

Cloud Phone Server

Billing Description

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1 Billing Overview

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

- **Billing Modes**

Cloud phone servers are only billed yearly/monthly. If you intend to use CPH for a long term, you can save more by specifying a longer duration. For details about the billing mode, see [2.1 Overview](#).

- **Billed Items**

You will be billed for cloud phone servers, EIP bandwidths, and EVS disks. For details about the billing factors and formulas for each billed item, see [3 Billing Items](#).

- **Renewing Subscriptions**

If you want to continue using a cloud phone server after it expires, you need to renew its subscription within the specified period. Otherwise, resources, such as vCPUs, memory, and EVS disks, will be automatically released, and data may be lost. You can renew your subscriptions manually or automatically. For more details, see [4.1 Overview](#).

- **Viewing Bills**

You can choose **Billing Center** > **Billing** to check the CPH transactions and bills. For details, see [5 Bills](#).

- **Arrears**

If there is not a sufficient account balance to pay for your bill and there is no other payment method configured, your account will go into arrears. If you want to continue using your cloud services, you will need to top up your account in a timely manner. For details, see [6 Arrears](#).

- **Stopping Billing**

If you no longer need to use your cloud service, you can unsubscribe from or delete it to stop the billing. For details, see [7 Billing Termination](#).

2 Billing Modes

[2.1 Overview](#)

[2.2 Yearly/Monthly Billing](#)

2.1 Overview

Cloud phone servers are only billed yearly/monthly. If you intend to use CPH for a long term, you can save more by specifying a longer duration.

- Yearly/Monthly is a prepaid billing. You pay in advance for a subscription term, and in exchange, you get a discounted rate. The longer the subscription term, the higher the discount. Yearly/Monthly billing is a good option for long-term, stable services.

2.2 Yearly/Monthly Billing

If you expect to use resources for a longer period, you can save money by selecting yearly/monthly billing. This section describes the billing rules for yearly/monthly CPH resources.

Application Scenarios

If you want to ensure resource stability over a certain period of time, yearly/monthly billing is a good choice for the following types of workloads:

- Long-term workloads with stable resource requirements, such as official websites, online malls, and blogs.
- Long-term projects, such as scientific research projects and large-scale events.
- Workloads with predictable traffic bursts, for example, e-commerce promotions or festivals.
- Workloads with high data security requirements

Billed Items

A cloud phone server consists of EVS disks and an EIP. You are billed for the following items on a yearly/monthly basis.

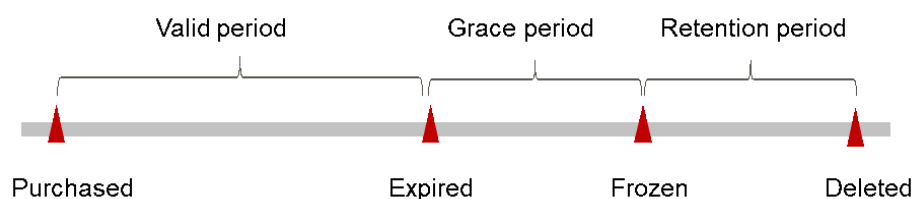
Table 2-1 Items billed on a yearly/monthly basis

Billed Item	Description
Cloud phone server	<p>You obtain cloud phones only after purchasing a server. You pay for all resources on the server.</p> <ul style="list-style-type: none"> • Server for general-purpose cloud phones: CPU, memory, and local disk • Server for gaming cloud phones: CPU, memory, local disk, and cloud mobile gaming access software
(Optional) EIP	<p>If the number of EIPs is not 0 in the instance specifications, pay for the EIP traffic or bandwidth. The billing standard varies depending on the bandwidth type.</p> <ul style="list-style-type: none"> • Dedicated bandwidth: billed based on total traffic irrespective of usage duration; configurable maximum bandwidth size • Shared bandwidth: billed based on the bandwidth size by the hour
(Optional) EVS disk	<p>Servers of the following flavors do not have local disks: physical.kg1.4xlarge.cp, physical.kg1.4xlarge.cg, physical.rx2.32xlarge.4, and physical.rx3.32xlarge.4. By default, the system purchases one or more ultra-high I/O EVS disks that will be billed based on the disk capacity by the hour.</p>

Impact of Expiration

Figure 2-1 shows the statuses a yearly/monthly CPH resource can go through throughout its lifecycle. After a cloud phone server is purchased, it enters the valid period and runs normally during this period. If the cloud phone server is not renewed after it expires, before being deleted, it first enters a grace period and then a retention period.

