

Support Plan

Introduction

Issue	11.10.2
Date	2026-10-28



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1 User Guide

1.1 Buying a Support Plan

Scenario

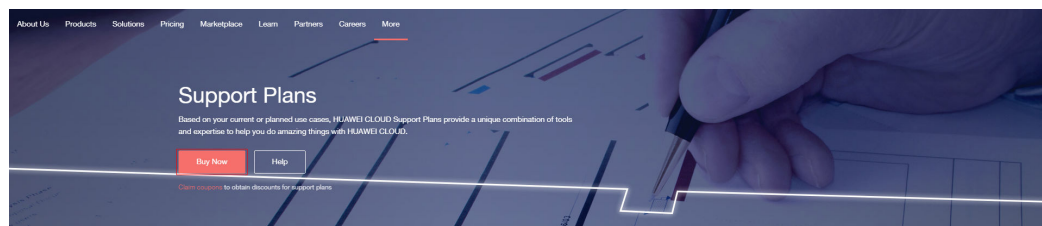
You are using a Basic support plan, and want to buy a Developer, Business, or Enterprise support plan to obtain better service response and service content.

Procedure

Step 1 Go to the [Support Plans](#) page.

Step 2 Click **Buy Now**.

Figure 1-1 Buy Now



Step 3 Go to the support plan purchase page, specify **Specification** and **Duration**, and click **Buy Now**.

Figure 1-2 Buy Now

Change Support Plan

Claim coupons to obtain discounts for support plans. Claim coupon

Specification

DeveloperBusinessEnterprise

Service Item	Service Content
Self Support	24x7 access to Billing Center, documentation, and white papers
Non-technical Support	24x7 via service ticket
Technical Support	During business hours via service ticket
Who Can Open Cases	One primary contact/Unlimited cases
Case Severity/Response Time	General guidance> 24 hours System exception> 12 hours (business hours)
Case Handling Personnel	Technical engineer
Notifications	Message Center and email
Architecture Support	General guidance
Training	Online courses

Duration

1234567891011 months1 year2 years3 years

☐ Auto-renew

Selected Configuration

Billing Mode: Monthly
Specification: Developer
Duration: 1 months

Estimated Price
\$26 USD
This price is an estimate and may differ from the final price.
[Pricing Details](#)

Buy Now

Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Pay Now**.

Figure 1-3 Pay Now

Change Support Plan

1 Configure2 Confirm3 Pay

Product	Specification	Billing Mode	Duration	Quantity	Price
Support Plan	Developer	Monthly	1 month	1	\$26 USD

Base Price: **\$26 USD**
This price is an estimate and may differ from the final price. [Pricing Details](#)

☒ I have read and agree to the [Support Plan Service Statement](#)

Previous

Pay Now

Step 5 On the payment confirmation page, select a payment method and click **Pay**.

Figure 1-4 Pay

Configure

Confirm

3 Pay

Please select discounts/coupons and pay your orders.

CS1912091132CAL3A SupportPlan Subtotal : \$26.00 USD

Select Payment Method Pay : \$26.00 USD(\$0.00 USD VAT Inclusive)

Balance

Balance (Credit Account), Credit Account Payment: \$26.00 USD

Total :\$26.00 USD
VAT @ \$0.00 USD
Amount Due :\$26.00 USD
Pay

Step 6 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

-----End

1.2 Viewing a Support Plan

Scenario

You view the level, validity period, and service content of the current support plan.

Procedure

- Step 1** Log in to the HUAWEI CLOUD management console and go to the **Plan Details** page.
- Step 2** You can view the service items, service content, and validity period of the current support plan.

Figure 1-5 Viewing the plan details

Support Center

Service Tickets

Support Plans

Plan Details

Questionnaire

Plan Details

Current Plan

Developer

Renew

More

Learn more

Validity Period

(Jul 24, 2019 18:13:26 GMT+08:00 to Oct 24, 2019 23:59:59 GMT+08:00)

Service Item	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	---
Non-technical Support	24x7 via service ticket	Create Service Ticket
Technical Support	During business hours via service ticket	Create Service Ticket
Who Can Open Cases	One primary contact/Unlimited cases	---
Case Severity/Response Time	General guidance< 24 hours System exception< 12 hours (business hours)	---
Case Handling Personnel	Technical engineer	---
Notifications	Message Center and email	---
Architecture Support	General guidance	---
Training	Online courses	HUAWEI CLOUD Academy

