Support Plan

productdesc

Issue	01
Date	2022-09-14

HUAWEI TECHNOLOGIES CO., LTD.

Huawei Technologies Co., Ltd.

Address:	Huawei Industrial Base Bantian, Longgang Shenzhen 518129 People's Republic of China
Website:	https://www.huawei.com
Email:	support@huawei.com

Contents

1 What Are Support Plans?

Support plans are after-sales technical support packages available in multiple levels for HUAWEI CLOUD services. Customers can flexibly select among the levels based on the requirements for response time and technical capabilities. After purchasing a support plan for a specified period, customers can obtain the cloud service technical support within the period. Support plans can be billed in yearly or monthly mode. HUAWEI CLOUD's support plans enable our technical engineers to provide technical support for customers in terms of product usage, architecture deployment, and solutions.

Service Scope describes the service scope of HUAWEI CLOUD support plans.

2 Specifications

Customers can select a support plan based on their project budget, cloud technology capabilities, business importance, and business scale.

Table 2-1 Specifications

Support Level	Product Feature	Application Scenario
Basic	Common non-technical case response	Simple cloud deployment by individual users or small-sized enterprises
Developer	Common non-technical and technical case response	Deployment of lab, test, or non-critical cloud production environments by individual users or small-sized enterprises
Business	Quick case response level, and architecture guidance based on industry practices	Large-scale cloud deployment by medium- and large-sized enterprises, requiring quick response and high service availability
Enterprise	Quickest case response, with a designated TAM who provides scenario-based architecture guidance, launch support, and proactive guidance.	Massive-scale cloud deployment by large-sized enterprises, requiring very quick response speed and very high service availability

3 Service Catalog

Table 3-1 Supported Services

Item	Basic	Developer (Coming Soon)	Business (Coming soon)	Enterprise (Coming soon)
Self-service	24/7 access to Billing Center, documentation, and white papers	24/7 access to Billing Center, documentation, and white papers	24/7 access to Billing Center, documentation, and white papers	24/7 access to Billing Center, documentation, and white papers
Non-technical support	24/7 via service tickets	24/7 via service tickets	24/7 via service tickets and callbacks	24/7 via service tickets, callbacks, and TAM
Technical support	-	During business hours via service ticket	24/7 via service tickets and callbacks	24/7 via service tickets, callbacks, and TAM
Who can open cases	-	Unlimited cases/1 primary contact	Unlimited cases/unlimited contacts	Unlimited cases/unlimited contacts

Item	Basic	Developer (Coming Soon)	Business (Coming soon)	Enterprise (Coming soon)
Case severity and response time	-	General guidance < 24 business hours System exception < 12 business hours	General guidance < 24 hours System exception < 12 hours Production system exception < 4 hours Production system unavailable < 1 hour	General guidance < 16 hours System exception < 8 hours Production system exception < 3 hours Production system unavailable < 30 minutes Core system unavailable < 15 minutes
Case handler	-	Technical engineers	Technical experts	Senior technical experts
Best practices	-	-	-	Review suggestions offered by the TAM based on best practices
Notifications	Message Center and emails	Message Center and emails	Message Center and emails	Message Center, emails, and callbacks
Service ticket management APIs	-	-	Available	Available
Third-party software support	-	-	Configuration guidance and troubleshooting assistance	Configuration guidance and troubleshooting assistance
Architecture support	Online courses on HUAWEI CLOUD architecture design	Online courses on HUAWEI CLOUD architecture design	Online courses on HUAWEI CLOUD architecture design	Online courses on HUAWEI CLOUD architecture design

Item	Basic	Developer (Coming Soon)	Business (Coming soon)	Enterprise (Coming soon)
Launch support	-	-	-	Cloud infrastructure assurance (limited)
Availability check	-	-	-	Analysis of the resource distribution of cloud services, identification of threats to high availability (HA), best practices for cloud service deployment, and usage restrictions on cloud services, and optimization suggestions (limited)
Resource monitoring and optimization	-	-	-	Checks on the alarms, loads, and health status of cloud resources, analysis of service scenarios and historical faults based on monitoring results, and optimization suggestions based on HUAWEI CLOUD O&M best practices (limited)
Proactive guidance	-	-	-	Designated TAM

Item	Basic	Developer (Coming Soon)	Business (Coming soon)	Enterprise (Coming soon)
Operations support	-	-	-	Monthly reports on the cloud resource running status and service support as well as optimization suggestions provided by the TAM

☐ **NOTE**

- Developer, Business, and Enterprise Support Plans are coming soon.
- 24/7: 24 hours every day all year round
- Business hours: 9:00 a.m. to 6:00 p.m. (your local time), excluding holidays and weekends.
- The following services in the Enterprise support plan are not available in the EU-Paris and EU-Amsterdam-OP1 regions: best practices, launch support, availability checks, resource monitoring and optimization, operations support, and notifications.