Figure 2-1 Lifecycle of a yearly/monthly CPH resource



Expiration Reminder

The system will send you a reminder (by email, SMS, or in-app message) 7 days before a yearly/monthly CPH resource expires to remind you to renew the subscription.

Impact of Expiration

- If your yearly/monthly CPH resource is not renewed after it expires, it changes to the **Expired** state and enters a grace period. During the grace period, you can access CPH resources but cannot:
 - Change the cloud phone server flavor
 - Change the OS
 - Expand the EVS disk capacity
 - Change the bandwidth size
- If the yearly/monthly CPH resource is not renewed after the grace period ends, its status turns to **Frozen** and it enters a retention period. You cannot perform any operations on the resource while it is in the retention period.
- If the yearly/monthly CPH resource is not renewed by the time the retention period ends, the compute resources (vCPUs and memory), EVS disks, and EIPs will be released and data cannot be restored.

3 Billing Items

Billing

You will be billed for cloud phone servers, EIP bandwidths, and EVS disks. For details, see [Table 3-1](#).

Table 3-1 Billing items

Billing Item	Description	Billing Example	Billing Mode
Cloud phone server	<p>You obtain cloud phones only after purchasing a server. You pay for all resources on the server.</p> <ul style="list-style-type: none">• Server for general-purpose cloud phones: CPU, memory, and local disk• Server for gaming cloud phones: CPU, memory, local disk, and cloud mobile gaming access software	<p>Resource prices may vary by region. The actual prices are subject to those displayed on the management console. For details about how to select a region, see Region and AZ.</p>	Yearly/ Monthly

Billing Item	Description	Billing Example	Billing Mode
(Optional) EIP	<p>If the number of EIPs is not 0 in the instance specifications, pay for the EIP traffic or bandwidth. The billing standard varies depending on the bandwidth type.</p> <ul style="list-style-type: none"> • Dedicated bandwidth: billed based on total traffic irrespective of usage duration; configurable maximum bandwidth size • Shared bandwidth: billed based on the bandwidth size by the hour <p>For details, see Price Calculator.</p>	<p>Take CN-Hong Kong as an example. The billing standard of a shared bandwidth is \$ 0.034 USD/Mbit/s. If you purchase a bandwidth of 50 Mbit/s, the price is:</p> $0.034 \times 50 = 1.7 \text{ (USD/hour)}$	Pay-per-use
(Optional) EVS disk	<p>Servers of the following flavors do not have local disks: physical.kg1.4xlarge.cp, physical.kg1.4xlarge.cg, physical.rx2.32xlarge.4, and physical.rx3.32xlarge.4. By default, the system purchases one or more ultra-high I/O EVS disks. The disks will be billed based on the disk capacity by the hour.</p> <p>For details, see Price Calculator.</p>	<p>Take CN-Hong Kong as an example. The billing standard of ultra-high I/O EVS disks is \$0.0004 USD/GB/hour. If you purchase a physical.rx2.32xlarge.4 server, the price is:</p> $0.0004 \times 400 \times 3 = 0.48 \text{ (USD/hour)}$ <p>400 indicates the EVS disk capacity. 3 indicates the number of EVS disks.</p>	Pay-per-use

4 Renewing Subscriptions

[4.1 Overview](#)

[4.2 Manually Renewing a Cloud Phone Server](#)

[4.3 Auto-renewing a Cloud Phone Server](#)

4.1 Overview

When to Renew Subscriptions

If a yearly/monthly cloud phone server is about to expire but you want to continue using it, you need to renew the cloud phone server subscription within a specified period, or resources, such as vCPUs, memory, and EVS disks, will be automatically released, and data will be lost and cannot be restored.

Only yearly/monthly cloud phone server subscriptions can be renewed. Ensure that your account has sufficient balance to pay your amount due. For details, see [Topping Up an Account \(Prepaid Direct Customers\)](#).

If you renew the cloud phone server before it expires, resources will be retained and you can continue using the cloud phone server. For details about cloud phone server statuses after they have expired and the associated impacts, see [Impact of Expiration](#).

