

# Support Plan

## faq

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# 1 General

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## 1.1 Can a Support Plan Be Shared Among Multiple Users?

A HUAWEI CLOUD support plan only provides support services for a single account. Multiple users cannot share one support plan. Also, the cloud service expenditure amount is counted only for a single account.

## 1.2 What Does a Support Plan Provide?

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.

## 1.3 How Do I Submit a Problem?

HUAWEI CLOUD provides various support channels. It is recommended that you submit service tickets on the HUAWEI CLOUD management console and then accelerate problem solving through other channels.

## 1.4 How Long Does It Take to Get a Response?

HUAWEI CLOUD provides 24/7 technical support services. Time of the first response to the customer case request is related to the subscribed support plan level and case severity.

## **1.5 How Long Does It Take to Solve My Problem?**

How long a problem can be resolved depends on the problem complexity. HUAWEI CLOUD will cooperate with you to solve your problems as soon as possible.

## **1.6 What Languages Are Supported for the Support Plan?**

Currently, English are supported. You can expect other languages in the future.

## **1.7 Can I Obtain Professional Services Such As Cloud Migration Free of Charge After Purchasing an Enterprise Support Plan?**

Support plans provide standard after-sales services. It provides only the service content defined in the service catalog. For professional services such as cloud migration, access pre-sales services and communicate with the professional service team.

# 2 Billing

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## 2.1 How Is the Support Plan Billed?

HUAWEI CLOUD support plans are charged by calendar month. By default, the resources purchased at HUAWEI CLOUD (European) are delivered with the Basic Support Plan. Higher level support plans need to be purchased based on the following price details:

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.

## 2.2 How Can I Unsubscribe from a Support Plan?

You can unsubscribe from the HUAWEI CLOUD Developer, Business, or Enterprise support plan. 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.

## 2.3 Which Cloud Services Are Included In the Expenditure Amount When the Support Plan Is Billed?

Expenditures of almost all HUAWEI CLOUD services, except for that of the support plan itself, professional services, and the Marketplace, are included.

## 2.4 Can I Use the Services Unlimitedly If I Purchased an Enterprise Support Plan?

Each Enterprise Support Plan includes limited times of services within a natural year. For details, see [Availability Check](#), [Resource Monitoring and Optimization](#), [Launch Support](#), and [Operations Support](#).