Cloud Operations Center (COC)

Billing

Issue 01

Date 2025-08-08





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1 Overview

In this document, you will learn about how COC is billed, how you can renew subscriptions and manage costs, and what happens if your account goes into arrears.

Some basic functions of COC are free of charge. Cloud O&M Platform (Professional Edition), multi-cloud management and optimization, fault management, change management, O&M BI dashboard, and fault drills are billed on a yearly/monthly basis. The scenario-specific jobs and OS version change are billed on a pay-per-use basis.

COC may be used in combination with other cloud services to provide you with value-added services such as notifications. These value-added services may incur extra fees, which are settled by those services separately.

Billing Modes

COC's Cloud O&M Platform (Professional Edition), multi-cloud management and optimization, fault management, change management, O&M BI dashboard, and fault drills are billed on a yearly/monthly basis. The scenario-specific job service (execution of custom, public, and scheduled jobs) and OS version change are billed on a pay-per-use basis to meet user requirements in different scenarios. You pay upfront for the amount of time you expect to use COC for. You will need to make sure you have a top-up account with a sufficient balance or have a valid payment method configured first. Pay-per-use is a postpaid billing mode. You pay as you go and just pay for what you use. For details about the two billing modes, see **Billing Modes**.

• Billing Items

The billing items of Cloud O&M Platform (Professional Edition), multi-cloud management and optimization, fault management, change management, O&M BI dashboard, and fault drills are packaged for sales. The OS version change service is billed based on the number of instances selected for each change (each instance is billed once for each change). Scenario-specific jobs of COC are billed based on number of executed job steps. For details about billing factors and formulas of each billing item, see **Billing Items**.

Renewal

After a yearly/monthly COC service subscription expires, the COC service cannot run properly. If you want to continue using COC, you need to renew it within the specified period. Otherwise, you may not be able to perform

operations on your resources (such as change tickets and drill tasks) on COC. You can renew your subscriptions manually or automatically. For details, see **Renewal**.

Bills

To learn about your expenditures, go to **Billing Center** > **Billing** and check the expenditure items and details related to COC. For details, see 6 **Bills**.

• Overdue Payment

If there is not a sufficient account balance to pay your bill and there is no other payment method configured, your account will go into arrears. If you want to continue using your SFS Turbo file systems, you will need to top up your account in a timely manner. For details, see **Arrears**.

• Billing Termination

If you no longer need a cloud service resource, you can unsubscribe from or delete it to stop the billing. For details, see **Billing Termination**.

2 Billing Modes

Overview

COC provides two billing modes: yearly/monthly and pay-per-use.

- Yearly/Monthly billing is a prepaid mode, in which you pay for the service before using it. Your bill is settled based on the subscription period. The longer the subscription term, the higher the discount. This mode is a good option for long-term, stable services.
- Pay-per-use billing is a postpaid mode. In this mode, you pay for what you
 used. This mode allows you to adjust resource usage easily. You do not need
 to prepare resources in advance, and will not have excessive or insufficient
 preset resources. This mode applies if resource requirements fluctuate.

Table 1 lists the differences between the two billing modes.

Table 2-1 Billing modes

Billing Mode	Iode Yearly/Monthly Pay-per-Use	
Payment	Prepaid	Postpaid

Billing Items	 COC (professional edition) Resource management Multi-cloud management and optimization Enterprise O&M process management Fault management Change management O&M BI dashboard Service resilience Fault drills (basic edition) Fault drills (professional edition) 	OS version changes: The number of changes for each instance at a time. Scenario-specific jobs: You can execute custom, public, or scheduled jobs.
Specification Change	All resources except O&M BI dashboard support specification change.	Not supported

3 Billing Items

Yearly/Monthly

You are billed for the following items of COC on a yearly/monthly basis.

Table 3-1 COC yearly/monthly billing items

Packag	Package Description	Billing	Billing	Purchase and
e Type		Item	Formula	Use Restrictions
Multi- cloud Manag ement and Optimiz ation	Manages AWS, Alibaba Cloud, and on-premises IDC resources and provides optimization recommendations. (Huawei Cloud resources are free of charge.)	Number of instances	Number of instances to purchase × Unit price× Required duration	Minimum purchase quantity: 200 instances. Specification change step: 50 instances Only the compute, database, container, and IDC instances of other cloud vendors are charged.