How to Renew Subscriptions

You can renew a yearly/monthly cloud phone server manually or automatically.

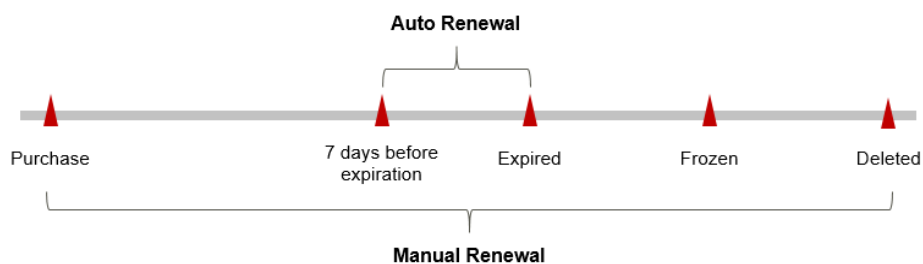
Table 4-1 Renewing a yearly/monthly cloud phone server

Method	Description
4.2 Manually Renewing a Cloud Phone Server	You can renew a yearly/monthly cloud phone server anytime on the console before it is automatically deleted.

Method	Description
4.3 Auto-renewing a Cloud Phone Server	You can enable auto-renewal to automatically renew the cloud phone server before it expires. This prevents resources from being deleted in case you forget to renew a subscription.

You can select a method to renew a yearly/monthly cloud phone server based on the phase the cloud phone server is currently in.

Figure 4-1 Selecting a renewal method based on cloud phone server's current phase



- A cloud phone server is in the **Running** state after it is provisioned.
- When the subscription of a cloud phone server expires, the cloud phone server status will change from **Running** to **Expired**.
- If an expired cloud phone server is not renewed, it enters a grace period. If it is not renewed by the time the grace period expires, the cloud phone server will be frozen and enter a retention period.
- If you do not renew the subscription before the retention period expires, your 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 a cloud phone server 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. You can change the auto-payment date for renewal as required.

4.2 Manually Renewing a Cloud Phone Server

You can renew a yearly/monthly cloud phone server anytime on the console before it is automatically deleted.

Renewing a Subscription on the Console


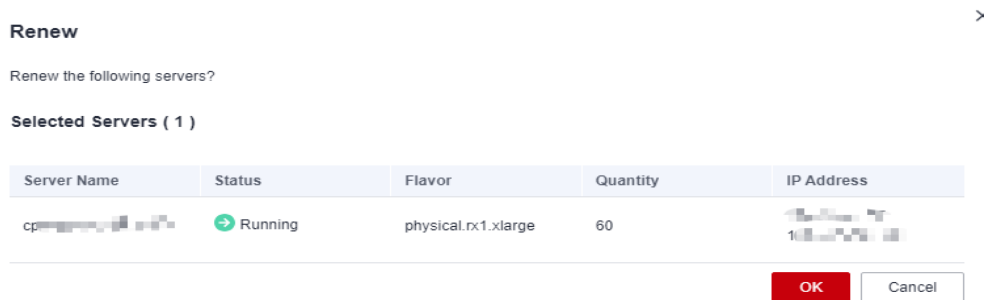
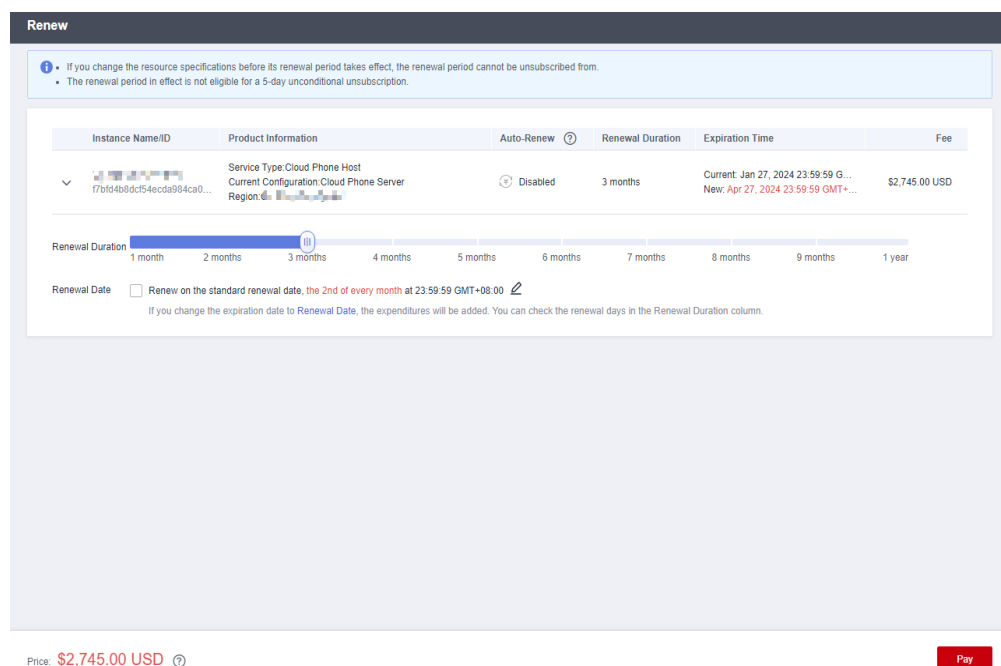
- Step 1** Log in to the management console.
- Step 2** Click  in the navigation tree and choose **Compute > Cloud Phone Host**.
- Step 3** On the **Cloud Phone Host** console, select the yearly/monthly cloud phone server to be renewed.
- Step 4** Select one or more yearly/monthly cloud phone servers to be renewed and click **Renew** in the upper left corner.
- Step 5** On the **Renew** page, confirm the information and click **Yes**.

