

## Support Plan

# Introduction

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# 1 Introduction

## 1.1 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.

## 1.2 Specifications

You can choose a support plan tailored to your project budget, cloud technology expertise, business priority, and scale.

**Table 1-1** Specifications

| Support Plan Level | Service Content                                                            | Application Scenario                                                                                                                         |
|--------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Developer          | Basic responses to both non-technical and technical issues                 | For individual users or small enterprises that need to deploy lab, testing, or non-critical cloud production environments                    |
| Business           | Fast responses, and architecture guidance based on industry best practices | For medium enterprises that need to deploy various large-scale cloud environments that require quick responses and high service availability |

| Support Plan Level | Service Content                                                                                                                                             | Application Scenario                                                                                                                                  |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enterprise On-Ramp | Faster responses, enterprise bill consulting, and enterprise care plan services                                                                             | For large enterprises that need to deploy various large-scale cloud environments where quick responses and high service availability are critical     |
| Enterprise         | The fastest response, TAMs designated to provide scenario-specific architecture guidance, Key Event On-Duty Service (Basic Edition), and proactive services | For large enterprises that need to deploy massive-scale cloud environments where very quick responses and very high service availability are critical |

## 1.3 Service Catalog

Table 1-2 Supported Services

| Item                         | Basic                                                          | Developer                                                      | Business                                                       | Enterprise                                                     |
|------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| <b>Self-service</b>          | 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 |
| <b>Non-technical support</b> | 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                   |
| <b>Technical support</b>     | -                                                              | 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                                                                    | Business                                                                                                                                      | Enterprise                                                                                                                                                                               |
|----------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Case severity and response time</b> | -                                                  | General guidance < 24 business hours<br>System exception < 12 business hours | General guidance < 24 hours<br>System exception < 12 hours<br>Production system exception < 4 hours<br>Production system unavailable < 1 hour | General guidance < 16 hours<br>System exception < 8 hours<br>Production system exception < 3 hours<br>Production system unavailable < 30 minutes<br>Core system unavailable < 15 minutes |
| Case handler                           | -                                                  | Technical engineers                                                          | Technical experts                                                                                                                             | Senior technical experts                                                                                                                                                                 |
| <b>Best practices</b>                  | -                                                  | -                                                                            | -                                                                                                                                             | Review suggestions offered by the TAM based on best practices                                                                                                                            |
| <b>Notifications</b>                   | Message Center and emails                          | Message Center and emails                                                    | Message Center and emails                                                                                                                     | Message Center, emails, and callbacks                                                                                                                                                    |
| <b>Service ticket management APIs</b>  | -                                                  | -                                                                            | Available                                                                                                                                     | Available                                                                                                                                                                                |
| <b>Third-party software support</b>    | -                                                  | -                                                                            | Configuration guidance and troubleshooting assistance                                                                                         | Configuration guidance and troubleshooting assistance                                                                                                                                    |
| <b>Architecture support</b>            | 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 | Business | Enterprise                                                                                                                                                                                                                                  |
|--------------------------------------|-------|-----------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | Business | Enterprise                                                                                                                       |
|--------------------|-------|-----------|----------|----------------------------------------------------------------------------------------------------------------------------------|
| Operations support | -     | -         | -        | Monthly reports on the cloud resource running status and service support as well as optimization suggestions provided by the TAM |

 NOTE

- 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.

## 1.4 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.

## 1.5 Service Content

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

### 1.5.1 Self Service

HUAWEI CLOUD provides the following self-service channels:

**Table 1-3** Self-service channels

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

## 1.5.2 Non-Technical Support

Non-technical support is provided to address account, billing, and quota issues. Huawei Cloud provides different combinations of support channels for support plans at different levels.

In addition to 24/7 support via service tickets, higher-level support plans provide 24/7 support via callbacks and IM groups (WeLink). Support via IM groups is only provided in Asia Pacific, but over time, it will be gradually available in other regions.

## 1.5.3 Technical Support

Technical support is provided to respond to technical requests, such as those about product usage and cloud service faults. Huawei Cloud provides different combinations of support channels for support plans at different levels.

In addition to 24/7 support via service tickets, higher-level support plans provide 24/7 support via callbacks and IM groups (WeLink). Support via IM groups is only provided in Asia Pacific, but over time, it will be gradually available in other regions.

## 1.5.4 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.

| Developer                                                                           | Business                                                                                                                                              | Enterprise On-Ramp                                                                                                                                                                                 | Enterprise                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General guidance:<br>< 24 business hours<br>System impaired:<br>< 12 business hours | General guidance:<br>< 24 hours<br>System impaired:<br>< 12 hours<br>Production system impaired: < 4 hours<br>Production system unavailable: < 1 hour | General guidance:<br>< 20 hours<br>System impaired:<br>< 10 hours<br>Production system impaired: < 4 hours<br>Production system unavailable: < 45 minutes<br>Core system unavailable: < 30 minutes | General guidance:<br>< 16 hours<br>System impaired:<br>< 8 hours<br>Production system impaired: < 3 hours<br>Production system unavailable: < 30 minutes<br>Core system unavailable: < 15 minutes |

The severity of cases is defined in [Table 1-4](#).