4 Service Scope

- Solutions to HUAWEI CLOUD account, billing, and quota adjustment issues.
- Advice on the use of HUAWEI CLOUD technologies, products, and solutions.
- Best practices in using HUAWEI CLOUD technologies, products, and solutions.
- Assistance in troubleshooting when using HUAWEI CLOUD products.
- Advice and troubleshooting assistance when using HUAWEI CLOUD APIs and SDKs.
- Guidance on and assistance with third-party software configuration when using HUAWEI CLOUD products.

5 Service Content

Customers can obtain all or part of the following support services based on the purchased support plans.

5.1 Self Service

HUAWEI CLOUD provides the following self-service channels:

Table 5-1 Self-service channels

Item	Description
Billing Center	**https://account.eu.huaweicloud.com/usercenter/?locale=zh-cn#/userindex/allview**
Product documentation	**https://support.huaweicloud.com/eu/index.html**
Analyst reports and white papers	**https://www.huaweicloud.com/eu/about/analyst-reports.html**

5.2 Non-Technical Support

Non-technical support is provided to solve account, billing, and quota issues.

5.3 Technical Support

Technical support is provided to respond to technical requests such as product usage and cloud service faults.

5.4 Case Severity and Response Time

HUAWEI CLOUD technical support engineers determine the priorities of cases submitted by customers based on the case severity and quickly respond to critical problems.

The severity of cases is defined in **Table 5-2**.

Table 5-2 Description of case severities

Case Severity	Description
Core system unavailable	A critical fault, such as service breakdown, occurs in a core production system (different from a common production system) of the customer and urgently needs to be rectified by HUAWEI CLOUD.
Production system unavailable	A critical fault, such as service breakdown, occurs in a common production system (different from a non-production system such as test environment) of the customer and needs to be preferentially rectified by HUAWEI CLOUD.
Production system exception	A service exception occurs in the customer's service production system (different from a non-production system such as test environment), but the system still can provide a part of the functionality. The exception needs to be rectified by HUAWEI CLOUD as soon as possible.
System exception	A service exception occurs in the customer's service system, but the system still can provide a part of the functionality. The exception needs to be rectified by HUAWEI CLOUD.
General guidance	Fault-unrelated support is requested, for example, technical guidance from HUAWEI CLOUD technical service personnel. Such support usually does not require quick response.

Response time indicates the interval from the time when HUAWEI CLOUD receives a customer service request through the channel specified in the service agreement to the time when HUAWEI CLOUD confirms the service request with the customer.

☐ NOTE

It is important to note that, to ensure quick response to urgent problems, customers need to objectively evaluate the problem's severity. We strongly recommend that the highest severity be limited to cases that cannot be resolved or directly affect production applications. A plan should be made to avoid a high severity being allocated to a general guidance request. For issues with a wrong severity specified, HUAWEI CLOUD does not guarantee the response time required for the specified severity.

5.5 Best Practices

Best practices are review suggestions provided by the designated TAM on customers' existing cloud resources. Best practices are provided with the monthly report by the TAM.

5.6 Notifications

HUAWEI CLOUD sends notifications to customers through the Message Center or sends email or SMS notifications based on user agreements, support plan levels, and notification types.

5.7 Service Ticket Management APIs

Service ticket management APIs are open APIs provided by HUAWEI CLOUD. Service ticket management APIs integrated into the customer's IT service management (ITSM) system are supported. Customers can use the self-built ITSM system to create and manage service tickets without logging in to the HUAWEI CLOUD management console.

5.8 Third-Party Software Support

Third-party software support is introduced by HUAWEI CLOUD to share with customers experience in using third-party software during development, operation, and O&M, and help customers resolve difficulties in service deployment and O&M. The suggestions on third-party software provided by the HUAWEI CLOUD service assurance team are only for experienced system administrators or other related IT personnel. HUAWEI CLOUD is not responsible for the implementation of these suggestions.

HUAWEI CLOUD will recommend solutions to problems that occur when you deploy or run services using third-party software:

- Tools for easy access to HUAWEI CLOUD servers to deploy services: OpenVPN, SSH, mstsc, SCP, and SFTP.
- HUAWEI CLOUD server security policy configuration tools: Linux iptables and Windows Firewall.
- Common databases: MySQL and Microsoft SQL Server.
- Common web servers: Apache, Nginx, and IIS.

For third-party application problems beyond the preceding scope, contact your application provider or ask for help from relevant application communities. You can also purchase third-party software or services from HUAWEI CLOUD Marketplace or seek help from the forum of HUAWEI CLOUD Community.