Figure 4-2 Renewing a yearly/monthly cloud phone server



- Step 6** 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**.

Figure 4-3 Confirming renewal



- Step 7** Select a payment method and make your payment.

Once the order is paid for, the renewal is complete.

----End

Renewing a Subscription in Billing Center

Step 1 Log in to the management console.

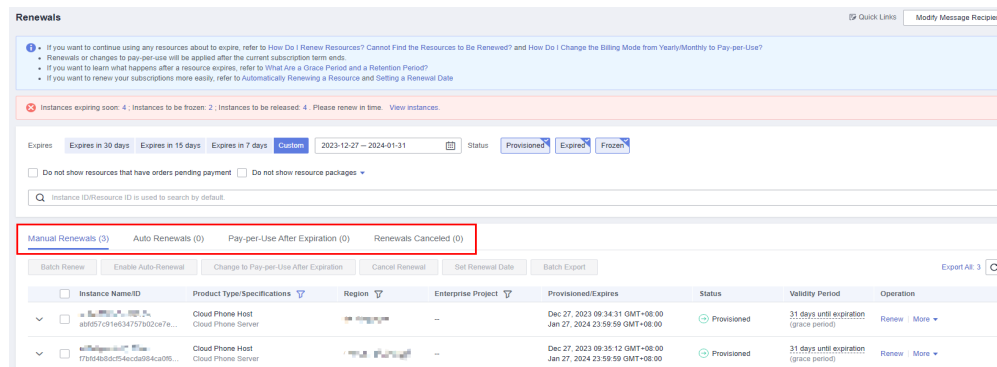
Step 2 Hover over **Billing & Costs** in the upper part of the console and choose **Renewal** from the drop-down list.

The **Renewals** page is displayed.

Step 3 Set the search criteria.

On the **Manual Renewals**, **Auto Renewals**, **Pay-per-Use After Expiration**, and **Renewals Canceled** pages, you can view the resources to be renewed.

Figure 4-4 Renewal management

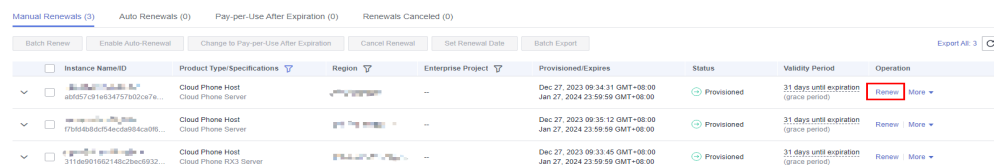


You can move all resources that need to be manually renewed to the **Manual Renewals** tab. For details, see [Restoring to Manual Renewal](#).

Step 4 Manually renew resources.

