KooMessage

Billing

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HUAWEI CLOUD COMPUTING TECHNOLOGIES CO., LTD.

Contents

1 KooMessage Billing Overview

This section describes KooMessage billing items, billing modes, renewals, and arrears policies.

- **Billing Item**

  KooMessage billing items include email messages. For details about the billing mode and product pricing, see **Billing Item**.

- **Billing Mode**

  KooMessage is available prepaid or postpaid. Prepaid options are either subscriptions (yearly/monthly) or packages (pay-per-use or stop-before-excess), while postpaid is pay-per-use. For details, see **KooMessage Billing Mode Overview**.

- **Changing the Billing Mode**

  For details, see **Changing the Billing Mode**.

- **Renewals**

  If a resource package expires, KooMessage may be affected. To continue using the functions, renew your subscription in a timely manner, or you may lose data. You can select either manual or auto renewal. For details, see **Renewals**.

- **Bills**

  You can view KooMessage transactions and details on the **Bills & Costs** > **Bills** page. For details, see **Bills**.

- **Arrears**

  When you use KooMessage, 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**

  When KooMessage is billed on a pay-per-use basis, if you do not use it, no expenditures will be generated. For details, see **Stopping Billing**.

2 Billing Item

2.1 Email Messages

Billing Modes

Email messages are billed by the number of emails you send. Package (pay-per-use only) and postpaid pay-per-use options are available.

For the dedicated IP service for email messages, you must have a monthly subscription.

📖 **NOTE**

- Once KooMessage is enabled, you cannot disable it. The postpaid pay-per-use option will not incur charges when there is no usage. Since prepaid billing options (monthly subscription or pay-per-use package) are non-refundable, confirm your order before purchasing.
- The pay-per-use package is a prepaid option. However, once your package quota is used up, you will be billed by the number of sent emails.

Billing Rules

- Billed by the number of emails you sent

  This number is determined by the number of email addresses set. Example: an email sent to 10 email addresses is billed as 10 email messages.

- Sending is charged regardless of whether the email is successfully received by the email address, unless the failure was caused by a Huawei Cloud system fault.

3 Billing Mode

3.1 KooMessage Billing Mode Overview

KooMessage is billed on a pay-per-use basis or you can purchase resource packages.

- **Pay-per-use**

  After you subscribe to KooMessage, pay-per-use billing is enabled by default. For details, see **Pay-per-Use**.

- **Package**

  You can buy packages for more discounts. For details, see **Packages**.

- **Yearly/Monthly**

  This option is prepaid. It means you are billed upfront for your subscription duration (months or years). For details, see **Yearly/Monthly Subscriptions**.

3.2 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 KooMessage as long as you have a valid payment method configured.

☐ **NOTE**

After you subscribe to KooMessage, pay-per-use billing is enabled by default. If you do not use KooMessage, no expenditures will be generated.

Scenarios

Pay-per-use billing is useful for short-term, bursty, or unpredictable workloads that cannot tolerate any interruptions, such as e-commerce flash sales or holiday blessings.

Billing Items

KooMessage email messages are billed on a pay-per-use basis. For details, see **Table 3-1**.

Table 3-1 Billing items

Billing Item	Description
Email messages	Billed by the number of emails you sent.

Billing Cycle

Billing for email messages is updated hourly. For example, the fees generated when a user sends emails from 08:00:00 to 09:00:00 are usually calculated around 10:00:00.

Billing Formula

Fees = Usage x Unit price.

Arrears

When you use KooMessage, if you have a past due balance on your account, your account will fall into arrears. KooMessage may not be able to run, so bring your account current in a timely manner.

For more information, see **Arrears** and **Avoiding and Handling Arrears**.

More Info

For details about the fees and bills, see **Bills**.

3.3 Packages

Packages are prepaid and useful for stable service usage.

There are two types of packages: **pay-per-use** and **stop-before-excess**.

When you buy a pay-per-use package, the package is used by default to pay for usage, and any usage in excess of the package quota will be billed on a pay-per-use basis.

☐ NOTE

Once KooMessage is enabled, you cannot disable it, but if you do not use KooMessage, no expenditures will be generated. Since the prepaid package option is non-refundable, confirm your order before purchasing.