HUAWEI CLOUD does not guarantee to provide suggestions on all problems within the third-party application scope. The following table **Table 5-3** lists the supported third-party software:

Table 5-3 Third-party software supported by HUAWEI CLOUD

Category	Third-Party Software	Version Range	Support Scope
Remote access and file copying tools	OpenVPN	Official OpenVPN releases compatible with all Linux and Windows system images provided by HUAWEI CLOUD, with the version later than 2.1	• Troubleshooting of failures in installing and starting OpenVPN • Troubleshooting of connection failures on the service side
	SSH	Native SSH on each Linux image provided by HUAWEI CLOUD	• Troubleshooting of failures in starting the SSH service • Troubleshooting of connection failures on the service side
	mstsc	Native mstsc on each Windows image provided by HUAWEI CLOUD	Troubleshooting of failures in starting Remote Desktop Services (RDS) on the server side
	SCP	Native SCP on each Linux image provided by HUAWEI CLOUD	• Troubleshooting of SCP connection errors • Troubleshooting of connection failures on the service side
	SFTP	Native SFTP on each Linux image provided by HUAWEI CLOUD	• Configurations for logging in to the FTP server using a system account • Troubleshooting of connection failures on the service side
Security policy tools	Linux iptables and firewall	Linux images provided by HUAWEI CLOUD	Basic syntax rules of iptables and firewall
	Windows Firewall	Windows images provided by HUAWEI CLOUD	Methods of adding basic inbound and outbound rules
Common databases	MySQL	Official MySQL 5.x official releases compatible with all Linux and Windows system images provided by HUAWEI CLOUD	• Installation and deployment suggestions • Troubleshooting of basic connection problems

Catego ry	Third-Party Software	Version Range	Support Scope
	Microsoft SQL Server	Microsoft SQL Server 2008 and 2012	• Installation and deployment suggestions • Troubleshooting of basic connection problems
Commo n web servers	Apache	Apache 2.2 and later	• Installation and deployment suggestions • Troubleshooting of basic connection problems
	Nginx	Nginx community 1.8 and later	• Installation and deployment suggestions • Troubleshooting of basic connection problems
	IIS	IIS 7.0 and later	• Installation and deployment suggestions • Troubleshooting of basic connection problems

HUAWEI CLOUD will launch more refined third-party software support services as the business continuously grows.

5.9 Architecture Support

The HUAWEI CLOUD official website provides a series of online courses HCIE-Cloud Service Solutions Architect to help guide the design of on-cloud architecture. These courses cover HUAWEI CLOUD architecture design principles, HUAWEI CLOUD compute, storage, network, database, application, big data, O&M, and security architecture design, as well as comprehensive best practices.

5.10 Launch Support

In major events, such as product release, business promotion, holiday peak hours, data migration, and application upgrade, HUAWEI CLOUD provides capacity confirmation before the event and 24/7 dedicated background inspection and quick response during the event to ensure that the customer's event runs smoothly.

The main contents of the assurance service are as follows:

- Before the event, the service analyzes the event characteristics and predicts capacity requirements, to prepare sufficient background resources for stable operation of the cloud platform.
- During the event, the assurance team performs 24/7 background inspection. The IM assurance group, designated TAM, and WAR Room expert are ready to preferentially handle technical emergencies within less than 15 minutes.

⚠ CAUTION

To ensure adequate preparation before the event, you are advised to submit a launch support application 10 working days in advance. The Enterprise support plan includes up to three natural days of launch support each natural year. For support lasting accumulatively more than three days or beyond the preceding support scope, you need to purchase the Cloud Event Management service.

5.11 Availability Check

We analyze the resource distribution of cloud services, identify risks in high availability (HA) of cloud services, best practices for cloud service deployment, and usage restrictions on cloud services, and provide optimization suggestions.

- HA of cloud services: We focus on HA designs in availability zones (AZs), with services in active/standby or cluster mode.
- Cloud service deployment best practices: We pay attention to cloud service resource specifications selection and cloud service usage methods.
- Usage restrictions on cloud services: These restrictions include cloud service resource quota and bandwidth limit.

⚠ CAUTION

The Enterprise support plan includes availability check at most one time each natural year. You are advised to submit an application three working days in advance.

5.12 Resource Monitoring and Optimization

We check the alarms, loads, and health status of cloud resources, analyze service scenarios and historical faults through our monitoring on cloud resources, and provide optimization suggestions based on HUAWEI CLOUD O&M best practices.

The resource monitoring and optimization service covers the following two aspects:

- For basic cloud resources, we provide configuration suggestions based on our monitoring on resource metrics and events through Cloud Eye.
- For applications and containers, we provide configuration suggestions based on our monitoring on applications, resource metrics, and events through the Application Operations Management (AOM) platform.