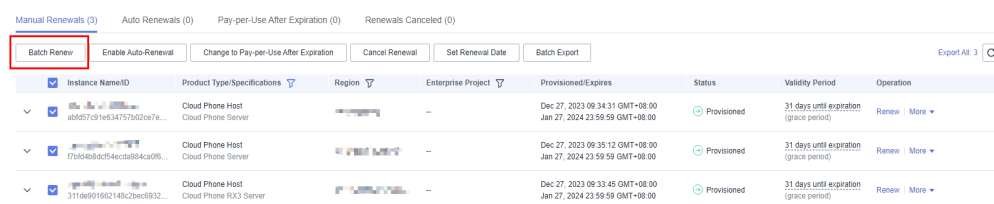
- Individual renewal: Click **Renew** in the **Operation** column for the desired resource.

Figure 4-5 Individual renewal



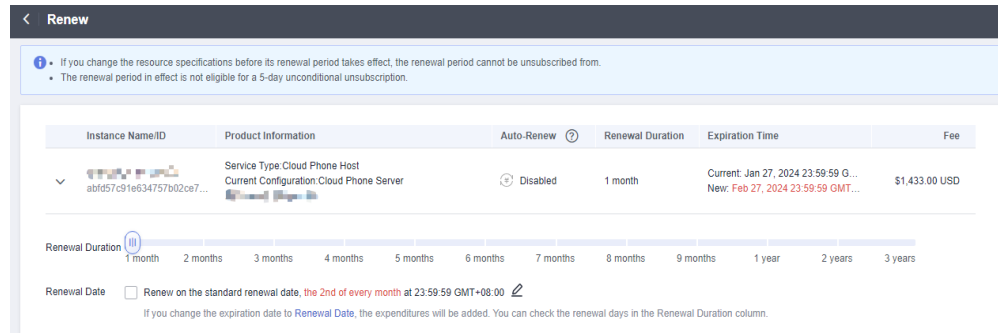
- Batch renewal: Check the boxes for the desired resources, and click **Batch Renew** in the upper left corner.

Figure 4-6 Batch renewal



Step 5 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**.

Figure 4-7 Confirming renewal



Step 6 Select a payment method and make your payment.

Once the order is paid for, the renewal is complete.

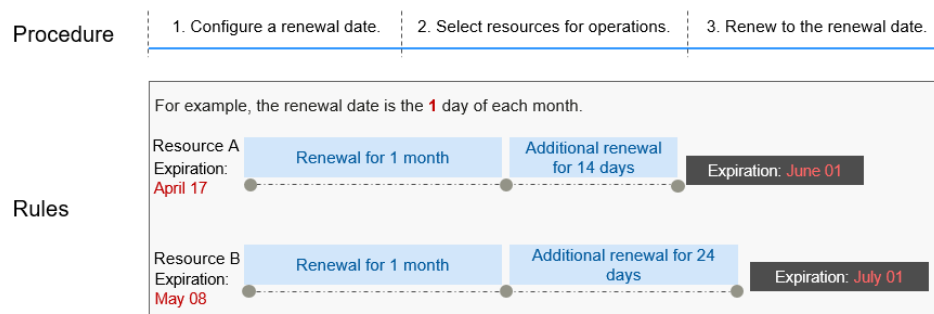
----End

Setting the Same Renewal Day for Yearly/Monthly Resources

If the cloud phone servers have different expiry dates or the cloud phone servers and attached EVS disks have different expiry dates, you can set the same renewal day, for example, the first day of each month, to make it easier to manage renewals.

In [Figure 4-8](#), a user sets the same renewal day for two resources that will expire at different dates.

Figure 4-8 Setting the same renewal day for resources with different expiry dates



For more details, see [Setting a Renewal Date](#).

4.3 Auto-renewing a Cloud Phone Server

Auto-renewal can prevent cloud phone servers 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 when the cloud phone server expires and the billing cycle.

- The auto-renewal period of a cloud phone server varies depending on how you enable auto-renewal.
- You can enable auto-renewal anytime before a cloud phone server 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 cloud phone server manually if you want to. After a manual renewal is complete, auto-renewal is still valid, and the renewal fee will be deducted from your account seven days before the new expiry date.
- By default, the renewal fee is deducted from your account seven days before the new expiry date. You can change this auto-renewal payment date as required.

For more information about auto-renewal rules, see [Auto-Renewal Rules](#).

Prerequisites

The yearly/monthly cloud phone server is not expired.