**Table 1-4** 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.

## 1.5.5 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.

## 1.5.6 Notifications

Huawei Cloud sends you notifications via Message Center, email, or phone, depending on the user agreement, support plan level, and notification type.

| Service Item  | Developer                | Business                 | Enterprise On-Ramp       | Enterprise                       |
|---------------|--------------------------|--------------------------|--------------------------|----------------------------------|
| Notifications | Message Center and email | Message Center and email | Message Center and email | Message Center, email, and phone |

## 1.5.7 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.

## 1.5.8 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 1-5](#) lists the supported third-party software:

**Table 1-5** Third-party software supported by HUAWEI CLOUD

| Category                             | Third-Party Software    | Supported Version                                                                                                       | Support Available                                                                                                            |
|--------------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Remote access and file copying tools | OpenVPN                 | Official OpenVPN releases (later than 2.1) compatible with all Linux and Windows system images provided by Huawei Cloud | Troubleshooting of issues when installing and starting OpenVPN<br>Troubleshooting of connection failures on the service side |
|                                      | SSH                     | Native SSH on each Linux image provided by Huawei Cloud                                                                 | Troubleshooting of issues when starting the SSH service<br>Troubleshooting of connection failures on the service side        |
|                                      | MSTSC                   | Native MSTSC on each Windows image provided by Huawei Cloud                                                             | Troubleshooting of issues when 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<br>Troubleshooting of connection failures on the service side                       |
|                                      | SFTP                    | Native SFTP on each Linux image provided by Huawei Cloud                                                                | How to log in to the FTP server using a system account<br>Troubleshooting of connection failures on the service side         |
| Security policy tools                | Linux iptables/firewall | Linux images provided by Huawei Cloud                                                                                   | Basic syntax rules for allowing traffic in iptables and firewall                                                             |

| Category           | Third-Party Software | Supported Version                                                                                 | Support Available                                                                            |
|--------------------|----------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
|                    | Windows firewall     | Windows images provided by Huawei Cloud                                                           | How to add basic inbound and outbound rules                                                  |
| Common databases   | MySQL                | Official MySQL 5.x releases compatible with all Linux and Windows images provided by Huawei Cloud | Installation and deployment recommendations<br>Troubleshooting of common connection problems |
|                    | Microsoft SQL Server | Microsoft SQL Server 2008 and 2012                                                                | Installation and deployment recommendations<br>Troubleshooting of common connection problems |
| Common web servers | Apache               | Later than Apache 2.2                                                                             | Installation and deployment recommendations<br>Troubleshooting of common connection problems |
|                    | Nginx                | Later than Nginx community 1.8                                                                    | Installation and deployment recommendations<br>Troubleshooting of common connection problems |
|                    | IIS                  | Later than IIS 7.0                                                                                | Installation and deployment recommendations<br>Troubleshooting of common connection problems |

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

## 1.5.9 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.

## 1.5.10 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 designated TAM, and WAR Room expert are ready to preferentially handle technical emergencies within less than 15 minutes.

### NOTE

Annual purchase or continuous purchase of a certain duration of the Enterprise Support Plan is required to enjoy the limited-day Cloud Protection Escort Service (Basic Version). For longer-term in-depth escort services, please purchase the Cloud Protection Escort Service (Standard Version). The Standard Version is suitable for customers with high business concurrency or complex business scenarios during launches or events, and those with high requirements for business protection quality. To ensure adequate preparation before the event, it is recommended that customers apply for the Cloud Protection Escort Service (Basic Version) at least 10 working days in advance.

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### CAUTION

- Once a customer applies for the Cloud Protection Escort Service (Basic Edition) value-added service, they will not be able to unsubscribe or downgrade the current support plan order.
  - The complimentary Basic Edition Launch Support sessions are valid for one year from the date of the customer's purchase of the support plan. Upon expiration, any unused sessions will be automatically forfeited.
- 

## 1.5.11 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.

 **NOTE**

Annual subscription to the Enterprise Support Plan is required to access this service, and applications must be submitted at least 3 business days in advance.

---

 **CAUTION**

- The availability check is only available as a limited complimentary service for annual enterprise-level support plan purchases.
  - Once a customer applies for this limited value-added service, they will not be able to unsubscribe or downgrade their current support plan order.
- 

## 1.5.12 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.

 **NOTE**

Annual subscription to the Enterprise Support Plan is required to access this service, and applications must be submitted at least 3 business days in advance.

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 **CAUTION**

Resource monitoring and optimization are only available as a limited complimentary service with the annual purchase of an enterprise-level support plan. Once a customer applies for this limited value-added service, they will not be able to unsubscribe or downgrade their current support plan order.

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## 1.5.13 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.

## 1.5.14 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 1-6](#) describes the collected data types and purposes.

**Table 1-6** Collected data types

| Data Type           | Description                                                                                                                                             | Collection and Storage Method                                                                                                                                                               | Purpose                                                                                                         |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Service Ticket Data | Technical and business service tickets.<br>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. |

| Data Type                                  | Description                                                                                                                                                                                                                                            | Collection and Storage Method                                                                                                                                                              | Purpose                                                                                                              |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Cloud Service Resource Instance Data       | List of resources created by the customer and the quantity of each resource.<br><br>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.   |
| 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. |

| Data Type        | Description                                            | Collection and Storage Method                                                                                                                                                           | Purpose                                                                                                            |
|------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 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. |

## 1.5.15 Support Channels

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

**Table 1-7** 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.                               |

## 1.6 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.