Support Plan

usermanual

Issue   01
Date   2022-09-14

Huawei Technologies Co., Ltd.

Contents

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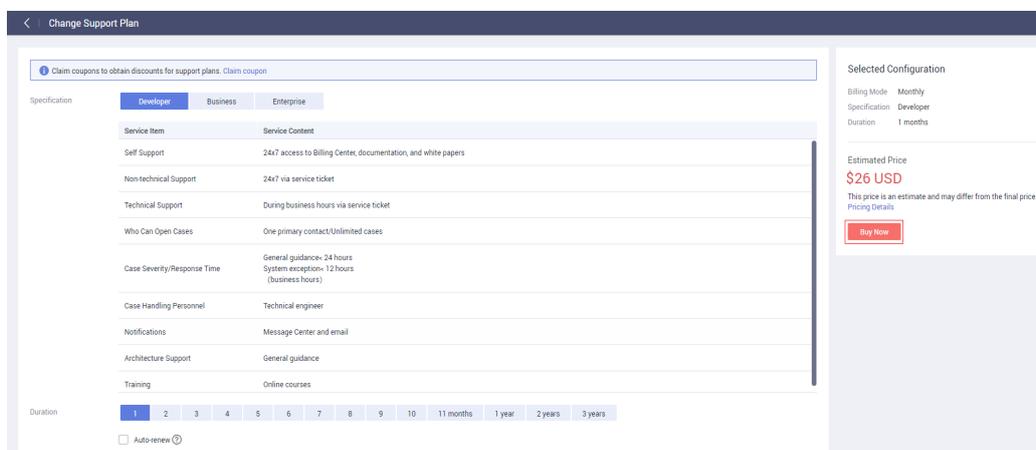
Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Pay Now**.

Figure 1-3 Pay Now
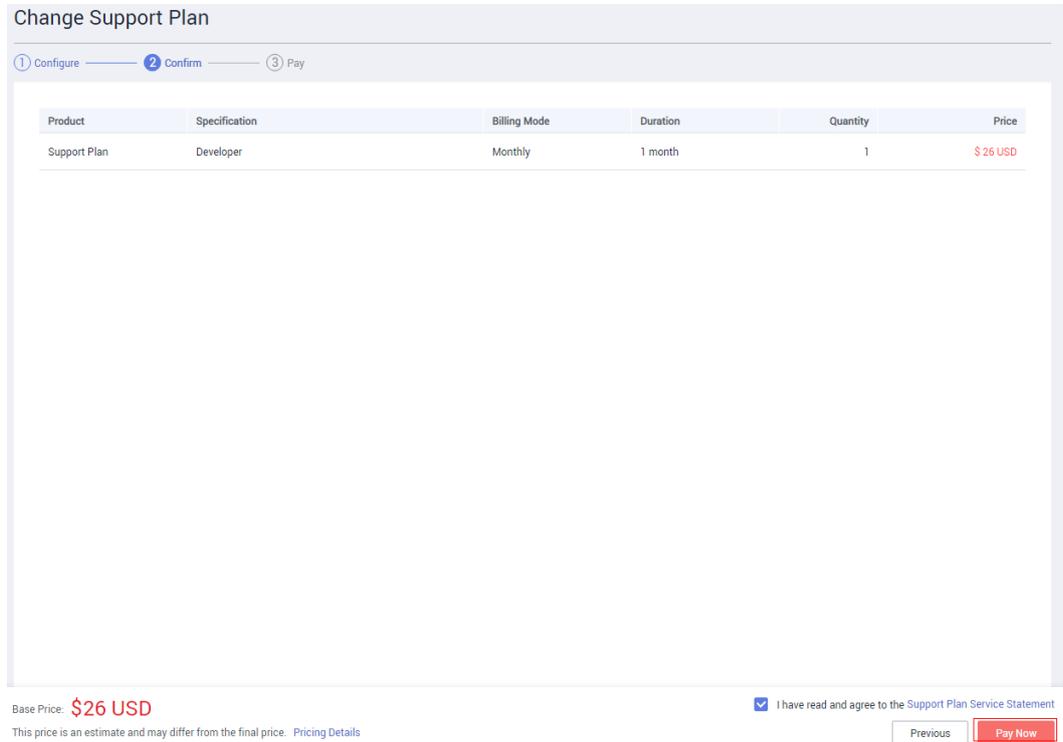
Step 5 On the payment confirmation page, select a payment method and click **Pay**.