⚠ CAUTION

The Enterprise support plan includes resource monitoring and optimization at most one time each natural year. You are advised to submit an application three working days in advance.

5.13 Proactive Guidance

Proactive guidance is provided by the designated TAM. A designated TAM is a senior HUAWEI CLOUD service technical expert who is familiar with the customer's on-cloud application architecture and can assess technical risks, put forward optimization suggestions, and provide guidance for or cooperate with the customer to formulate more suitable solutions. In this way, customers can obtain more comprehensive and tailored technical services in time. You can contact the TAM through email, phone, or IM for support. In addition, the TAM may also reach out to you proactively.

5.14 Operations Support

The operations support is provided in the form of TAM monthly reports, which contain support summary, resource usage, service tickets, security protection, and optimization suggestions.

A monthly service report of the last month is sent to the customer's mailbox used to register with HUAWEI CLOUD or other mailboxes required by the customer before the tenth day of each calendar month. (The deadline should be prolonged accordingly in case of statutory holidays.)

NOTICE

- In some special cases, HUAWEI CLOUD may fail to create and send monthly reports due to data collection restrictions. For example, it is not suitable to create monthly reports when a deployment architecture is still in the POC phase because the architecture may change a lot. In addition, the tools may fail to collect the monthly data under some deployment scenarios specific to Dedicated Cloud.
- During the output of a monthly service report, HUAWEI CLOUD needs to collect the O&M data of the customer's infrastructure. All data is used only for preparing monthly service reports and is not used for any other purposes. **Table 5-4** describes the collected data types and purposes.

Table 5-4 Collected data types

Data Type	Description	Collection and Storage Method	Purpose
Service Ticket Data	Technical and business service tickets. Ticket information such as the ticket ID, description, problem severity, creation time, and resolution time.	The automation tool invokes the service ticket API to query results. Data is not stored during the query. The results used for monthly reports are stored separately for different tenants.	Automatic statistics collection and analysis and generating the "service ticket" content of the monthly report.
Cloud Service Resource Instance Data	List of resources created by the customer and the quantity of each resource. Resource ID, name, status, specifications, creation time, IP address, usage, and basic configuration related to service resources.	The automation tool invokes the cloud service API to query results. Data is not stored during the query. The results used for monthly reports are stored separately for different tenants.	Automatic statistics collection and analysis and generating the "resource overview" content of the monthly report.
Resource Load Monitoring Data	Resource monitoring metrics such as CPU usage, memory usage, disk usage, disk read/write speed, IP outbound bandwidth, IP inbound bandwidth, number of concurrent connections, number of new connections, network delay, and network packet loss rate.	The automation tool invokes the cloud service API to query results. Data is not stored during the query. The results used for monthly reports are stored separately for different tenants.	Automatic statistics collection and analysis and generating the "resource overview" content of the monthly report.

Data Type	Description	Collection and Storage Method	Purpose
Security Configuration and Monitoring Data	IAM user information, security group configuration, log audit, OBS access control policy, security group configuration, DDoS blocking or cleaning and diversion records, WAF configuration, application attack records, and more.	The automation tool invokes the cloud service API to query results. Data is not stored during the query. The results used for monthly reports are stored separately for different tenants.	Automatic statistics collection and analysis and generating the "security protection" content of the monthly report.
Expenditure Data	Monthly expenditure details of the customer's account.	The automation tool invokes the operations API to query results. Data is not stored during the query. The results used for monthly reports are stored separately for different tenants.	Automatic statistics collection and analysis and generating the "expenditure trend" content of the monthly report.

5.15 Support Channels

HUAWEI CLOUD provides four support channels, which can be combined based on the support plans purchased by customers.

Table 5-5 Support channels

Channel	Description
Service ticket	Customers can create and manage service tickets through the service ticket management console or OpenAPI.
Callback	Give your phone number to HUAWEI CLOUD to obtain support through callback from customer service.
Web Chat	Interact with HUAWEI CLOUD customer service personnel through the web page on the service ticket management console.
Designated TAM	Contact the designated TAM through email, phone, or IM software for technical support.

6 Billing

Billing Item

HUAWEI CLOUD support plans are charged based on the resource usage of cloud services, which is the total expenditure amount before discount (based on prices on the HUAWEI CLOUD official website) of cloud services within a calendar month (dates of purchase and unsubscription inclusive). These services include cloud servers, cloud storage, network bandwidth, and database services, but exclude the support plan, professional services, and Marketplace products. Payments with cash, credit cards, and 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.

For details, see Product Pricing Details. You can use the price calculator to quickly calculate an estimated price of a support plan with your desired specifications.

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.

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.

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.

Unsubscribing from a Support Plan

You can unsubscribe from HUAWEI CLOUD Developer, Business, 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.