Packag e Type	Package Description	Billing Item	Billing Formula	Purchase and Use Restrictions
Fault Manag ement	Provides fault management functions, such as management of data sources, alarm conversion rules, incidents, alarms, war rooms, and issue improvement tickets.	Number of pairs of alarm conversio n rules and continge ncy plans	Pairs of conversion rules and contingenc y plans to purchase × Unit price × Required duration	Minimum purchase quantity: 50 pairs. Specification change step: 10 pairs. Except for alarm conversion rules and contingency plans, other fault management functions are not restricted.
Change Manag ement	Provides change management functions, such as change calendar, change configurations, change control, change interception, and violation audit.	Number of change tickets	Number of change tickets to purchase × Unit price × Required duration	Minimum purchase quantity: 200 tickets. Specification change step: 100 tickets. Except for change tickets, the usage of other change management functions is not limited.
O&M BI Dashbo ard	Provides subject dashboards such as fault, change, and monitoring alarm dashboards, and provides online report download and subscription functions.	O&M BI Dashboa rd	Unit price × Required duration	/
Fault Drills (Basic Edition)	Provides drill templates and drill tasks, and supports drill fault injection into applications.	/	Unit price × Required duration	A maximum of 20 drill tasks can be performed in a month.

Packag e Type	Package Description	Billing Item	Billing Formula	Purchase and Use Restrictions
Fault Drills (Profess ional Edition)	Supports all the functions in the resilience center, such as failure modes, drill plans, drill tasks (including process visualization and drill reports), contingency plans, resilience assessment, and PRRs.	/	Unit price × Required duration	The usage is not limited.
COC (Profess ional Edition)	Provides product capabilities such as resource management and O&M, fault management, change management, resilience improvement, and O&M BI dashboard.	Number of instances	Number of instances to purchase × Unit price × Required duration	The usage is not limited in the scenario where instances are not required. The instance operation scenario is limited by the number of instances.

■ NOTE

In the fault management package:

- Alarm conversion rules: The quota is calculated for all existing rules of the current account. For example, if a user has created 20 rules and the user purchases a fault management package with the conversion rule quota of 50 after COC billing starts, the 20 rules will be included in the current quota 50.
- Contingency plans: The quota is calculated based on the existing **custom contingency plans** created by the current account. For example, if a user has created 20 custom contingency plans and the user purchases a fault management package with the contingency plan quota of 50 after the COC billing starts, the 20 contingency plans will be included in the current quota 50.

The product functions of each COC offering package are as follows:

Table 3-2 Functions of COC packages

Package	Function Path	Function
Multi- cloud Managem ent and Optimizati on	Resources > Application and Resource Management	Multi-cloud configurations, display of resources from other cloud vendors and IDCs, and application association

Package	Function Path	Function
Fault Managem ent	Fault Management	Alarm management (aggregated alarms and alarm rules), incident management, war rooms, improvement ticket management, issue management, alarm conversion rules, and data source integration management (non-Huawei Cloud alarm sources) SLA management, SLO management, and mobile
		app management
	Basic Configuration s	Functions of the Incident Process and Issue Process tab pages under the Process Management menu.
Change Managem	Change Management	All functions under Change Ticket Management
ent	Basic Configuration > Process Management	The Change Scenarios tab page under the Process Management menu
O&M BI Dashboard	Overview > O&M BI Dashboard	O&M BI dashboard
	Basic Configuration s > Report Subscription	Reports can be subscribed.
Fault Drills (Basic Edition)	Resilience Center > Chaos Drills	Drill tasks (20 executions of drill tasks are allowed for each month. If you do not use up the quota of 20 in a month, the remaining executions cannot be retained to the next period.) and drill templates
Fault Drills (Profession al Edition)	Resilience Center	All functions under Resilience Center
COC (Profession al Edition)	/	Basic COC functions that are free of charge, multi-cloud management and optimization, fault management, change management, O&M BI dashboard, and fault drills (professional edition)

Pay-per-Use Billing Items

Pay-per-Use billing items for COC are listed as follows:

Table 3-3 COC pay-per-use billing items

Billing Item	Billing Formula	Description
OS version changes	Unit price × Number of instances for each change	You are charged only when the OS version change service ticket is successfully executed.
Number of job execution steps for scenario-specific jobs	Unit price × Number of execution steps	You are charged based on the number of steps required for the execution of a custom, public, or scheduled job. This is free of charge.

