

# Support Plan

# usermanual

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# Contents

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<b>1 Buying a Support Plan.....</b>	<b>1</b>
<b>2 Viewing a Support Plan.....</b>	<b>3</b>
<b>3 Changing a Support Plan.....</b>	<b>4</b>
3.1 Upgrading a Support Plan.....	4
3.2 Downgrading a Support Plan.....	6
<b>4 Renewing a Support Plan.....</b>	<b>8</b>
<b>5 Unsubscribing from a Support Plan.....</b>	<b>10</b>

# 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.

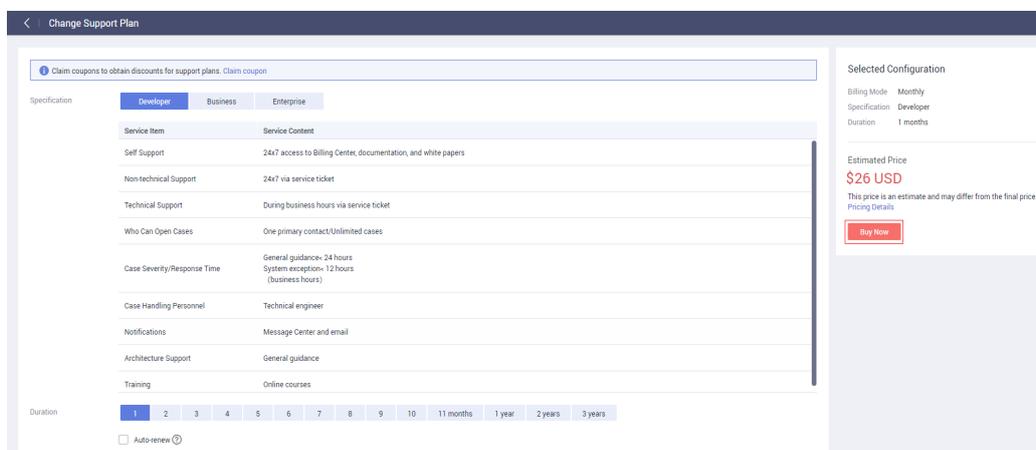
**Step 2** Click **Buy Now**.

**Figure 1-1** Buy Now



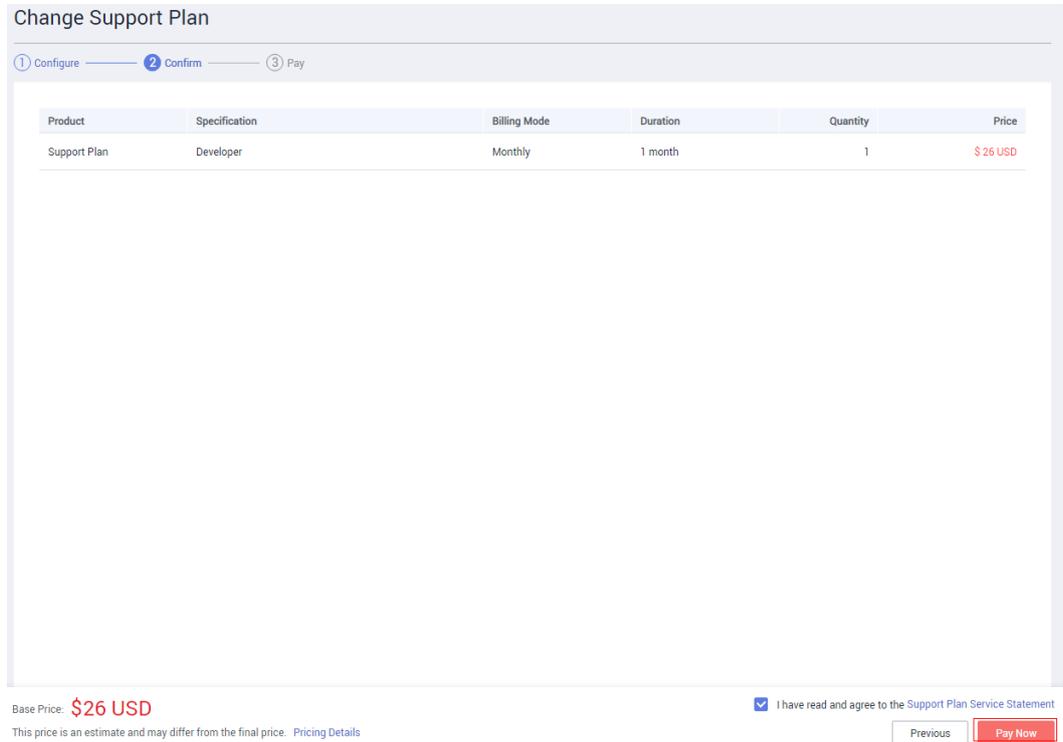
**Step 3** Go to the support plan purchase page, specify **Specification** and **Duration**, and click **Buy Now**.