Enabling Auto-Renewal During Purchase

You can enable auto-renewal on the cloud phone server purchase page.

Figure 4-9 Enabling auto-renewal



The auto-renewal period of a cloud phone server depends on the subscription term.

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

Enabling Auto-Renewal on the Renewals Page

Step 1 Log in to the management console.

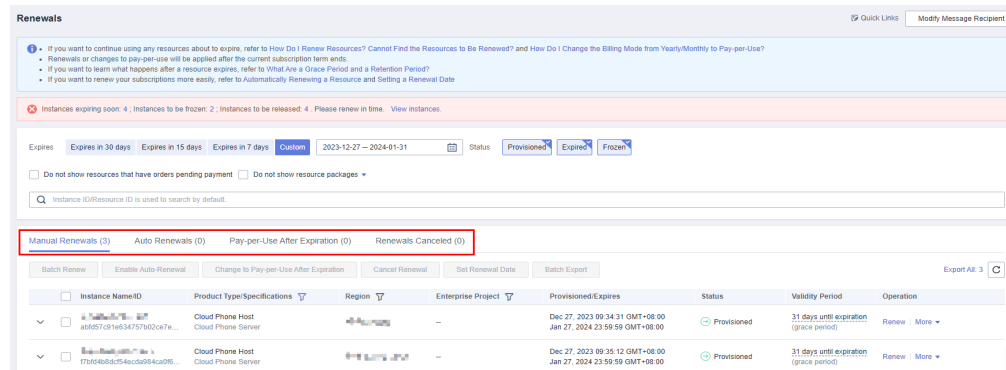
Step 2 Hover over **Billing & Costs** in the upper part of the console and choose **Renewal** from the drop-down list.

The **Renewals** page is displayed.

Step 3 Set the search criteria.

- You can view the resources for which auto-renewal has been enabled on the **Auto Renewals** page.
- You can enable auto-renewal for resources on the **Manual Renewals**, **Pay-per-Use After Expiration**, and **Renewals Canceled** pages.

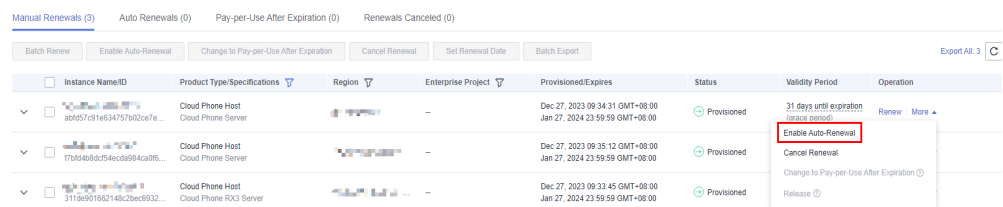
Figure 4-10 Renewal management



Step 4 Enable auto-renewal for yearly/monthly resources.

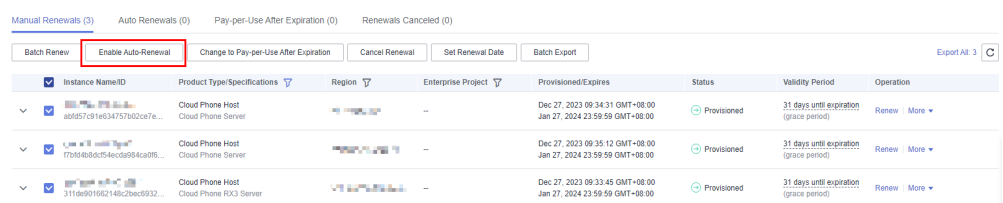
- Enabling auto-renewal for a single resource: Select the cloud phone server for which you want to enable auto-renewal and choose **More > Enable Auto-Renew** in the **Operation** column.

Figure 4-11 Enabling auto-renewal for a single resource



- Enabling auto-renewal for multiple resources at a time: Select the cloud phone servers for which you want to enable auto-renewal and click **Enable Auto-Renew** above the list.