Billing Examples

Assume that you purchased a change management package with 200 change tickets for one month at 10:49:04 on February 1, 2025, and manually renewed the package for one month before it expires:

- The first billing cycle is from 10:49:04 on February 1, 2025 to 23:59:59 on March 1, 2025.
- The second billing cycle is from 23:59:59 on March 1, 2025 to 23:59:59 on April 1, 2025.

You can create up to 200 change tickets in each of the two billing cycles. However, any unused tickets from the first cycle will expire and cannot be transferred to the second cycle.

4 Billing Examples

Billing Scenario

At 15:30:00 on October 15, 2024, a user purchased a change management package with 200 change tickets for one month. After a period of time, the current capacity cannot meet service requirements. At 10:30:00 on October 27, 2024, the user purchased the package with 300 change tickets. After the package expires, the user does not renew the package. How much the user should be charged in both October and November?

Billing Analysis

Yearly/Monthly fee:

- From 10:30:00 on October 15, 2024 to 10:30:00 on October 27, 2024, the user needs to be billed for using the change management package with 200 change tickets for 12 days.
- From 10:30:00 on October 27, 2024 to 23:59:59 on November 15, 2024, the user needs to be billed for using the change package with 300 tickets for 19 days.

The unit price of the change management package is \$0.12 USD per month for each change ticket. Note: The unit price of the package is an example. The actual unit price is subject to the purchase page.

Specification change fee = Quantity after change × Unit price × Remaining duration – Quantity before change × Unit price x Remaining duration

Remaining duration (excluding the current hour for the change) = 4 days and 13 hours/31 days + 15 days/30 days \approx 0.6465 days (Remaining duration in October/Total duration in October + Remaining duration in November/Total duration in November)

Specification change fee = $300 \times \$0.12$ USD x $0.6465 - 200 \times \$0.12$ USD × 0.6465 = \$7.758 USD

Therefore, the total fee is calculated as follows: \$0.12 USD per month for each change ticket \times 200 + \$7.758 USD = \$31.758 USD (Fee for the first purchase + Specification change fee)

5 Renewal

5.1 Overview

COC cannot run properly after a yearly/monthly package expires. If you want to continue using COC, you need to renew it within the specified period. Otherwise, COC resources will be automatically deleted and you cannot perform related operations on COC.

Renewal is only applicable to yearly/monthly resources. Pay-per-use resources can continue running as long as there is enough balance in your account.

If COC is renewed before it expires, COC can continue running.

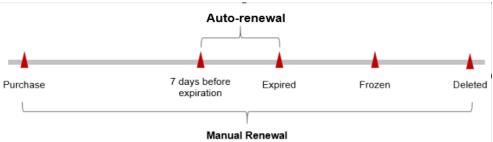
You can renew a yearly/monthly resource package manually or automatically by referring to the following table.

Table 5-1 Renewing a yearly/monthly COC package

Function	Description
Manual renewal	You can renew a yearly/monthly COC package on the COC console anytime as long as it has not been deleted automatically.
Auto-renewal	You can enable auto-renewal to automatically renew a COC package before it expires. This prevents resources from being deleted in case you forget to manually renew a subscription.

You can renew a package in different phases of its lifecycle, as shown in **Figure 5-1**.

Figure 5-1 Package lifecycle



- A COC package is in the **Running** state after it is purchased.
- When the subscription expires, the status will change from **Running** to **Expired**.
- If a package is not renewed upon expiration, it enters the grace period. If the package is not renewed after the grace period expires, the status changes to **Frozen**.
- If you do not renew the subscription before the retention period expires, the corresponding resources will be automatically deleted.

□ NOTE

For details about the grace period and retention period, see What Is a Grace Period of Huawei Cloud? How Long Is It? and What Is a Retention Period of Huawei Cloud? How Long Is It?

You can enable auto-renewal anytime before COC resources expire. By default, the system will make the first attempt to charge your account for the renewal at 03:00, seven days before the expiry date. If this attempt fails, it will make another attempt at 03:00 every day until the subscription is renewed or expires. You can change the auto-payment date for renewal as required.

5.2 Manual Renewal

Before a package is automatically deleted, you can renew it at any time through the renewal entry on the COC console or directly in the Billing Center to extend the package validity period.