-----End

1.3 Changing a Support Plan

1.3.1 Upgrading a Support Plan

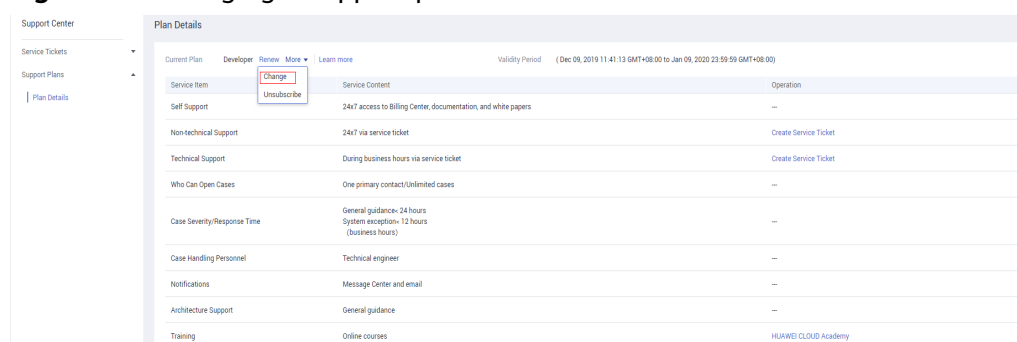
Scenario

The response time and service content of the current support plan cannot meet service requirements, and faster response or dedicated service content is required.

Procedure

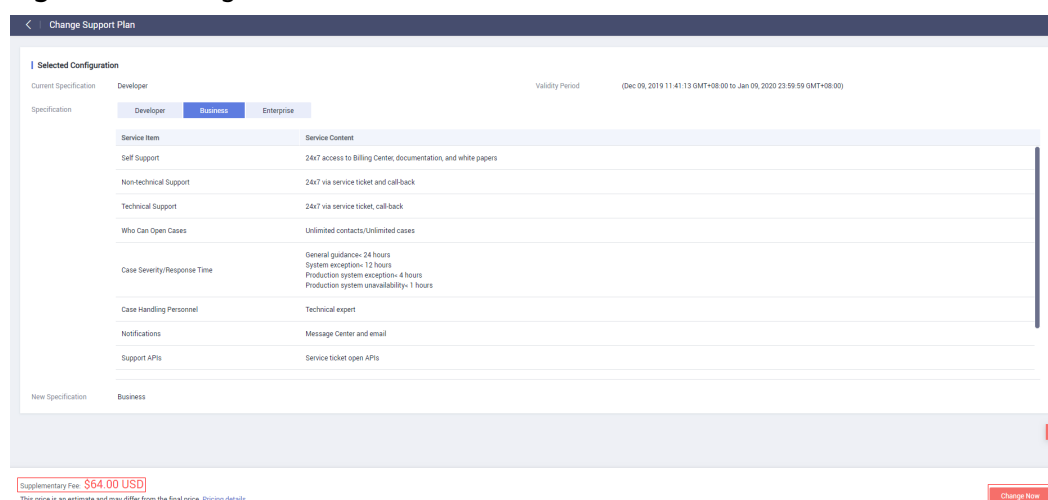
- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** Click **More > Change**.

Figure 1-6 Changing a support plan



- Step 3** On the **Change Support Plan** page, select the desired support plan. View the supplementary fee and click **Change Now**.

Figure 1-7 Change Now



- Step 4** On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Next**.

Figure 1-8 Next
Change Support Plan

☒ Configure

2 Confirm

3 Pay

Product	Current Specification	New Specification	Price
Support Plan	Developer	Business	\$ 179.61 USD

Supplementary Fee \$179.61 USD

☒ I have read and agree to the [Support Plan Service Statement](#)

Previous

Next

This price is an estimate and may differ from the final price. [Pricing Details](#)

Step 5 On the payment confirmation page, select a payment method and click **Pay**.

Figure 1-9 Pay

Buy Support Plan

☒ Configure

☒ Confirm

3 Pay

Please select discounts/coupons and pay your orders.