Figure 1-4 Pay
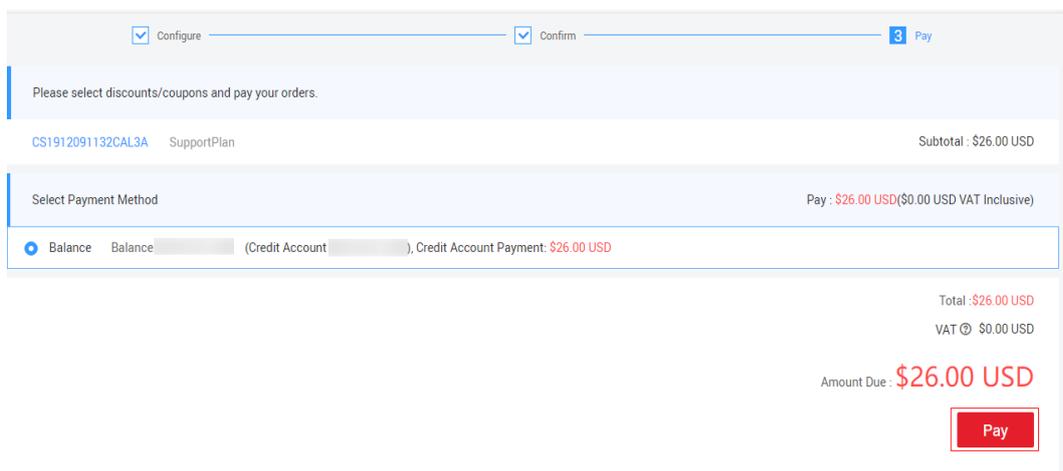
Step 6 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----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

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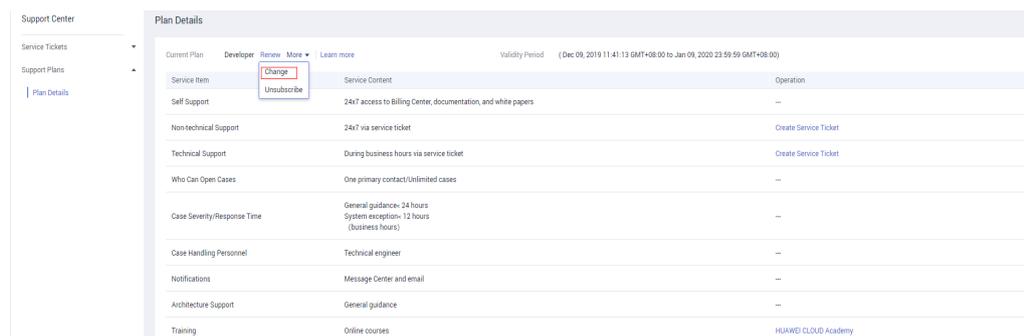
Step 3 On the **Change Support Plan** page, select the desired support plan. View the supplementary fee and click **Change Now**.

Figure 3-2 Change Now
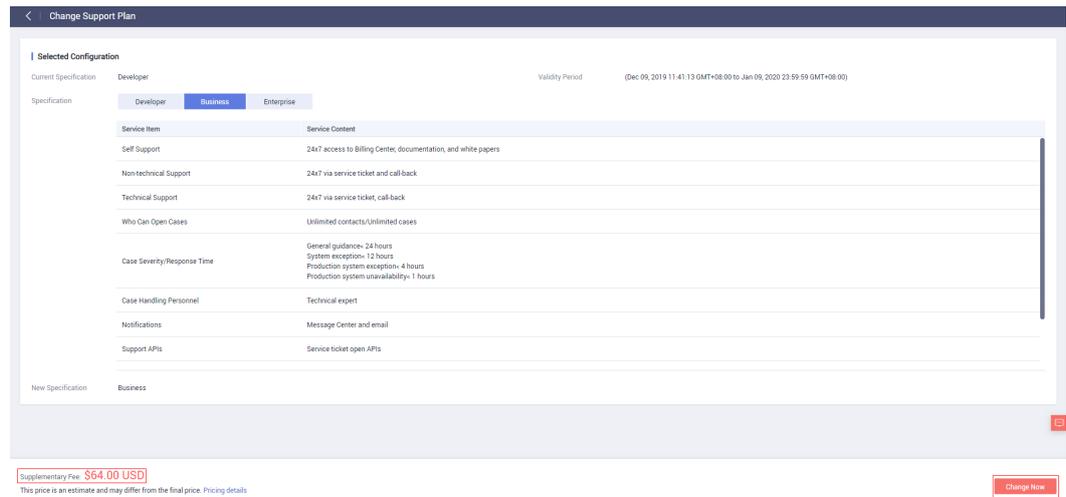
Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Next**.

