

Billing

Issue 01
Date 2024-12-24



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1 Overview

This document describes the billing modes, billing items, and renewal and arrears policies of KooDrive.

- **Billing Modes**

KooDrive provides yearly/monthly and pay-per-use billing modes.

- Yearly/Monthly is a prepaid mode. You need to pay first, and will be billed yearly/monthly for your subscription duration. Ensure that you have a valid payment method configured.
- Pay-per-use is a postpaid mode. You use the service first, and will be billed afterwards for your usage duration.

For details, see [Overview](#).

- **Billing Items**

KooDrive is billed by user and storage fees. For details about the billing factors and formulas of each billing item, see [Billing Items](#).

- **Bills**

You can choose **Billing & Costs** > **Bills** to check your KooDrive transactions and bills. For details, see [Bills](#).

- **Renewals**

After the yearly/monthly subscription expires, KooDrive operations will be affected. To continue using KooDrive, renew your subscription within a specified period. Otherwise, your resources will be automatically released and data may be lost. You can select either manual or auto renewal. Pay-per-use KooDrive does not need to be renewed. You can use it as long as there is a valid payment method configured. For details, see [Renewals](#).

- **Arrears**

When you use KooDrive, if you have a past due balance on your account, your account will fall into arrears. Services may not run correctly, so make sure to bring your account current in a timely manner. For details, see [Arrears](#).

- **Stopping Billing**

If you no longer need your KooDrive resources, you can unsubscribe from or delete them to avoid continued billing. For details, see [Stopping Billing](#).

2 Billing Modes

2.1 Overview

KooDrive provides yearly/monthly and pay-per-use billing modes.

Yearly/Monthly is a prepaid mode. You need to pay first, and will be billed yearly/monthly for your subscription duration. The longer your subscription, the higher the discount. This mode is useful for long-term, stable services.

Pay-per-use is a postpaid mode. You use the service first, and will be billed afterwards for your usage duration (by the hour). Your resource usage is more flexible because you do not need to provision resources in advance and end up with too much or few. This mode is useful when you want more flexibility over resource usage.

[Table 2-1](#) compares the two billing modes.

Table 2-1 Billing modes

Billing Mode	Yearly/Monthly	Pay-per-use
Payment mode	Prepaid	Postpaid
Billing cycle	Billed for your subscription duration	Billed for your usage duration by the hour
Billing item	Basic edition, storage expansion package, and user expansion package	Storage and number of users
Specifications change	Supported	Not supported
Application scenario	Useful for predictable and long-term usage	Useful when you want more flexibility and control over resource usage

2.2 Yearly/Monthly

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 KooDrive resources.

Application Scenarios

Yearly/monthly billing is a good choice for resource stability over a certain period for these types of workloads:

- Long-term usage with constant demands. Yearly/Monthly billing is more cost-efficient.
- Long-term projects. Yearly/Monthly billing ensures stable resource supply throughout the project.
- Predictable service peaks. Resource insufficiency can be avoided by purchasing resources in advance for peak demands.
- High data security. Yearly/Monthly billing ensures continuous resource usage to prevent data security risks caused by an account in arrears.

Billing Items

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

Table 2-2 Billing items

Billing Item	Description
Basic edition	(Mandatory) Limits the number of users and storage available.
User expansion package	(Optional) Enables more users. If you have subscribed to an expansion package, click Change or Delete to add or delete an expansion package. Or, click Increase to add one. There can be up to 20,000 users (basic edition + expansion package).
Storage expansion package	(Optional) Provides more cloud storage. If you have subscribed to an expansion package, click Change or Delete to add or delete an expansion package. Or, click Increase to add one. The maximum storage space is 95 PB (basic edition + expansion package).

Billing Cycle

A yearly/monthly KooDrive resource is usable during the subscription duration (UTC+08:00:00). The billing starts when you activated or renewed the subscription, and ends at 23:59:59 on the expiration date.

For example, if you purchased a resource for one month at 15:50:04 on Mar 08, 2023, the billing cycle was from Mar 08, 2023, 15:50:04 to Apr 08, 2023, 23:59:59.

Billing Example (Excluding Expansion Package)

NOTICE

The following prices are for reference only. For the actual prices, see pricing details for each service.