CS191209

SupportPlan

Subtotal : \$64.00 USD

Select Payment Method

☒ Balance

Balance

(Credit Account

), Credit Account Payment: \$64.00 USD

Pay : \$64.00 USD(\$0.00 USD VAT Inclusive)

Total :\$64.00 USD

VAT @ \$0.00 USD

Amount Due :\$64.00 USD

Pay

Step 6 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

1.3.2 Downgrading a Support Plan

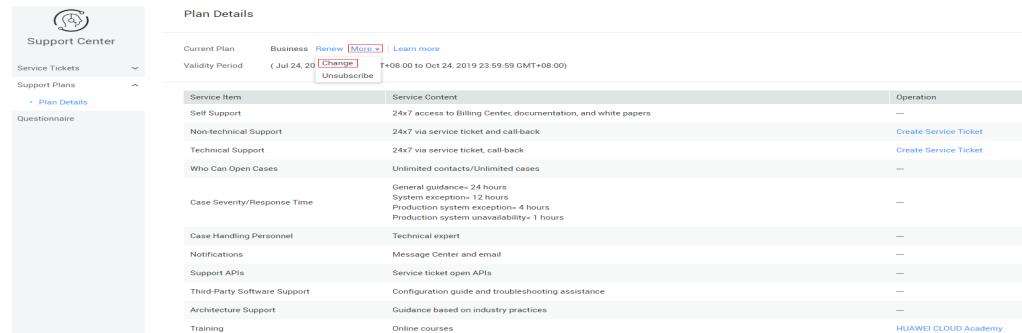
Scenario

You downgrade the support plan to balance service costs and service requirements.

Procedure

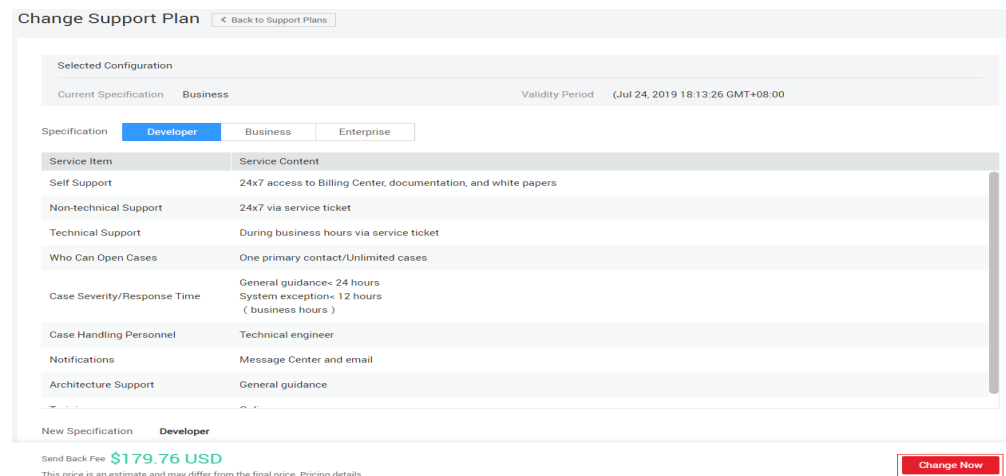
- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** Click **More** > **Change** to go to the page for changing the support plan.

Figure 1-10 Changing a support plan



- Step 3** On the **Change Support Plan** page, select the desired support plan. View the refund and click **Change Now**.

Figure 1-11 Change Now



- Step 4** On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Next**.

Figure 1-12 Next
Change Support Plan

☒ Configure

2 Confirm

3 Pay

Product	Current Specification	New Specification	Price
Support Plan	Business	Developer	\$ 179.76 USD

Send Back Fee \$179.76 USD

☒ I have read and agree to the [Support Plan Service Statement](#)

This price is an estimate and may differ from the final price. [Pricing Details](#)

Previous

Next

Step 5 Go to **Billing Center > Orders > Details** to view the refund processing progress.

----End

1.4 Renewing a Support Plan

Scenario

Your support plan is about to expire and needs to be renewed.

Procedure

- Step 1 Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2 Click **Renew**. The resource renewal page is displayed.

Figure 1-13 Renewing a support plan

Support Center

Service Tickets

Support Plans

Questionnaire

Plan Details

Current Plan Developer [Renew](#) [More](#) [Learn more](#)

Validity Period (Sep 04, 2019 14:02:01 GMT+08:00 to Oct 04, 2019 23:59:59 GMT+08:00)

Service Item	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	—
Non-technical Support	24x7 via service ticket	Create Service Ticket
Technical Support	During business hours via service ticket	Create Service Ticket
Who Can Open Cases	One primary contact/Unlimited cases	—
Case Severity/Response Time	General guidance> 24 hours System exception> 12 hours (business hours)	—
Case Handling Personnel	Technical engineer	—
Notifications	Message Center and email	—
Architecture Support	General guidance	—
Training	Online courses	HUAWEI CLOUD Academy

Step 3 Select a renewal duration, check the renewal amount, and click **Pay**.