Figure 3-3 Next
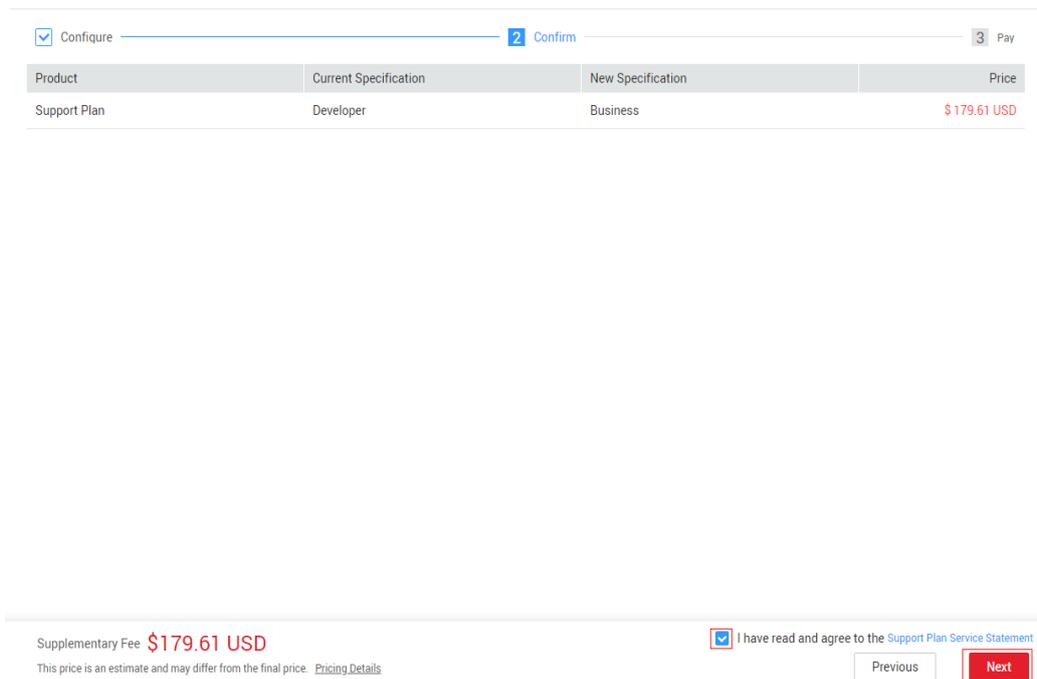
Step 5 On the payment confirmation page, select a payment method and click **Pay**.

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

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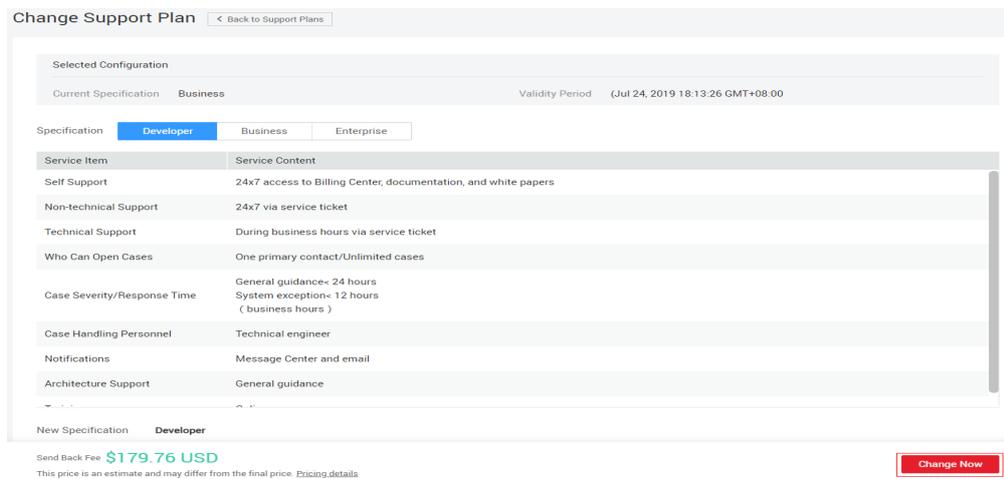
Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Next**.

