

HUAWEI CLOUD (International)

FAQs

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1 Basic Concepts

1.1 How Does HUAWEI CLOUD International Website Relate to HUAWEI CLOUD?

HUAWEI CLOUD has two websites: HUAWEI CLOUD Chinese Mainland website and [HUAWEI CLOUD International website](#). The HUAWEI CLOUD International website caters to customers outside the Chinese Mainland.

1.2 In Which Languages Is Huawei Cloud International Website Available?

It is currently available in English, Spanish, Portuguese, Indonesian, Turkish, Thai, and Simplified Chinese.

2 Service Scope

2.1 Where Can I Access HUAWEI CLOUD International Website Services?

Currently, services of the HUAWEI CLOUD International website are available in: Angola, Argentina, Algeria, Bahrain, Bangladesh, Botswana, Brazil, Brunei, Cambodia, Chile, Colombia, Costa Rica, Côte d'Ivoire, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Ghana, Guatemala, Guinea, Honduras, Hong Kong (China), Indonesia, Iraq, Jamaica, Japan, Jordan, Kenya, Kuwait, Laos, Lebanon, Libya, Macao (China), Malawi, Malaysia, Maldives, Mauritius, Mexico, Morocco, Mozambique, Mongolia, Myanmar, Namibia, Nepal, Nigeria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Tanzania, Thailand, Tonga, Trinidad and Tobago, Tunisia, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Vietnam, Zambia, Zimbabwe.

2.2 Which Service Regions Are Supported by HUAWEI CLOUD International Website?

The HUAWEI CLOUD International website supports the following regions: CN East-Shanghai, CN South-Guangzhou, CN North-Beijing, CN Southwest-Guiyang, CN-Hong Kong, AP-Bangkok, AP-Singapore, AP-Jakarta, AP-Kuala Lumpur, AF-Johannesburg, TR-Istanbul, LA-Mexico City, LA-Sao Paulo, LA-Santiago, LA-Buenos Aires, and LA-Lima.

2.3 What Cloud Services Are Available on Huawei Cloud International Website?

Cloud services are available for your compute, storage, networking, and database needs. For details, visit <https://www.huaweicloud.com/intl/en-us/product/>.

3 Accounts

3.1 How Do I Use HUAWEI CLOUD International Website?

1. Use a valid email address to register with the HUAWEI CLOUD International website (<https://www.huaweicloud.com/intl/en-us/>).
2. Set a valid mobile number, payment method, and billing address registered in the registration country or region.

3.2 Can I Use My HUAWEI CLOUD International Account to Access the HUAWEI CLOUD Chinese Mainland Website?

No, you cannot use an account registered on the HUAWEI CLOUD International website (<https://www.huaweicloud.com/intl/en-us/>) to log in to or access resources on the HUAWEI CLOUD Chinese Mainland website.

3.3 Can I My HUAWEI CLOUD Chinese Mainland Account to Access the HUAWEI CLOUD International Website?

No, you cannot use an account registered on the HUAWEI CLOUD Chinese Mainland website to log in to or access resources on the HUAWEI CLOUD International website.

3.4 Can I Use the Same Mobile Number to Register with Both HUAWEI CLOUD International and HUAWEI CLOUD Chinese Mainland Websites?

No, you need to use different mobile numbers to register at each website.

4 Currency and Payment Methods

4.1 What Currencies Are Supported by HUAWEI CLOUD International Website?

Products on the HUAWEI CLOUD International website are priced in US dollars (\$). You can use Singapore dollar (S\$), Euro (€), Renminbi (¥), Japanese yen (¥), or Hong Kong dollar (HK\$) for settlement.

4.2 What Payment Methods Are Supported by HUAWEI CLOUD International Website?

Currently, online payment and bank transfer are supported.

- For online payments, your VISA or MasterCard must be from: Angola, Argentina, Algeria, Bahrain, Bangladesh, Botswana, Brunei, Cambodia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Ghana, Guatemala, Honduras, Hong Kong (China), Indonesia, Iraq, Jamaica, Japan, Jordan, Kenya, Kuwait, Laos, Lebanon, Libya, Macao (China), Malawi, Malaysia, Maldives, Mauritius, Mexico, Morocco, Mozambique, Myanmar, Namibia, Nepal, Nigeria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Tanzania, Thailand, Tonga, Trinidad and Tobago, Uganda, United Arab Emirates, Uruguay, Zambia, Zimbabwe. The payment can be completed in 2 to 3 minutes.
- For bank transfers, the receiving account is a HUAWEI CLOUD bank account in Hong Kong (China). Generally, a bank transfer takes seven working days. Check with your local bank for the exact transfer duration.

For details, visit <https://www.huaweicloud.com/intl/en-us/>, and then navigate to **Billing Center > Overview > Repay**.

4.3 How Do I Make Payments Through Bank Transfer on HUAWEI CLOUD International Website?

Visit the HUAWEI CLOUD International website and:

Step 1 Go to Billing Center and navigate to **Funds Management > Pay**.

