

Renewing Resources on the Enterprise Project Management Page

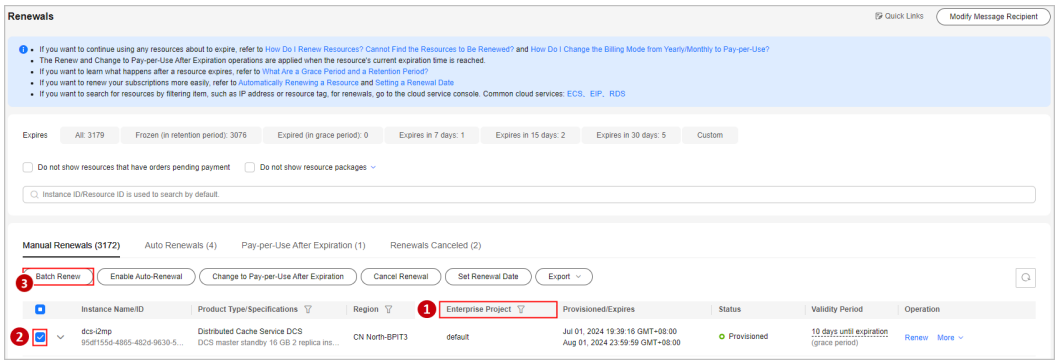
1. On the **Enterprise Project Management** page, click **View Expenditures** in the **Operation** column of the row containing the target enterprise project.



2. In the navigation pane, choose **Renewals**. By default, all resources to be renewed in the enterprise project are displayed.
3. Select the desired resources, and click **Batch Renew** on top of the list.

Renewing Resources on the Renewals Page

Log in to the Billing Center, and go to the **Renewals** page. Filter resources by enterprise project. Select the desired resources, and click **Batch Renew** on top of the list.



10.25 Will Changing the Billing Mode Affect Cloud Service Performance?

No. The billing mode change, either from yearly/monthly to pay-per-use or from pay-per-use to yearly/monthly, does not affect the performance of cloud services. For details about the billing mode change, see **Changing the Billing Mode**.

10.26 Does Changing the Specifications of a Product Affect Other Discounted Products?

No.

10.27 How Do I Renew the Resources in Reseller Model?

You can access the Billing Center, and go to the **Renewals** page to renew yearly/monthly resources. For details, see **How Do I Renew an Instance?**

CAUTION

When you are associated with a partner in the reseller model, direct top-ups or payments are not allowed. Instead, the partner sets monthly budgets for you. If you want to renew any resources, make a payment plan before renewals. If your monthly budget is insufficient, contact the partner to adjust the budget. For details, see **Topping Up an Account or Making Payments (Partner Customers)**

10.28 How Do I Use APIs to Renew Resources?

Huawei Cloud offers operations capabilities, so you can use APIs on your own platforms to renew yearly/monthly resources. For details, see **Renewing Subscription to Yearly/Monthly Resources**.

For more transaction-specific APIs, see **Customer Operations Capability API**.

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11 Unsubscriptions

How to Unsubscribe

- Can I Unsubscribe from a Yearly/Monthly Subscription?
- How Do I Delete an EVS Disk?
- Why Can't I Find Resources On the Unsubscriptions Page?

Unsubscription Rules

- How Do I View the Refund for My Resource Unsubscription?
- When Will I Be Charged Handling Fees? How Is the Refund Calculated?
- Will Used Coupons Be Returned During My Resource Unsubscriptions?
- What Should I Know Before Unsubscribing from a Large-value Order?
- How Long Can My Unsubscription Request Get Approved?
- Can I Change the Selected Region?

Unsubscription Allowed or Not

- Which Cloud Services Cannot Be Unsubscribed From?
- Can I Unsubscribe from Pay-Per-Use Resources?
- Can I Unsubscribe from a Resource Package?

Refunding

- Where Is the Money Returned After Unsubscriptions? When Will the Refund Arrive in My Account?

Unsubscription Follow-up

- Can a Resource Be Retrieved After Its Unsubscription?
- Will Unsubscribed Resources Be Automatically Stored in the Recycle Bin?