**Figure 1-2** Buy Now



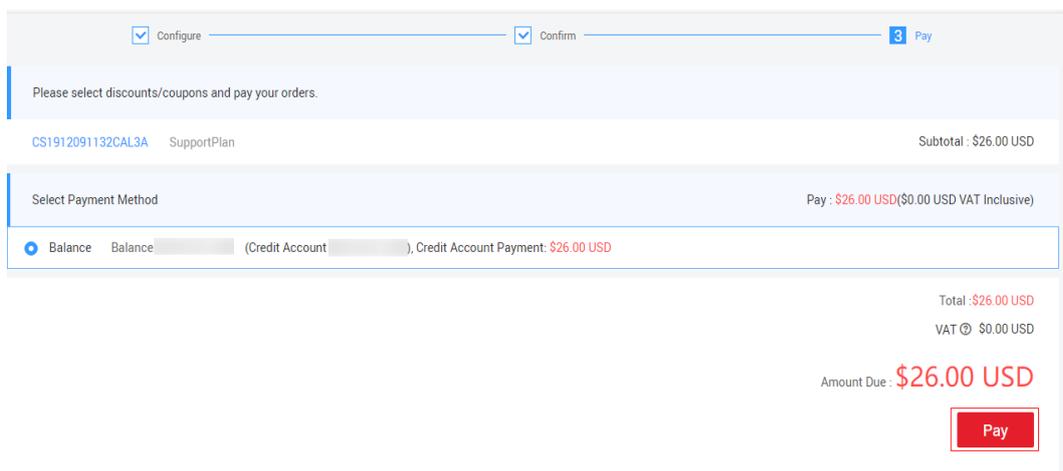
**Step 4** On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Pay Now**.

**Figure 1-3 Pay Now**



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

**Figure 1-4 Pay**



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

----End

# 2 Viewing a Support Plan

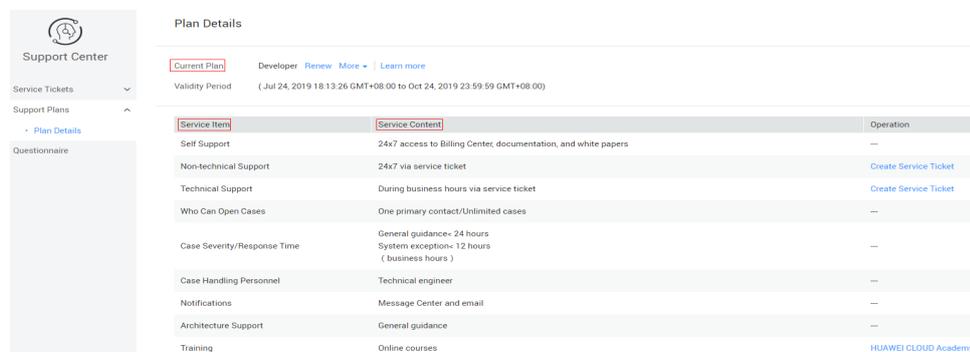
## Scenario

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 2-1** Viewing the plan details



Service Items	Service Content	Operation
Self Support	24x7 access to Billing Centes, documentation, and white papers	---
Non-technical Support	24x7 via service ticket	<a href="#">Create Service Ticket</a>
Technical Support	During business hours via service ticket	<a href="#">Create Service Ticket</a>
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	<a href="#">HUAWEI CLOUD Academy</a>

