

CEC
1.0.6

Pricing Details

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1 Overview

The CEC has two payment types: monthly package and pay-per-use. In monthly package mode, a fixed fee is charged based on the number of subscribed products each month. In pay-per-use mode, a fee is charged based on the actual usage each month. The billing mode varies depending on the products.

 **NOTE**

For the total cost of the product, the total quotation affected by the network connection also needs to be considered. If the customer wants to dump call records on the cloud, the customer also needs to purchase the cloud OBS.

2 Billing Item

The billing items for the CEC are as follows:

- Usage fees for the CEC services (including the agent and chatbot services). The fees vary depending on the products. You can subscribe to a product based on the business scenario requirements of the enterprise or subscribe to multiple products.

3 Billing Mode

1. Billing mode: Only pay-per-use billing mode is supported. The billing unit is USD/agent/month.
 - In pay-per-use mode, an enterprise pays a package after using it. The system generates a monthly bill based on the usage and deducts the fee from the enterprise's Huawei Cloud account.
 - The billing mode cannot be changed within a billing period.
2. Billing cycle: The billing cycle is on a monthly basis and uses the UTC+8 time zone. A billing cycle starts when you enable your resource (accurate to the second) and ends when the specified usage duration expires (showing: 00:00:00). If an agent product is purchased in pay-per-use mode, the billing period is a calendar month. If the agent product is used for one day, the agent product is charged for one day.
3. Billing unit: The billing unit varies depending on the resource type. The following table lists the billing units for multiple resources.

Table 3-1 Billing items

Resource	Function Description	Billing Unit
Basic CEC	Provides the following functions: <ul style="list-style-type: none"> • Voice inbound call • Routing and queuing • Voice recording • Softphone • Contact management • IVR channels with the same number of agents • Manual outbound call 	Pay-per-use mode by agent
Professional CEC	Provides the automatic outbound call function in addition to the functions provided by a basic version.	Pay-per-use mode by agent
Advanced CEC	Provides the web chat and social media agent functions in addition to the functions provided by a professional version.	Pay-per-use mode by agent
Voice chatbot	Provides services including the ASR, TTS, and OIAP.	Pay-per-use mode by number of channels
Text chatbot	Provides OIAP services.	Pay-per-use mode by number of channels

4. Fee deduction: At 00:00 on the first day of each month, the system automatically collects statistics on the usage of the agent purchased in pay-per-use mode in the last month, calculates the bill amount based on the product unit price, and automatically deducts fees from the enterprise's

Huawei Cloud account. If the enterprise has applied for a commercial discount, the discount price is used.

4 Billing Mode Change

The pay-per-use mode cannot be changed to the yearly/monthly mode.