

Support Plan

Introduction

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Huawei Cloud Computing Technologies Co., Ltd.

Address: Huawei Cloud Data Center Jiaoxinggong Road
Qianzhong Avenue
Gui'an New District
Gui Zhou 550029
People's Republic of China

Website: <https://www.huaweicloud.com/intl/en-us/>

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1 Pricing Details

1.1 Service Price

HUAWEI CLOUD support plans are charged on a calendar month basis. The resources purchased at HUAWEI CLOUD (International) include the Basic support plan. Higher level support plans need to be purchased based on the following pricing standards:

Table 1-1 Price details about support plans

Basic	Developer	Business	Enterprise
Free	\$26 USD/month	Whichever is greater, either \$90 USD/month - or - 10% of monthly expenditure for the first \$0 USD – \$9,000 USD + 7% of monthly expenditure from \$9,000 USD – \$72,000 USD + 5% of monthly expenditure from \$72,000 USD – \$225,000 USD + 3% of monthly expenditure over \$225,000 USD (expenditure calculated based on price before discount)	Whichever is greater, either \$13,500 USD/month - or - 10% of monthly expenditure for the first \$0 USD – \$135,000 USD + 7% of monthly expenditure from \$135,000 USD – \$450,000 USD + 5% of monthly expenditure from \$450,000 USD – \$900,000 USD + 3% of monthly expenditure over \$900,000 USD (expenditure calculated based on price before discount)

If the support service is used for less than a month, fees are calculated in proportion to the number of service days in the calendar month.

In this case, the pricing tier must be corrected in proportion to the number of days. The basic support fee is also calculated in proportion to the number of service days in a calendar month. If the ratio of the number of service days in the month to the number of days in the calendar month is R , the service fee is calculated based on [Table 1-2](#).

Table 1-2 Price details about support plans used for less than a month

Basic	Developer	Business	Enterprise
Free	$\$(26 \times R)$ USD/ month	Whichever is greater, either $\$(90 \times R)$ USD/month - or - 10% of monthly charges for the first \$0 USD to $\$(9,000 \times R)$ USD + 7% of monthly charges from $\$(9,000 \times R)$ USD to $\$(72,000 \times R)$ USD + 5% of monthly charges from $\$(72,000 \times R)$ USD to $\$(225,000 \times R)$ USD + 3% of monthly charges above $\$(225,000 \times R)$ USD (expenditure calculated based on price before discount)	Whichever is greater, either $\$(13,500 \times R)$ USD/month - or - 10% of monthly charges for the first \$0 USD to $\$(135,000 \times R)$ USD + 7% of monthly charges from $\$(135,000 \times R)$ USD to $\$(450,000 \times R)$ USD + 5% of monthly charges from $\$(450,000 \times R)$ USD to $\$(900,000 \times R)$ USD + 3% of monthly charges above $\$(900,000 \times R)$ USD (expenditure calculated based on price before discount)

1.2 Billing Mode

The HUAWEI CLOUD support plan charges accounts by month, and the fees include:

- Basic support fee: It is the minimum monthly service fee for each plan level. The basic support fee is prepaid at the time of subscription, or deducted at the beginning of each calendar month for automatic renewal.
- Incremental support fee: It is calculated based on the difference between the customer's monthly expenditure and the basic support fee. The incremental support fee is deducted at the beginning of the next calendar month, in post payment mode.

For example, a customer subscribes to and pays for the Enterprise support plan in yearly mode on January 15, 2019, and enables auto-renewal. When the customer pays the order, the system deducts a basic support fee of 12 months. At the beginning of each of the remaining 11 calendar months (from February 2019 to December 2019), the system automatically deducts the incremental support fee of the previous month. From the 13th month (January 2020), the basic support fee of the current month and the incremental support fee of the previous month are deducted at the beginning of each month.

NOTE

Monthly expenditure is the total expenditure before discount (based on prices on the HUAWEI CLOUD official website) of cloud services within a calendar month (dates of purchase and unsubscription inclusive). Cloud services include cloud servers, cloud storage, network bandwidth, and database services, and exclude the support plan itself, professional services, and Marketplace products. Payments with cash, credit cards, and cash coupons are all counted. For prepaid cloud products subscribed in yearly or monthly mode, the daily resource usage is counted into the cloud service usage of a calendar month.

Billing of account sharing: Tiered pricing for the total monthly cloud service expenditures of the master and sub-accounts combined (based on official website pricing) during the sharing.

1.3 Billing in Special Scenarios

1.3.1 Upgrading a Support Plan

HUAWEI CLOUD allows support plan upgrade, for example, from Business to Enterprise. The support plan upgrade involves the deduction of support fee difference.

Fee changes involved with the upgrade: Calculate the basic support fee required by the new support plan for the remaining service period, subtract the basic support fee surplus of the old support plan, and the result is prepaid basic support fee to be deducted. For the incremental support fee, expenditure amounts corresponding to the service days of the old support plan and the new support plan are deducted on the monthly settlement day.

1.3.2 Downgrading a Support Plan

HUAWEI CLOUD allows support plan downgrade and returns the prepaid basic support fee difference based on unused service days of the subscribed period. However, customers should not frequently change the support plan level. HUAWEI CLOUD reserves the right to reject frequent upgrades or downgrades.

Fee changes involved with the downgrade: Calculate the basic support fee surplus of the previous support plan for the remaining service period, subtract the basic support fee required by the new support plan, and the result is the prepaid basic support fee to be returned. For the incremental support fee, expenditure amounts corresponding to the service days of the old support plan and the new support plan are deducted on the monthly settlement day.

1.3.3 Unsubscribing from a Support Plan

You can unsubscribe from HUAWEI CLOUD Developer, Business, Enterprise On-Ramp, and Enterprise support plans. After the unsubscription, your support plan is restored to the Basic level.

The support plan fee for the month of unsubscription is deducted at the beginning of the next calendar month based on the number of days of usage.

1.4 Billing Example

Billing example for a single account

For example, a customer subscribes to the Enterprise support plan on January 1. The expenditure amount of cloud resources (excluding the support plan, professional services, and Marketplace products) in January based on the price on the HUAWEI CLOUD official website is \$1,200,000 USD. The support plan fee of January is $\text{MAX}[13,500, 135,000 \times 10\% + 315,000 \times 7\% + 450,000 \times 5\% + 300,000 \times 3\%] = \$67,050$ USD.

Figure 1-1 Billing example