You purchased a basic edition (specifications: 5 persons/200 GB) for one month at 15:50:04 on Mar 8, 2023, and manually renewed it for another month before it expired. You were billed for:

- First billing cycle from Mar 08, 2023, 15:50:04 to Apr 08, 2023, 23:59:59
- Second billing cycle from Apr 08, 2023, 23:59:59 to May 08, 2023, 23:59:59

You were billed for:

Initial subscription: 180.00 CNY

Manual renewal: 180.00 CNY

Total for two months: 360.00 CNY

Billing Example (Including Expansion Package)

NOTICE

The following prices are for reference only. For the actual prices, see pricing details for each service.

At 15:50:04 on Mar 8, 2023 you purchased a basic edition (specifications: 5 persons/200 GB) for one month plus a five-person user expansion package. You were billed for:

- Basic edition: 180.00 CNY x 1 month = 180.00 CNY
- User expansion package: 2.75 CNY x 5 users x 1 month = 13.75 CNY

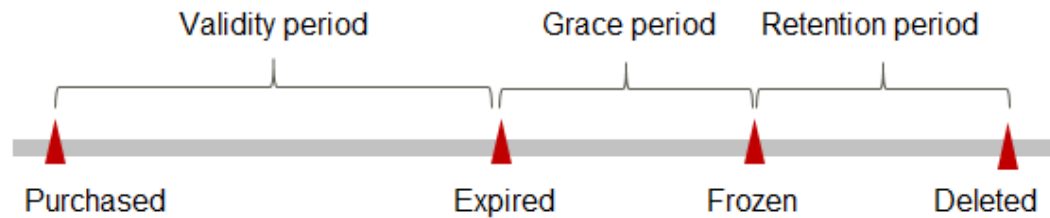
Total for one month = 193.75 CNY

Impact of Expiration

Figure 2-1 shows the statuses a yearly/monthly KooDrive resource can go through throughout its lifecycle. After a resource is purchased, it enters a valid period and

runs normally during this period. If the resource is not renewed after it expires, it first enters a grace period and then a retention period.

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



Expiration Alert

The system will remind the Huawei account creator by email, SMS, and internal message seven days before a yearly/monthly KooDrive resource expires.

Impact of Expiration

If your yearly/monthly KooDrive resource is not renewed after expiration, it enters a grace period and its status becomes **Expired**. During the grace period, you can access the service but your available operations are limited. Unallowed operations include unsubscription and user or storage expansion.

NOTE

Unsubscription: Clicking **Unsubscribe** will return the message "Unsubscription error: Unsubscription not supported for expired services." is displayed.

If the resource is not renewed after the grace period ends, it enters a retention period and its status becomes **Frozen**. You cannot perform any operations on the resource while it is in the retention period.

If you still do not renew the resource before the retention period ends, the service will be automatically unsubscribed from and the resource will be deleted and cannot be restored or renewed.

NOTE

- Huawei Cloud has specific grace and retention periods for each tier of customers. You can check your tier by logging in to the management console and choosing **Basic Information** under your username in the upper right corner.
- For details about renewals, see [Renewals](#).

2.3 Pay-per-Use

Pay-per-use is postpaid and useful if you do not want to pay upfront or if you want to avoid a long-term commitment. You can use KooDrive as long as you have a valid payment method configured.

Billing Items

KooDrive is billed by your number of users and storage space. You are billed for the following items on a pay-per-use basis.

Table 2-3 Billing items

Billing Item	Description
Users	(Mandatory) Number of users (1 to 20,000)
Storage	(Mandatory) User data storage space

Billing Cycle

The usage of pay-per-use KooDrive resources is calculated and billed by the hour (UTC+08:00:00). Once settlement is complete, a new billing cycle starts. Billing starts when a KooDrive resource is created and ends when it is deleted.

For example, if you purchased a pay-per-use KooDrive resource at 08:45:30 and unsubscribed from it at 08:55:00, the billing cycle was from 08:00:00 to 09:00:00 and the fee was generated from 08:45:30 to 08:55:30. You were billed for 600 seconds.

Billing Example

NOTICE

The following prices are for reference only. For the actual prices, see pricing details for each service.