----End

# 3 Changing a Support Plan

## 3.1 Upgrading a Support Plan

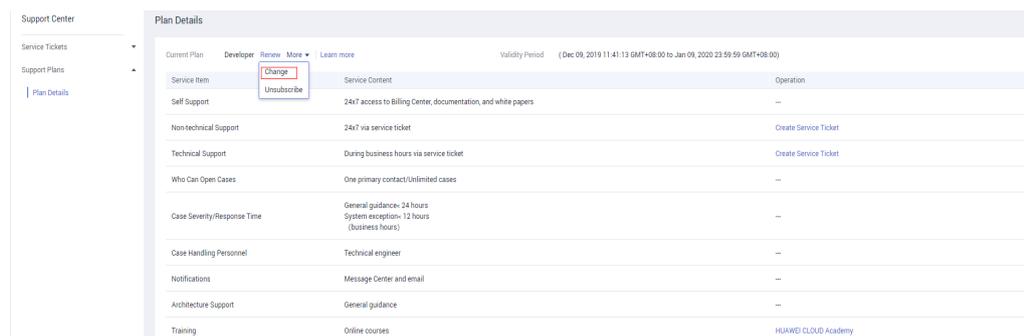
### Scenario

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

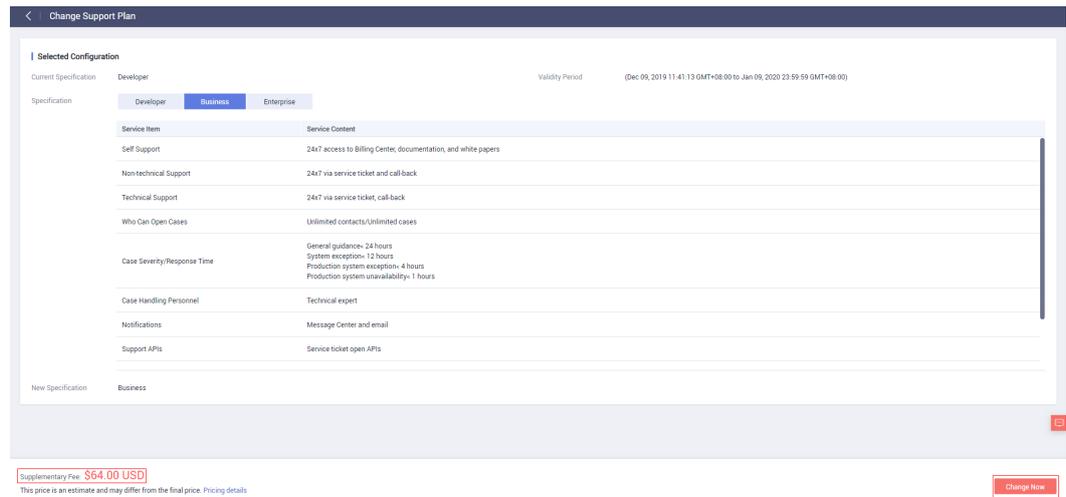
- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** Click **More > Change**.