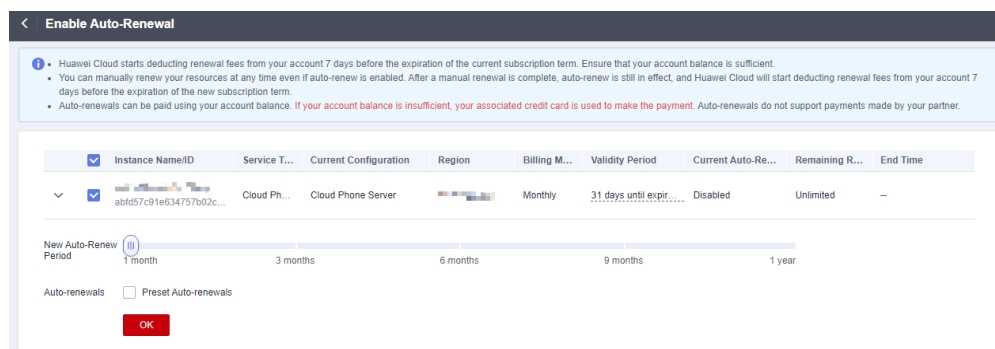
Figure 4-12 Enabling auto-renewal for multiple resources



Step 5 Select a renewal period, specify the auto-renewal times, and click **OK**.

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 select three months renewal period and do not select **Preset Auto-renewals**, your subscription is automatically renewed for three months before each expiration.

Figure 4-13 Enabling auto-renew



----End

5 Bills

You can view the resource usage and bills for a different billing cycles on the **Bills** page in the Billing Center.

Billing Generation

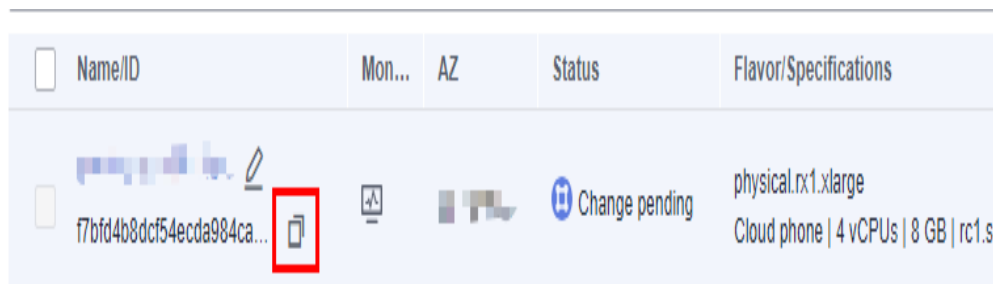
- Yearly/Monthly: Transaction records for yearly/monthly subscriptions are generated immediately after being paid for.

Viewing Bills of a Specific Resource

Step 1 Log in to the management console and choose **Compute > Cloud Phone Host**.
The **Cloud Phone Host** console is displayed.

Step 2 Click the icon shown in the figure below to copy the resource ID.

Figure 5-1 Copying the resource ID



The screenshot shows a table with the following columns: Name/ID, Mon..., AZ, Status, and Flavor/Specifications. The first row contains a resource ID 'f7bfd4b8dcf54ecda984ca...' which is partially obscured by a blurred area. A red box highlights a copy icon (two overlapping documents) next to the resource ID. Other icons in the row include a monitor, a group of people, and a 'Change pending' status icon. The 'Flavor/Specifications' column for this row lists 'physical.rx1.xlarge' and 'Cloud phone | 4 vCPUs | 8 GB | rc1.s.'.

Name/ID	Mon...	AZ	Status	Flavor/Specifications
f7bfd4b8dcf54ecda984ca...			Change pending	physical.rx1.xlarge Cloud phone 4 vCPUs 8 GB rc1.s.

Step 3 On the top menu bar, choose **Billing & Costs > Bills**.

The **Bills** page is displayed.


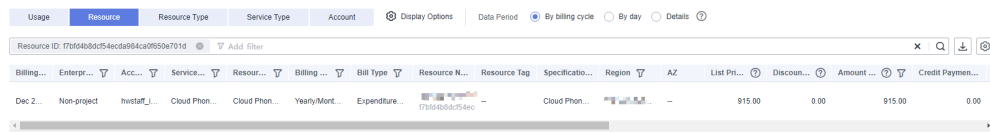
Step 4 Choose **Billing > Expenditure Details** in the left navigation pane. Select **Resource ID** as the filter criteria, enter the resource ID obtained in **Step 2**, and click the  icon.

Figure 5-2 Searching for a bill



By default, the bill details are displayed by resource. You can choose other display options as required. For details, see [Bills](#).