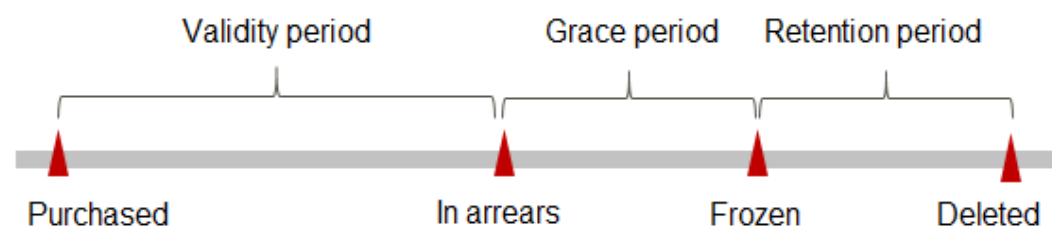
On February 1, 2024, you purchased a pay-per-use KooDrive resource at 10:00:00 and unsubscribed from it at 11:00:00. You used five users and 100 GB storage.

Total fee = Number of users + Storage space = 5 users x 1 hour x Unit price + 100 GB x 1 hour x Unit price

Impact of Arrears

Figure 2-2 shows the statuses a pay-per-use KooDrive resource can go through throughout its lifecycle. After a resource is purchased, it enters a valid period and runs normally during this period. If your account goes into arrears, the resource enters a grace period and then a retention period.

Figure 2-2 Lifecycle of a pay-per-use KooDrive resource



Arrears Alert

The system will deduct fees for pay-per-use resources at the end of each billing cycle. When your account is in arrears, the Huawei Cloud account creator will be notified by email, SMS, and internal message.

Impact of Arrears

If your account balance is insufficient, your account falls into arrears. However, your pay-per-use resources will not be stopped immediately. There will be a grace period before they are stopped. You are still responsible for expenditures generated during the grace period. You can view the charges on the **Billing Center > Overview** page and pay any past due balances as needed.

If you do not bring your account current before the grace period ends, the resource enters a retention period and its status becomes **Frozen**. You cannot perform any operations while it is in the retention period.

If you do not bring your account current before the retention period ends, your data stored in the resource will be deleted and cannot be restored, and the resource will be released.

NOTE

- Huawei Cloud has specific grace and retention periods for each tier of customers. You can check your tier by logging in to the management console and choosing **Basic Information** under your username in the upper right corner.
- For details about top-up, see [Topping Up an Account](#).

3 Billing Items

Billing Description

KooDrive is billed as a combination of using the basic edition, storage expansion package, user expansion package, number of users, and storage space. For details, see [Table 3-1](#).

Table 3-1 KooDrive billing items

Billing Item	Description	Billing Mode
Basic edition	(Mandatory) Limits the number of users and storage available.	Yearly/Monthly
Storage expansion package	(Optional) Enables more users. If you have subscribed to an expansion package, click Change or Delete to add or delete an expansion package. Or, click Increase to add one. The maximum storage space is 95 PB (basic edition + expansion package).	Yearly/Monthly
User expansion package	(Optional) Provides more cloud storage. If you have subscribed to an expansion package, click Change or Delete to add or delete an expansion package. Or, click Increase to add one. There can be up to 20,000 users (basic edition + expansion package).	Yearly/Monthly
Users	(Mandatory) Number of users (1 to 20,000).	Pay-per-use
Storage	(Mandatory) User data storage space.	Pay-per-use

4 Renewals

4.1 Overview

Introduction

After the yearly/monthly subscription expires, KooDrive operations will be affected. If a yearly/monthly resource is about to expire but you want to continue using it, renew the subscription within a specified period. Otherwise, resources will be automatically released, and data will be lost and cannot be restored.

Only yearly/monthly subscriptions can be renewed. If you use pay-per-use KooDrive, just ensure that your account has a valid payment method configured or a top-up account with a sufficient balance.

If you renew your subscription before it expires, resources will be retained and you can continue using KooDrive. For details about KooDrive statuses after it has expired and the associated impacts, see [Impact of Expiration](#).