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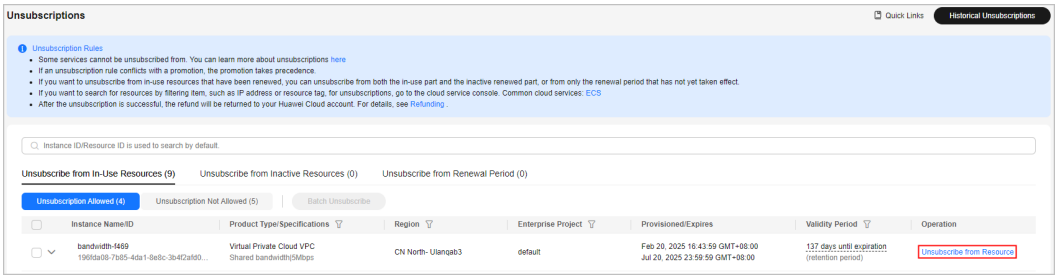
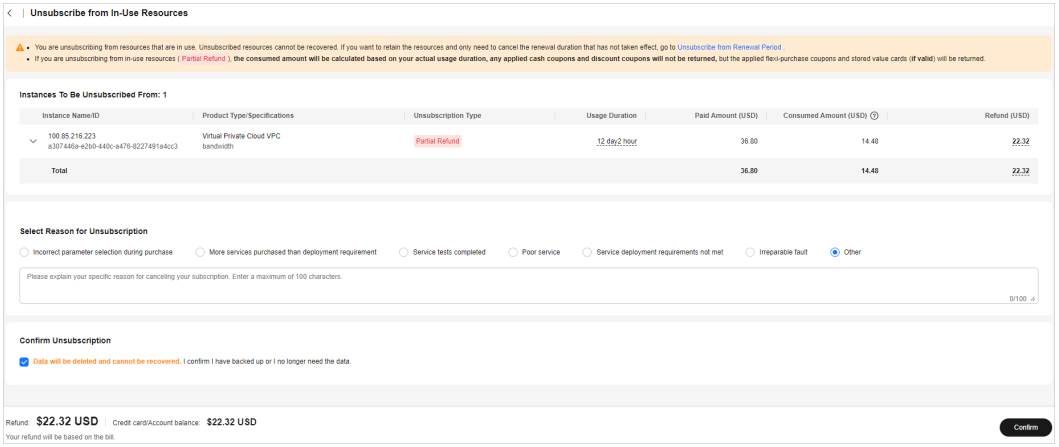
11.1 How Do I View the Refund for My Resource Unsubscription?

1. Go to the **Billing Center** > **Unsubscriptions** page, locate the resource you want to unsubscribe from, and click **Unsubscribe from Resource** in the **Operation** column.



2. In the unsubscription details, view the refund details.



11.2 Where Is the Money Returned After Unsubscriptions? When Will the Refund Arrive in My Account?

After submitting an order for unsubscription, specification downgrade, or changing the billing mode immediately to Pay-per-Use, you can view the refund progress and the refunded amount on the order details page. If the order has been completed, you can choose **Billing** > **Bill Details** to view refund details. For more information, see **Bill Details**.

- **Online payment** (using an added or new credit card): After the order processing is complete, the refund will be returned to your payment card within seven working days. You can contact your bank to learn about the money arrival time.
- **Monthly settlement**: After the order processing is complete, the refund will be settled at the end of the month. The refund for unsubscription is included in the bill for the month when the unsubscription is successful.

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For more details, see **Refunding**.

11.3 When Will I Be Charged Handling Fees? How Is the Refund Calculated?

For details, see **Unsubscriptions**.

Charging Handling Fees

If you unsubscribe from a renewal period that has not taken effect, from inactive resources, or from a resource that fails to be provisioned, no handling fees will be charged and used cash coupons will be returned.

If you unsubscribe from an in-use resource, handling fee will be charged and any cash coupon that was applied will not be returned.

Calculating Refunds

- **Unsubscribing from renewal periods or inactive resources**

  Refund = Paid amount

  In this case, all paid amount is refunded and the used cash coupons are returned.
- **Unsubscribing from in-use resources**

  Refund = Paid amount – Consumed amount – Unsubscription handling fee
  - **Paid amount** refers to the amount you actually paid via the cash account, excluding any payment in cash coupons.
  - **Consumed amount** = Paid amount x (Actual usage duration/Order duration) (The duration is accurate to hour. The actual usage duration and order duration are rounded down by hour.)

Table 11-1 Unsubscription parameters

Parameter	Description
Order duration	This is calculated from the hour when the order takes effect. For example, if you purchase a resource at 10:30, the order duration will be considered to have started from 10:00.

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Parameter	Description
Actual usage duration	This is calculated based on the hour when the unsubscription is performed. For example, if you unsubscribe from a resource at 18:40, the actual usage duration will be considered to have ended at 18:00. Example: If you purchased a monthly EVS disk at 10:30:00 on January 01, 2024, and it would expire at 23:59:59 on February 01, 2024. The order duration is 31 days and 14 hours (from January 01, 2024 10:00:00 to February 02, 2024 00:00:00). At 18:40:00 on January 15, 2024, you unsubscribed from the EVS disk. The actual usage duration was 14 days and 8 hours (from January 01, 2024 10:00:00 to January 15, 2024 18:00:00).