----End

Checking the Consistency of the Actual Usage and Billed Usage

Assume that you purchased a yearly/monthly cloud phone server at 14:53:24 on November 23, 2023.

- CPH expenditure items

You can check the expenditure items against the actual usage. For details, see [Table 5-1](#).

Table 5-1 CPH expenditure items

Service Type	CPH
Resource Type	Cloud phone server
Billing Mode	Yearly/Monthly-Month
Expenditure Time	2023/11/23 14:53:24 GMT+08:00
List Price	The sale price of a product with no commercial discounts and promotion discounts applied on the Huawei Cloud official website. List price = Discount amount + Truncated amount + Amount due
Discounted Amount	Discounts offered for cloud services, for example, commercial discounts, partner authorized discounts, and promotional discounts. It is the discounted amount based on the list price.
Truncated Amount	In pay-per-use billing mode, amounts are accurate to two decimal places during settlement, with the third and later decimal places directly deleted.
Amount Due	Amount that should be paid for used cloud services after discounts are applied. The discounts include commercial discounts, and partner authorized discounts. Amount due = Cash payment + Credit payment + Cash coupon used + Flexi-purchase coupon used + Amount deducted from stored value card + Arrears

- CPH expenditure details
Expenditure details can be displayed in multiple ways. By default, the bill details of a resource are displayed by usage and by billing cycle. [Table 5-2](#) illustrates the CPH bill details, which can be used to check against the actual usage.

Table 5-2 CPH expenditure details

Service Type	CPH
Resource Type	Cloud phone server
Billing Mode	Yearly/Monthly-Month
Bill Type	Expenditure – purchase
Resource Name/ID	Cloud phone server name and ID Example: cph-3ubg
Specifications	Cloud phone server flavor. Example: physical.rx1.xlarge
List Price	The sale price of a product with no commercial discounts and promotion discounts applied on the Huawei Cloud official website. List price = Discount amount + Truncated amount + Amount due
Discounted Amount	Discounts offered for cloud services, for example, commercial discounts, partner authorized discounts, and promotional discounts. It is the discounted amount based on the list price.
Amount Due	Amount that should be paid for used cloud services after discounts are applied.

6 Arrears

If your configured payment method is unable to pay for your bill, your account will be in arrears. You will need to update your payment method or to top up your account in a timely manner if you want to continue using your cloud services.

Arrears Reason

- For a yearly/monthly cloud phone server, the account balance is insufficient due to continuous expenditure deduction.
- After a yearly/monthly cloud phone server is deleted, its associated resources (such as EVS disks and EIPs) that are not deleted together with the cloud phone server continuously generate costs.

Arrears Impact

- Yearly/Monthly
This is a pre-paid billing mode, so you can continue using yearly/monthly CPH resources even if your account is in arrears. However, you cannot perform operations such as purchasing new cloud phone servers, upgrading the cloud phone server specifications, or renewing cloud phone servers, because they will generate new expenditures.

Avoiding and Handling Arrears

Make sure that your account has sufficient balance to pay your amount due. For details, see [Topping Up an Account \(Prepaid Direct Customers\)](#).

If a cloud phone server is no longer used, you can delete it and its associated resources to avoid generating further expenditures.

To help make sure your account never falls into arrears, you can configure the **Balance Alert** on the **Overview** page of the 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. For details, see [2.2 Yearly/Monthly Billing](#).

7 Billing Termination

Yearly/Monthly Resources

When you purchase a yearly/monthly resource, such as a yearly/monthly cloud phone server or EVS disk, you make a one-time up-front payment. By default, the billing automatically stops when the purchased subscription expires.

- If you no longer need a resource, but the subscription has not yet expired, you can unsubscribe from it. Depending on what coupons were used for the purchase and on if 5-day unconditional unsubscription rules apply, Huawei Cloud may issue you a refund. For details about unsubscription rules, see [Unsubscriptions](#).
- If you have enabled auto-renewal but no longer wish to automatically renew the subscription, disable it before the auto-renewal date (7 days before the expiration date by default) to avoid unexpected expenditures.

8 Billing FAQ

- [How Is CPH Billed?](#)
- [How Long Will Resources Be Released After My Cloud Phone Server Expires?](#)
- [How Long Does It Take to Activate a Server After I Purchase It?](#)