**Figure 3-1** 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**.

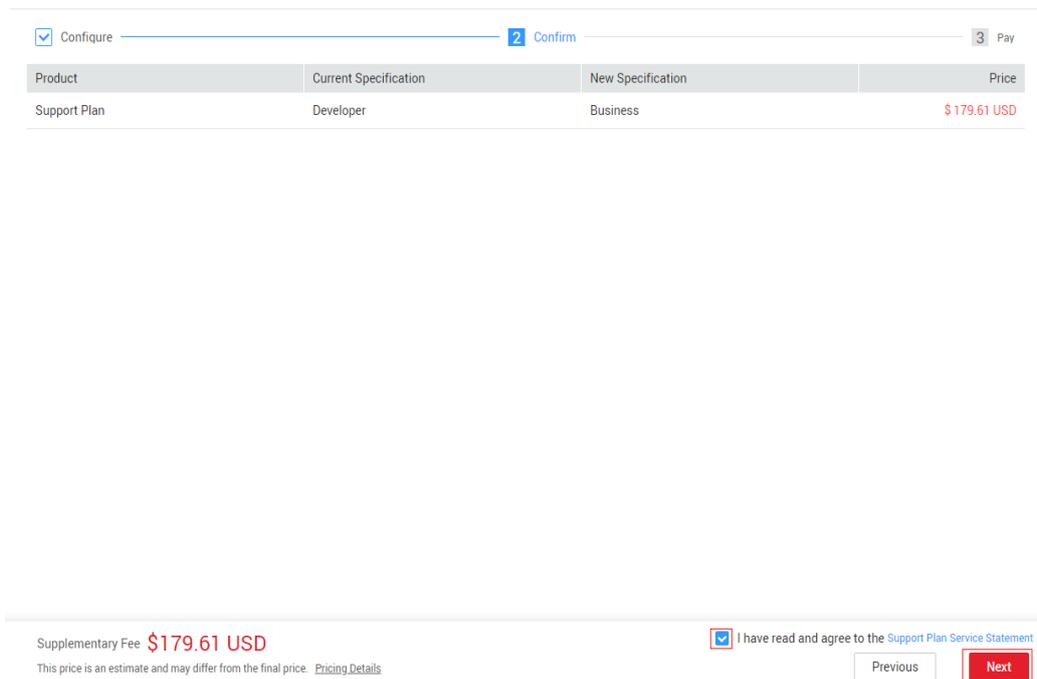
**Figure 3-2 Change Now**



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

**Figure 3-3 Next**

Change Support Plan



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

**Figure 3-4 Pay**

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

----End

## 3.2 Downgrading a Support Plan

### Scenario

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

### Procedure

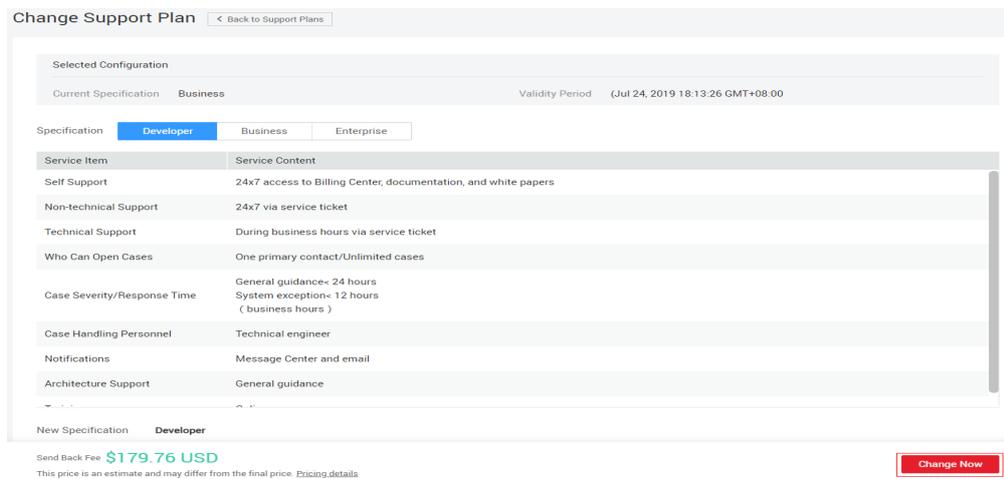
- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** Click **More > Change** to go to the page for changing the support plan.

**Figure 3-5 Changing a support plan**

Service Item	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	---
Non-technical Support	24x7 via service ticket and call-back	<a href="#">Create Service Ticket</a>
Technical Support	24x7 via service ticket, call-back	<a href="#">Create Service Ticket</a>
Who Can Open Cases	Unlimited contacts/Unlimited cases	---
Case Severity/Response Time	General guidance= 24 hours System exception= 12 hours Production system exception= 4 hours Production system unavailability= 1 hours	---
Case Handling Personnel	Technical expert	---
Notifications	Message Center and email	---
Support APIs	Service ticket open APIs	---
Third-Party Software Support	Configuration guide and troubleshooting assistance	---
Architecture Support	Guidance based on industry practices	---
Training	Online courses	<a href="#">HUAWEI CLOUD Academy</a>