Renewal Functions

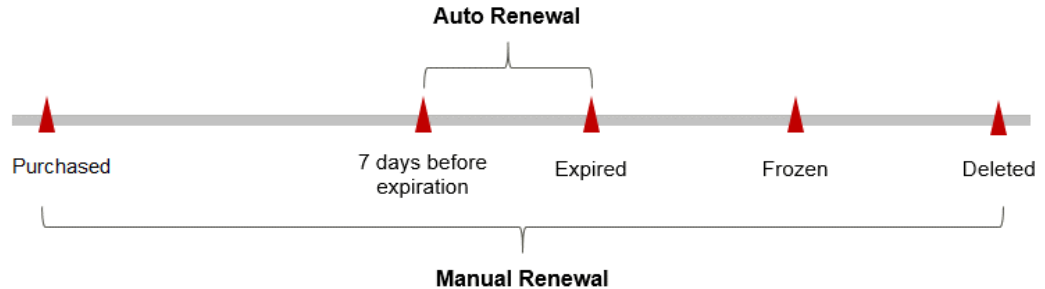
[Table 4-1](#) describes how to renew your yearly/monthly KooDrive.

Table 4-1 Renewal functions

Function	Description
Manually Renewing a KooDrive Resource	You can renew your yearly/monthly KooDrive resource at any time on the KooDrive console before it is automatically deleted.
Auto-renewing a KooDrive Resource	You can enable auto-renewal to automatically renew your KooDrive resource before it expires. This prevents resources from being deleted in case you forget to renew a subscription.

You can select a method to renew your yearly/monthly KooDrive resource based on the phase it is currently in.

Figure 4-1 KooDrive lifecycle



- A KooDrive resource is in the **Running** state after it is provisioned.
- When a KooDrive resource expires, the status will change from **Running** to **Expired**.
- If an expired KooDrive resource is not renewed, it enters a grace period. If it is not renewed before the grace period ends, it will be frozen and enter a retention period.
- If you do not renew the subscription before the retention period ends, your resources will be automatically deleted.

NOTE

- Huawei Cloud has specific grace and retention periods for each tier of customers. You can check your tier by logging in to the management console and choosing **Basic Information** under your username in the upper right corner.

You can enable auto-renewal anytime before a KooDrive resource expires. By default, the system will first attempt to charge your account for the renewal at 00:03:00 seven days before the expiration date. If this attempt fails, it will reattempt at 00:03:00 every day until the subscription is renewed or expires. By default, renewal charges are deducted from your account seven days before the new expiration date. You can change this auto-renew payment date as required.

4.2 Manually Renewing a KooDrive Resource

You can renew your yearly/monthly KooDrive resource at any time on the KooDrive console before it is automatically deleted.

Renewing a KooDrive Resource in Billing Center

- Step 1** Log in to the console.
- Step 2** On the top navigation bar, choose **Billing > Renewal**.
- Step 3** Set the search criteria.

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

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

Step 4 Click **Renew** in the **Operation** column of the desired order.

Step 5 Select a renewal duration and optionally select **Renew on the standard renewal date**. For details, see [Renewal Date](#). Confirm the price and click **Pay**.

Step 6 Select a payment method and make your payment. Renewal is complete once you pay for the order.

----End

4.3 Auto-renewing a KooDrive Resource

Auto-renewal can prevent your KooDrive 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 when your KooDrive resource expires and the billing cycle.
- The auto-renewal period depends on how you enable auto-renewal.
- You can enable auto-renewal anytime before a KooDrive resource expires. By default, the system will first attempt to charge your account for the renewal at 00:03:00 seven days before the expiration date. If this attempt fails, it will reattempt at 00:03:00 every day until the subscription is renewed or expires.
- After auto-renewal is enabled, you can still renew the KooDrive resource manually. After a manual renewal is complete, auto-renewal is still valid, and the renewal expenditure will be deducted from your account seven days before the new expiration date.
- By default, the renewal expenditure is deducted from your account seven days before the new expiration date. You can change this auto-renew payment date as required.

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

Prerequisite

The yearly/monthly KooDrive has not expired.

Enabling Auto-Renewal During Purchase

You can enable auto-renewal on the purchase page. For details, see [Enabling KooDrive](#).

Enabling Auto-renewal on the Renewals Page

Step 1 Log in to the console.