Renewing a Subscription in Billing Center

- Go to the Billing Center > Renewals page.
- 2. Select the search criteria.

On the Manual Renewals, Auto Renewals, Pay-per-Use After Expiration, and Renewals Canceled tab pages, you can view the resources you want to renew.

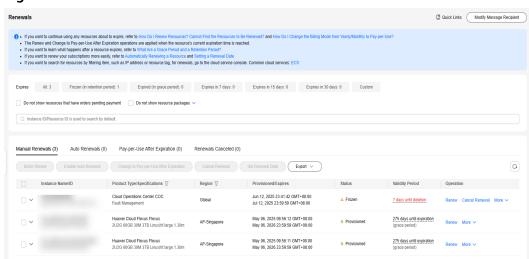


Figure 5-2 Renewals

You can move all resources that need to be manually renewed to the **Manual Renewals** tab. For details, see **Restoring to Manual Renewal**.

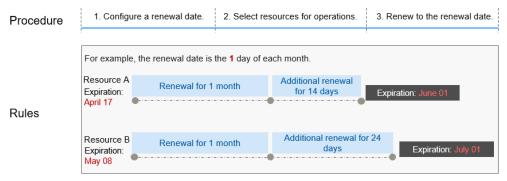
- 3. On the **Manual Renewals** page, manually renew your desired yearly/monthly package of COC.
 - Single-package renewal: Locate the row that contains the yearly/monthly package you want to renew, and click **Renew** in the **Operation** column.
 - Batch renewal: Select all yearly/monthly packages you want to renew and click **Renew** in the upper left corner of the list.
- Select a renewal duration and optionally select Renew on the standard renewal date. For details, see Setting the Same Renewal Day for Yearly/ Monthly Resources. Confirm the price and click Pay.
- 5. Select a payment method and make your payment. Once the order is paid, the renewal is complete.

Setting the Same Renewal Date for Yearly/Monthly Resources

If your COC packages have different expiry dates, you can set the same renewal date, for example, the first day of each month, to make it easier to manage renewals.

Figure 5-3 shows an example for setting the same renewal date for two resources that will expire at different dates.

Figure 5-3 Setting the same renewal date for resources with different expiry dates



For more details, see **Setting a Renewal Date**.

5.3 Auto-Renewal

Auto-renewal can prevent your COC resources from being automatically deleted if you forget to manually renew them. The auto-renewal rules are as follows:

- The first auto-renewal date is based on the expiration date and the billing cycle.
- The auto-renewal period of a package depends on your choice. For example, if you select a 3-month renewal period, your package is automatically renewed for three months every time before it expires.
- You can enable auto-renewal any time before a package expires. By default, the system will make the first attempt to charge your account for the renewal at 03:00, seven days before the expiry date. If this attempt fails, it will make another attempt at 03:00 every day until the subscription is renewed or expires.
- After auto-renewal is enabled, you can still renew the package manually if you want to. After a manual renewal is complete, auto-renewal is still valid, and the renewal payment will be deducted from your account seven days before the new expiration date.
- By default, the renewal payment is deducted from your account seven days before the new expiration date. You can change this auto-renewal payment date as required.

For more information about auto-renewal rules, see Auto-Renewal Rules.

Prerequisites

Your yearly/monthly COC package has not expired.

Enabling Auto-Renewal When Purchasing a COC Package

You can enable auto-renewal when purchasing COC packages, as shown in **Figure 5-4**.

Figure 5-4 Enabling auto-renewal during purchase



Auto-renewal enabled on the **Billing Center > Renewals** page when you purchase COC packages follows the following rules:

- Monthly subscriptions renew each month.
- Yearly subscriptions renew each year.

Enabling Auto-Renewal on the Renewals Page

- **Step 1** Go to the **Billing Center > Renewals** page.
- **Step 2** Select the search criteria.
 - You can view the resources for which auto-renewal has been enabled on the **Auto Renewals** tab page.
 - You can enable auto-renewal for resources on the Manual Renewals, Payper-Use After Expiration, and Renewals Canceled pages.
- **Step 3** Enable auto-renewal for yearly/monthly COC packages.
 - Enabling auto-renewal for a single resource: Select the COC package for which you want to enable auto-renewal and choose **More** > **Enable Auto-Renewal** in the **Operation** column.
 - Enabling auto-renewal for multiple resources at a time: Select the COC packages for which you want to enable auto-renewal and click Enable Auto-Renewal above the list.
- **Step 4** Select a renewal period, specify the desired auto-renewal times, and click **Pay**.