– **Unsubscription handling fee**: There is a handling fee for unsubscription. The table below describes the handling fee details.

Table 11-2 Unsubscription handling fee

Subscription Term	Actual Usage Duration ≤ 1 Year	1 Year < Actual Usage Duration ≤ 2 Years	2 Years < Actual Usage Duration ≤ 3 Years
3-year subscription	Handling fee = 15% of your paid amount	Handling fee = 10% of your paid amount	Handling fee = 5% of your paid amount
2-year subscription	Handling fee = 15% of your paid amount	Handling fee = 10% of your paid amount	-
1-year subscription	Handling fee = 10% of your paid amount	-	-
Monthly subscription	Handling fee = 10% of your paid amount	-	-

11.4 Will Used Coupons Be Returned During My Resource Unsubscriptions?

The used coupons will be returned depending on what you unsubscribe from.

- If you unsubscribe from a resource that failed to be created, a renewal period that has not taken effect, a reserved instance that has not been deployed, a resource package that has not been used yet, or a bandwidth add-on package that has not been used yet, the used coupons will be returned.

- If you unsubscribe from an in-use resource, the used coupons cannot be returned.

NOTE

If the coupon has expired during unsubscription, the returned coupon will become invalid and cannot be used again.

11.5 Can I Unsubscribe from a Yearly/Monthly Subscription?

After you purchase yearly/monthly Huawei Cloud products, you can unsubscribe from the in-use resources, inactive resources, renewal period. If your order has any resources that failed to be provisioned, these resources will be automatically unsubscribed from. For details, see **Unsubscriptions**. You can access the Billing Center, and go to the **Unsubscriptions** page to unsubscribe from resources.

For details about the scenarios and products which do not support unsubscriptions, see **Unsubscription Not Allowed**. You can view the reason why a resource cannot be unsubscribed from in the **Unsubscriptions Not Allowed** tab of **Unsubscribe from In-Use Resources**.

WARNING

Before unsubscribing from a resource in use, ensure that its data has been backed up or migrated. After the unsubscription, the resource will be deleted, and its data cannot be restored.

11.6 How Long Can My Unsubscription Request Get Approved?

If your requested amount does not exceed $7,000 USD, the request does not needed to be reviewed. If your requested amount exceeds $7,000 USD, the request needs to be reviewed by your account manager. You will get the review results within 24 hours.

The refund channel depends on the payment method you used. For details about the refund channel and processing, see **Refunding**.

11.7 Which Cloud Services Cannot Be Unsubscribed From?

For details, see **List of Cloud Service Products That You Cannot Unsubscribe From**.

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11.8 Can I Unsubscribe from Pay-Per-Use Resources?

Pay-per-use resources cannot be unsubscribed from because they are paid after being used. If you do not need a pay-per-use resource, you can log in to the **cloud service console** and delete it.

11.9 Can I Unsubscribe from a Resource Package?

When purchasing a resource package, you can set its effective time. Before it takes effective, you can unsubscribe from it in **Unsubscribe from Inactive Resources** on the **Unsubscriptions** page.

Effective resource package (excluding cloud server backups and data warehouses) cannot be unsubscribed from.

11.10 Why Can't I Find Resources On the Unsubscriptions Page?

The following resources are not displayed on the **Unsubscriptions** page of the Billing Center:

- Expired, frozen, released, or deleted resources.
- Pay-per-use resources. If you do not use them anymore, delete them on the specific cloud service console.
- One-off products.
- Reserved instances. Such resources are unsubscribed from on the specific cloud service console, instead of the Billing Center.

11.11 Can a Resource Be Retrieved After Its Unsubscription?

No. The resource will be released once it is unsubscribed from. The data in the resource will be deleted and cannot be restored.

11.12 Will Unsubscribed Resources Be Automatically Stored in the Recycle Bin?

The cloud services listed below support the recycle bin function. For the function details, see the corresponding cloud service documentation.

The cloud resources cannot be restored after being unsubscribed from in any of the following scenarios:

- The recycle bin function is unavailable.
- The recycle bin function is disabled.

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- The resources do not meet the recycle bin requirements of the specific cloud service.