Step 2 On the top navigation bar, choose **Billing > Renewal**.

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** tabs.

Step 4 Select the resource for which you want to enable auto-renewal and click **Enable Auto-Renewal** in the **Operation** column

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

----End

5 Bills

You can view service usage and billing details on the **Billing > Bills** page.

Bill Reporting Period

After yearly/monthly resources are 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. KooDrive is billed by the hour. For details about the fee deduction rules, see [Bill Run for Pay-per-Use Resources](#).

You are not billed immediately after a record is generated. For example, if a pay-per-use resource is unsubscribed from at 08:30:00, the fee generated from 08:00:00 to 09:00:00 will not be deducted until 10:00:00. On the **Billing Center > Billing > Transactions and Detailed Bills > Transaction Bills** page, **Expenditure Time** lists the usage duration of your pay-per-use resources.

6 Arrears

When you use KooDrive, if you have a past due balance on your account, your account will fall into arrears. As a result, KooDrive resources may not run properly, so make sure that your account balance is sufficient.

Arrears Reason

In pay-per-use mode, your account balance is insufficient.

Impact of Arrears

Yearly/Monthly

This is a pre-paid billing mode, so you can continue using yearly/monthly resources even if your account is in arrears. However, you will not be able to perform fee-generating operations, such as renewing an order.

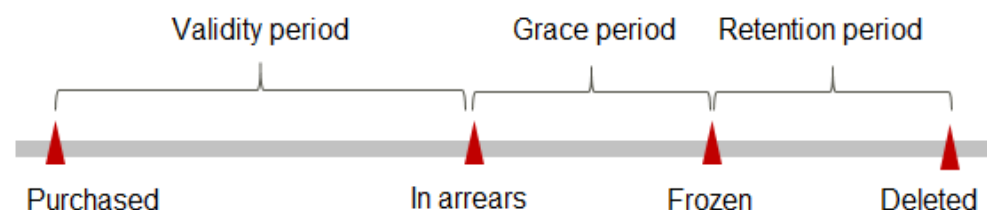
Pay-per-use

If your account balance is insufficient, your account falls into arrears. However, your pay-per-use resources will not be stopped immediately. There will be a grace period before they are stopped. You are still responsible for expenditures generated during the grace period. You can view the charges on the **Billing Center > Overview** page and pay any past due balances as needed.

If you do not bring your account current before the grace period ends, the resource enters a retention period and its status becomes **Frozen**. You cannot perform any operations while it is in the retention period.

If you do not bring your account current before the retention period ends, your storage and user resources will be released and your data cannot be restored.

Figure 6-1 Lifecycle of a pay-per-use KooDrive resource



 NOTE

- Huawei Cloud has specific grace and retention periods for each tier of customers. You can check your tier by logging in to the management console and choosing **Basic Information** under your username in the upper right corner.

Avoiding and Handling Arrears

Bring your account current in a timely manner. For details, see [Topping Up an Account](#).

Configure the **Balance Alert** function on the **Billing Center > Overview** page. When your balance drops below the threshold, the system automatically notifies you.

7 Stopping Billing

Yearly/Monthly Resources

You pay a one-off fee for a yearly/monthly KooDrive resource upon purchase. Billing automatically stops when the subscription expires.

- If you no longer need a resource, but the subscription has not yet expired, you can unsubscribe from it. Huawei Cloud may issue you a refund, depending on what coupons were used for the purchase and if 5-day unconditional unsubscription rules apply. For details about unsubscription rules, see [Unsubscription Rules](#).

Pay-per-Use Resources

If you no longer need pay-per-use resources, such as storage space and users, unsubscribe to stop being charged for them.

8 Billing FAQ

8.1 How Do I Unsubscribe from KooDrive?

Prerequisite

You have subscribed to KooDrive.

Procedure

- Step 1** Sign in to the [KooDrive console](#) as an enterprise tenant.
- Step 2** In the upper right corner of the **Overview** page, click **Unsubscribe**. A confirmation dialog box is displayed.

CAUTION

After KooDrive is unsubscribed, user data will be deleted immediately and will not be saved. Exercise caution when performing this operation.

- Step 3** Click **Confirm** to unsubscribe from the service.

----End