Figure 1-14 Pay

Renew [Renewals](#)

If you change resource specifications before the renewal period starts, you can only unsubscribe from the resource but cannot cancel the renewal.

Name/ID	Service Type	Current Configuration	Region	Status	Validity Period	New Expiration Date	Auto-Renew
16cfadd95435d6f5359065	Support Plan	developer support plan	AP-Hong Kong	Provision...	29 days Oct 04, 2019	Nov 04, 2019 23:59:59 ...	None

☐ Renew on the standard renewal date on the 1st of every month at 23:59:59 [Modify](#)

Select Renewal Duration

1 month

1 month 2 months 3 months 4 months 5 months 6 months 7 months 8 months 9 months 10 months 11 months 1 year 2 years 3 years

Renewal Amount **\$26.00 USD**
This price is an estimate and may differ from the final price.

Pay

Step 4 On the payment confirmation page, select a payment method and click **Pay**.

Figure 1-15 Pay

Pay

Select Preferences

CS19090516140SFQB Support Plan Subtotal: \$26.00 USD

Select Payment Method

Pay: \$26.00 USD(\$0.00 USD VAT Inclusive)

☒ Balance (Credit Account), Credit Account Payment: \$26.00 USD

Total: \$26.00 USD
VAT \$0.00 USD

Balance Payment: \$26.00 USD

Pay

Step 5 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

1.5 Unsubscribing from a Support Plan

Scenario

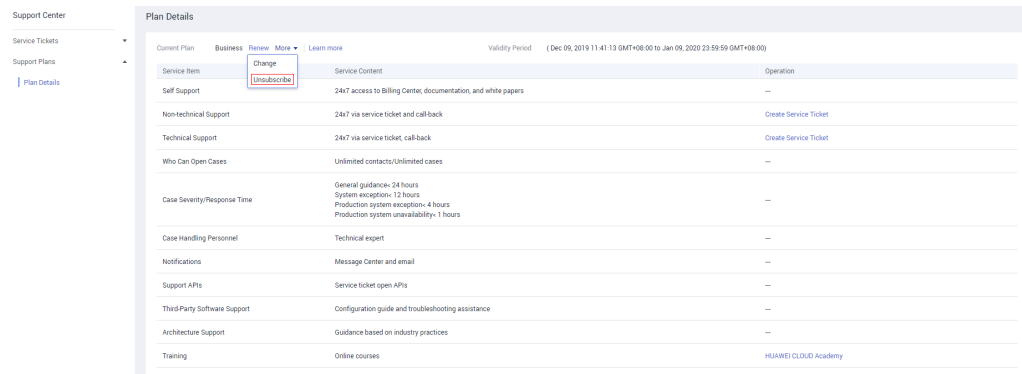
When you do not need a support plan anymore, you can return to the Basic level.

Procedure

Step 1 Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.

Step 2 Click **More > Unsubscribe**.

Figure 1-16 Unsubscribing from a support plan



Step 3 On the displayed page, select the reason for unsubscription, select **I understand a handling fee will be charged for this unsubscription**, and click **Confirm**.

Figure 1-17 Confirm

Unsubscribe < Unsubscriptions

For more information on unsubscription rules and handling fees, see [Unsubscription Rules](#).
Make sure all data is backed up or migrated before unsubscribing from a resource. All data stored on an unsubscribed resource will be deleted.

	Name/ID	Service Type	Current Configuration	Region	Subscription	Consumed(USD)	Handling Fe...	Unsubscripti...
	16ee8bf2c335dedc25918d	SupportPlan	business support plan	AP-Hong Kong	Dec 09, 2019 11:41:13 GMT+08:00 to Jan 09, 2020 23:59:59 GMT+08:00	0.00	0.00	90.00

* Select Reason for Unsubscription

☒ Incorrect parameter selection during purcha... ☐ More services purchased than deployment r...

☐ Service tests completed ☐ Poor service

☐ Service deployment requirements not met ☐ Irreparable fault

☐ Other

Original Payment ② \$90.00 USD

Consumed ② - \$0.00 USD

Handling Fee ② - \$0.00 USD

Total Refund **\$90.00 USD**

Balance Returned: \$90.00 USD

Confirm

-----End