Figure 3-7 Next
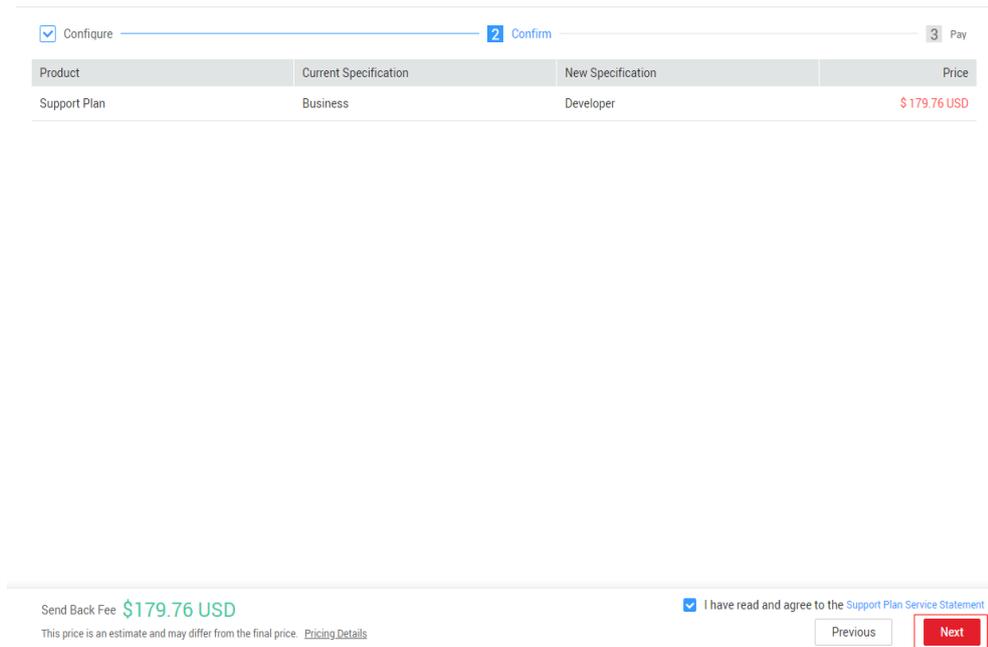
Step 5 Go to **Billing Center** > **Orders** > **Details** to view the refund processing progress.

----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

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

Figure 4-2 Pay

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

Figure 4-3 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
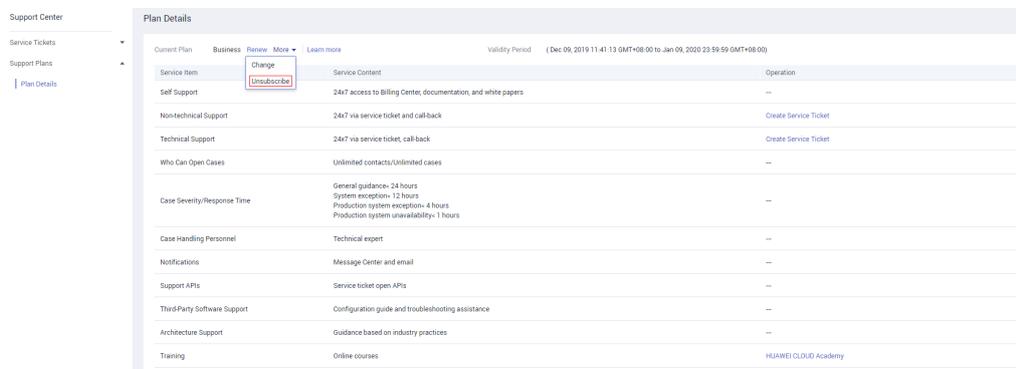
Step 3 On the displayed page, select the reason for unsubscription, select **I understand a handling fee will be charged for this unsubscription**, and click **Confirm**.

Figure 5-2 Confirm

----End