Table 11-3 Cloud services that can be stored in the recycle bin

No.	Cloud Service	Recycle Bin Function Description
1	Relational Database Service (RDS)	**RDS for MySQL Recycle Bin** **RDS for MariaDB Recycle Bin** **RDS for PostgreSQL Recycle Bin**

11.13 What Should I Know Before Unsubscribing from a Large-value Order?

Your request for **unsubscribing from a large-value order** (over $7,000 USD) needs to be reviewed by your account manager. If your account manager does not review it within 24 hours, your request will be approved automatically. After your unsubscription is successful, the system will return the money. If you use a **credit card or debit card** for payment, the refund will be returned to the payment card within seven working days. You can contact your bank to learn about the money arrival time. You can click **Historical Unsubscriptions** in the upper right corner of the **Unsubscriptions** page to go to **My Orders** and view the unsubscription progress.

CAUTION

- The unsubscription amount is calculated based on the time when the customer submits the unsubscription request and is not affected by the approval duration.
- The refund will be included in the bill of the month when the order is successfully unsubscribed from. If your request is submitted at the end of the current month but approved in the next month, the unsubscribed amount will be counted into the next month. You can choose **Bills** > **Bill Details** to query the transactions. For details, see **Bill Details**.

Example:

You paid $8,000 USD for ECSs on August 20, 2021, and requested to unsubscribe from them on September 30, 2021. Your account manager would review your request because its amount exceeded $7,000 USD.

- If the account manager approved the unsubscription request on September 30, 2021, the refund was included in the bill for September and the transactions are included in the billing cycle of September, 2021.
- If the account manager approved the unsubscription request on October 01, 2021, the refund was included in the bill for October and the transactions are included in the billing cycle of October 2021.

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11.14 Can I Change the Selected Region?

The selected region cannot be changed. If you want to change it, you need to unsubscribe from the resources and place a new order with the desired region.

11.15 How Do I Delete an EVS Disk?

For details about how to delete an EVS disk, see **Deleting an EVS Disk**.

1. Log in to the cloud service console.
2. Under **Storage**, click **Elastic Volume Service**. The disk list page is displayed.
3. On the disk list, choose **More** > **Delete** in the Operation column for the target disk.
4. (Optional) If you want to delete multiple disks, select in front of each disk and click **Delete** in the upper left area of the list.
5. In the displayed dialog box, confirm the information. Click **Yes**.

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12 Resources

12.1 When Can a Frozen Resource Be Unfrozen?

12.2 Can Frozen Resources Be Unsubscribed from, Released, or Deleted?

12.1 When Can a Frozen Resource Be Unfrozen?

If a yearly/monthly resource is not renewed in time or a pay-per-use resource is not paid due to insufficient balance, the resource will be frozen. Only after it is renewed or paid, it can be unfrozen and used again.

To unfreeze a cloud service that is frozen due to regulation violation regulations or public security reasons, **submit a service ticket**.

12.2 Can Frozen Resources Be Unsubscribed from, Released, or Deleted?

Resources can be frozen because of overdue accounts, violation against regulations, or public security reasons.

1. You can renew, release, delete, or unsubscribe from the resources frozen due to overdue accounts but **cannot unsubscribe from such expired yearly/monthly services.**
2. You can renew, release, delete, or unsubscribe from the resources frozen due to violation against regulations but **cannot unsubscribe from such expired yearly/monthly services**. Pay-per-use services will not be charged after being frozen.
3. You can only renew the services frozen due to public security reasons. Pay-per-use services will not be charged after being frozen. **Yearly/monthly services frozen due to public security reasons are still displayed on the unsubscription management page but they cannot be unsubscribed from.**

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13 Others

13.1 How Do I View the Price Details of Cloud Services?

13.2 What Can I Do If the Billing Center Page Cannot Be Opened?

13.3 What Can I Do If Prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?

13.1 How Do I View the Price Details of Cloud Services?

You can access **Price Calculator** to query the price details of different cloud services across various specifications.

13.2 What Can I Do If the Billing Center Page Cannot Be Opened?

If you cannot open the **Billing Center** on the Huawei Cloud official website, check your network. If the network is normal, press F5 to refresh the page.

The page is also affected by your browser version. You can upgrade or change the browser and then try again. For details about the compatibility between Huawei Cloud and browsers, see **Which Browsers Are Supported?**.

13.3 What Can I Do If Prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." Is Displayed When I Am Performing the Operation?

If prompt "Insufficient permissions. Policy doesn't allow bss: unsubscribe: update to be performed." is displayed when IAM sub-users are performing operations in the Billing Center, the following steps can be taken:

1. Log in to Huawei Cloud as an **administrator** of the group to which the IAM user belongs.
2. Move the mouse over the username at the top right, and select **Identity and Access Management** in the drop-down list.
3. In the user group list, click **Authorize** on the right of the user group.
4. Add the **BSS Administrator** policy in all areas. For details, see **Creating a User Group and Assigning Permissions**.