Step 2 For **Payment Method**, select **Bank Transfer**.

Step 3 Transfer the funds to the account and click [Transfer Ticket](#) to submit a service ticket.

Fill out the bank transfer service ticket. Upload your bank transfer certificate, and explain that you have made a bank transfer and wish the transferred funds to be used as payment on your account.

Step 4 Wait for the funds to arrive in your account, typically within 2 working days.

----End

4.4 What Payment Methods Are Supported by HUAWEI CLOUD Chinese Mainland Website?

Currently, payments with balance and online payment are supported.

- Payment with balance: Top up the HUAWEI CLOUD account, and then use the account balance to pay for bills.
- Online payment: If the contracting party is Huawei Cloud Computing Technologies Co., Ltd., top up your account using Alipay, WeChat, UnionPay, or Huawei Pay. If the contracting party is Huawei Software Technologies Co., Ltd., top up your account using Alipay, WeChat, UnionPay, or e-banking. Other contracting parties do not support online payment.

5 Billing Modes and Payment Modes

5.1 What Billing Modes Are Supported by HUAWEI CLOUD International Website?

Yearly/Monthly, pay-per-use, and reserved instances.

5.2 How Do I Apply for Post Payment on HUAWEI CLOUD International Website?

After registering with the HUAWEI CLOUD International website, bind a credit card on the **Payment Methods** page in **Billing Center**. Post payment is then automatically enabled for your account. Alternatively, contact your account manager to apply for post payment.

6 HUAWEI CLOUD (International) Customers Purchasing Cloud Services in Service Regions Within the Chinese Mainland

6.1 Can I Use My HUAWEI CLOUD International Account to Purchase Cloud Resources in Service Regions Within the Chinese Mainland?

Yes, you can purchase cloud resources on <https://www.huaweicloud.com/intl/en-us/>.

6.2 What Do I Need to Know When Purchasing Cloud Services in Service Regions Within the Chinese Mainland Using My HUAWEI CLOUD International Account?

You must comply with the Chinese mainland laws and regulations, including real-name authentication and ICP licensing requirements on website hosting.

If you purchase resources as an enterprise, submit the certificate issued by your registration country/region to complete real-name authentication. For example, an enterprise registered in Thailand must provide a certificate issued by Thai administrative authorities.

If as an enterprise you wish to provide Internet services, apply for authentication using certificates of Chinese entities (such as branch offices in China) to meet China's qualification requirements for domain name registration, which in the Chinese mainland requires certification by Chinese mainland authorities.

6.3 What Currencies Are Accepted When HUAWEI CLOUD International Customers Purchase HUAWEI CLOUD Services in Regions Within the Chinese Mainland?

Products on the HUAWEI CLOUD International website are priced in US dollars (\$). You can use Singapore dollar (S\$), Euro (€), Renminbi (¥), Japanese yen (¥), or Hong Kong dollar (HK\$) for settlement.

7 HUAWEI CLOUD China Customers Purchasing Cloud Services in Service Regions Outside the Chinese Mainland

7.1 Can I Use a HUAWEI CLOUD Chinese Mainland Account to Purchase Cloud Resources in Service Regions Outside the Chinese Mainland?

Yes, you can purchase cloud resources on the HUAWEI CLOUD Chinese Mainland website. HUAWEI CLOUD continues to expand its scope of services around the world.

7.2 What Currency Do I Use on HUAWEI CLOUD Chinese Mainland Website to Purchase Cloud Resources in Service Regions Outside the Chinese Mainland?

CNY.

7.3 Can Channel Partners of HUAWEI CLOUD Chinese Mainland Website Resell Cloud Resources in Service Regions Outside the Chinese Mainland?

Yes. Cloud services offered in regions outside the Chinese mainland, except EU-Paris and NA-Atlanta, have been priced in CNY following the pricing rules of the HUAWEI CLOUD Chinese Mainland website. Reselling rules are the same as those for service regions in the Chinese mainland.

8 Other Aspects

8.1 How Do Open APIs Differ Between HUAWEI CLOUD International and HUAWEI CLOUD Chinese Mainland Websites?

The availability zones, service regions, and endpoints are different. Follow this path to call open APIs.

HUAWEI CLOUD International website: [Developers > Open APIs](#).

8.2 Is the Marketplace Available at the HUAWEI CLOUD International Website?

Yes, visit the HUAWEI CLOUD Marketplace at <https://marketplace.huaweicloud.com/intl/>.

8.3 Can I Use Cloud Resources from HUAWEI CLOUD Chinese Mainland Website on HUAWEI CLOUD International Website?

No. The websites are independent. You cannot purchase cloud resources on one website and use them on the other.

8.4 Do I Need to Reapply for OBT Again on HUAWEI CLOUD International Website After Doing This on HUAWEI CLOUD Chinese Mainland Website?

Yes. The websites are independent. Apply for OBT on each website as needed.

8.5 Can I Migrate Data Between HUAWEI CLOUD Chinese Mainland Website and HUAWEI CLOUD International Website?

No. The websites are independent. You cannot migrate data between them.