If auto-renewal is enabled on the **Renewals** page, the auto-renewal period is subject to the selected renewal period and number of auto-renewals. For example, if you set **New Auto-Renew Period** to **3 months** and **Auto-renewals** to **Unlimited**, your subscription is automatically renewed for three months before it expires.

----End

 $\mathbf{6}_{\mathsf{Bills}}$

You can choose **Billing** > **Bills** to check the COC transactions and bills.

Bill Generation

- After a yearly/monthly package is paid, a bill is reported to the billing system for settlement.
- The usage of pay-per-use resources is reported to the billing system
 periodically for settlement. Pay-per-use resources can be settled by hour, day,
 or month based on usage type. For details, see Bill Run for Pay-per-Use
 Resources. The COC packages that use the pay-per-use billing mode are
 settled by day.
- The fee deduction time of pay-per-use resources may be later than the settlement period. For example, an ECS settled by day was deleted at 08:30 on June 18, 2023, but the fees generated from 08:00 to 09:00 on June 18, 2023 were usually deducted at 00:00 on June 19, 2023.
- On the Billing Center > Billing > Transactions and Detailed Bills >
 Transaction Bills tab page, Expenditure Time lists the usage duration of your pay-per-use resources.

Viewing Bills

- **Step 1** Go to the **Billing Center > Expenditure Details** page.
- **Step 2** Select COC as the product type to view all expenditure details generated in COC.

----End

7 Arrears

If your account is insufficient to pay your amount due, your account goes into arrears. If you want to continue using your COC resources, you will need to top up your account in a timely manner.

Arrears Reason

In pay-per-use mode, your account goes into arrears when the account balance is insufficient.

Impact of Arrears

Yearly/Monthly

This is a prepaid billing mode, so you can continue using yearly/monthly resources even if your account is in arrears. However, certain actions, including purchasing COC packages, changing specifications, increasing quotas, and renewing subscriptions, incur fees and are temporarily unavailable. To avoid service unavailability, renew your packages in time.

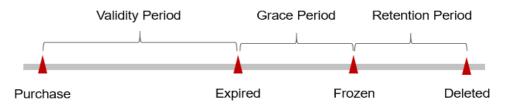
Pay-per-Use

If your account is insufficient to pay your amount due, your account goes into arrears and the pay-per-use COC resource enters the grace period. You need to pay for the costs incurred during the grace period, which can be viewed under **Billing Center** > **Overview**. Huawei Cloud will automatically deduct the arrears amount when you top up your account.

If you do not bring your account balance current before the grace period expires, your resources will enter the retention period and become frozen. You cannot perform any operations on the pay-per-use resources during this period.

If you do not pay the arrears amount after the retention period expires, your COC pay-per-use resources cannot be used.

Figure 7-1 Resource lifecycle



For details about the grace period and retention period, see What Is a Grace Period of Huawei Cloud? How Long Is It? and What Is a Retention Period of Huawei Cloud? How Long Is It?

Avoiding and Handling Arrears

Make sure you have a valid payment method configured as soon as possible after your account is in arrears. For details, see **Topping Up an Account (Prepaid Direct Customers)**.

If COC is no longer used, you can disable it to avoid further fee deduction.

To help make sure your account never falls into arrears, you can configure the **Balance Alert** on the **Overview** page of **Billing Center**. Then, anytime an expenditure quota drops to below the threshold you specify, Huawei Cloud automatically notifies you by SMS or email.

If your account is in arrears, address the issue in a timely manner. If the resource usage for your service is stable, you can change the billing mode to yearly/monthly to save money.

8 Billing Termination

Yearly/Monthly Resources

Packages that are prepaid will stop automatically when they expire.

- If you no longer need a yearly/monthly resource, but the subscription has not yet expired, you can unsubscribe from it. Depending on what coupons were used for the purchase, Huawei Cloud may issue you a refund. For details about unsubscription rules, see Overview.
- If you have enabled auto-renewal, disable it before the auto-renewal deduction date (seven days before the expiration date by default) to avoid unexpected fees.

Pay-per-Use Resources

N/A