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

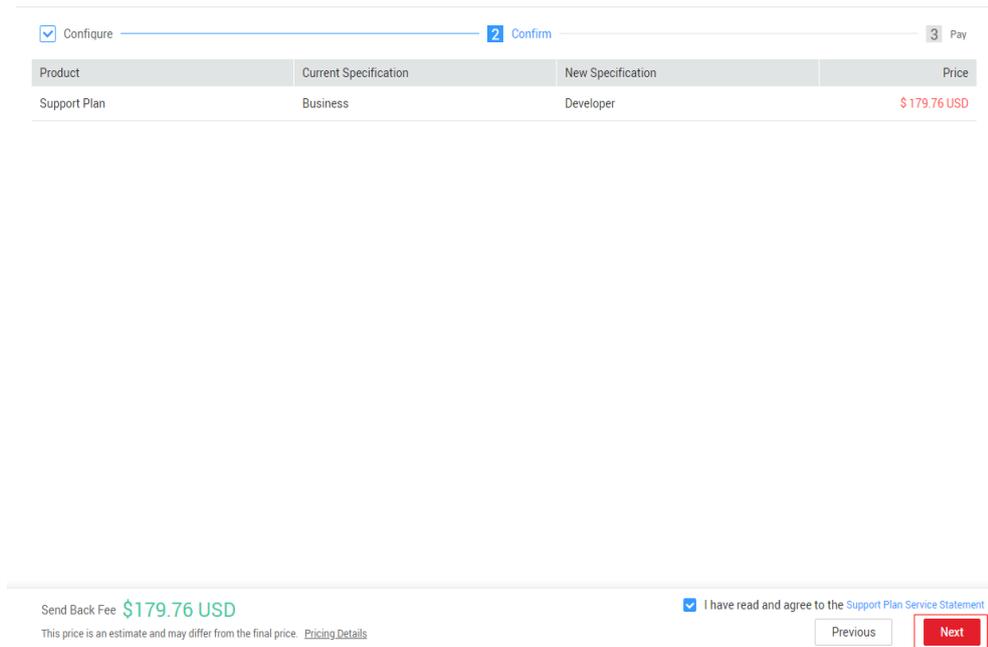
**Figure 3-6 Change Now**



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

**Figure 3-7 Next**

Change Support Plan



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

----End

# 4 Renewing a Support Plan

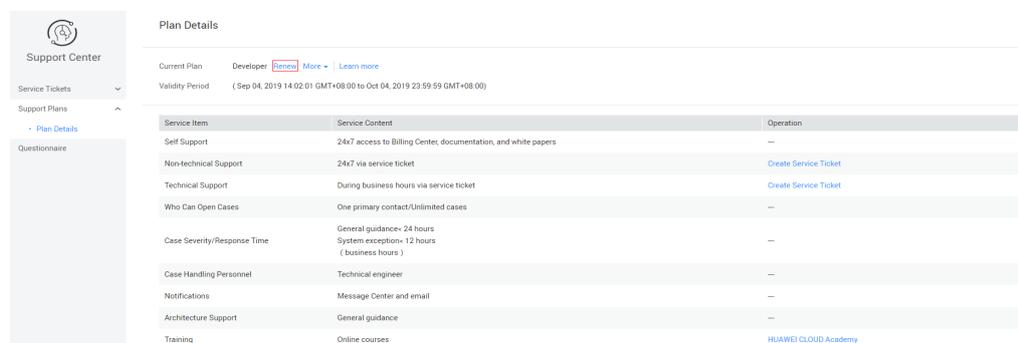
## Scenario

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 4-1** Renewing a support plan



Service Items	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	—
Non-technical Support	24x7 via service ticket	<a href="#">Create Service Ticket</a>
Technical Support	During business hours via service ticket	<a href="#">Create Service Ticket</a>
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	<a href="#">HUAWEI CLOUD Academy</a>

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

Figure 4-2 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 4-3 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

# 5 Unsubscribing from a Support Plan

## Scenario

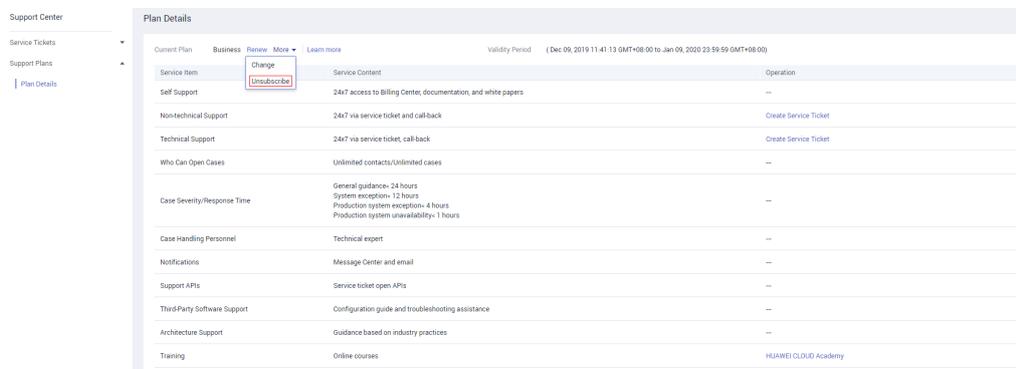
When you do not need a support plan any more, you can return to the Basic level.

## Procedure

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

**Step 2** Click **More > Unsubscribe**.

**Figure 5-1** 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 5-2 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.

<input checked="" type="checkbox"/>	Name/ID	Service Type	Current Configuration	Region	Subscription	Consumed(USD)	Handling Fe...	Unsubscrip...
<input checked="" type="checkbox"/>	16ee8bf2c335dedc25918d	SupportPlan	business support plan	AP-Hong Kong	Dec 09, 2019 11:41:... Jan 09, 2020 23:59:...	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 ⓘ	\$90.00 USD
Consumed ⓘ	-\$0.00 USD
Handling Fee ⓘ	-\$0.00 USD
<b>Total Refund</b>	<b>\$90.00 USD</b>
Balance Returned:	\$90.00 USD

**Confirm**

----End