Package Details

You can buy packages to save money.

Pay-per-use packages

Table 3-2 lists the KooMessage pay-per-use packages.

Table 3-2 Pay-per-use packages

Item	Package Type	Description	Restrictions
Email messages	Different packages	One email is one message sent to one email address.	-

Buying a Package

Log in to the KooMessage console to buy packages. For details, see "Purchasing a KooMessage Package" in *User Guide*.

If you buy multiples of the same package within a specified period, see the **deduction sequence rules**.
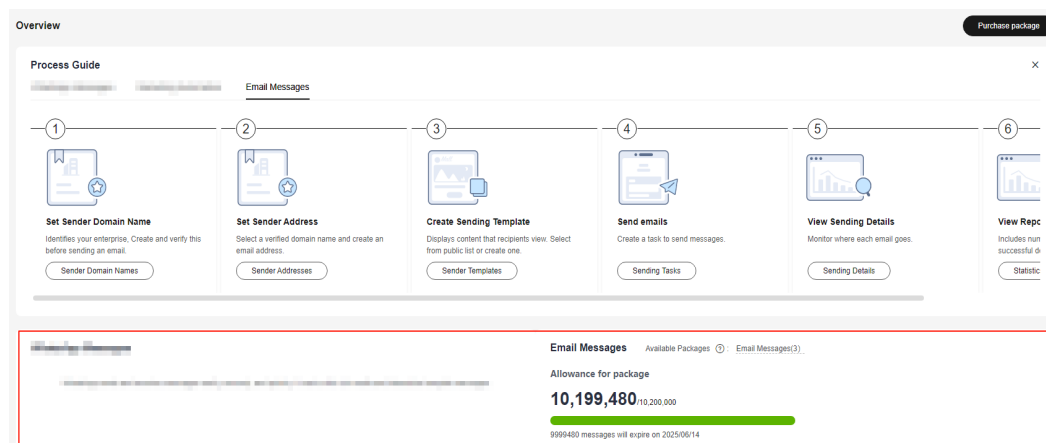
Viewing Purchased Packages

Information on your purchased packages is on the console, including the quota and expiration time.

Method 1

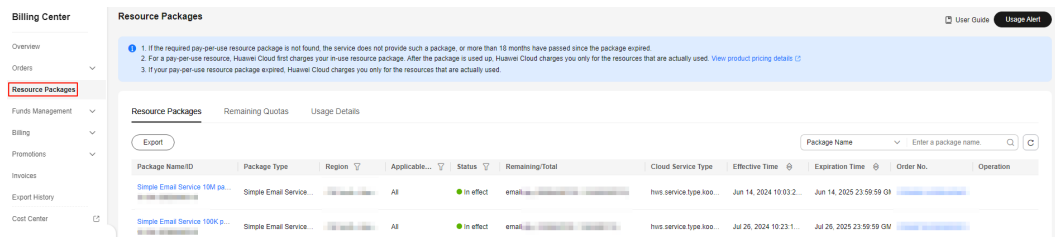View your packages on the KooMessage **Overview** page as shown in **Figure 3-1**.

Figure 3-1 Overview page

Method 2

On the top of the KooMessage console, choose **Billing** > **My Packages** > **Resource Packages** and view your packages, as shown in **Figure 3-2**.

For details, see **Resource Packages**.

Figure 3-2 Resource packages of Billing Center

Package Usage Alerts

This function is not available on the **Overview** page.

Set package usage alerts in Billing Center to notify you when your package quota is used up so you can renew the package in time.

Settings

Step 1 Log in to the console.

Step 2 On the top, choose **Billing** > **My Packages**. The **Resource Packages** page is displayed.

Step 3 Click **Usage Alert** in the upper right corner.

Step 4 Select a threshold type. Options: **Percentage**, **Absolute value**, and **Custom**. For details, see **Figure 3-3**.

Figure 3-3 Usage Alert

Usage Alert

ℹ 1. When the remaining usage of a resource package reaches the preset threshold, you will receive notification by SMS and email. (If you have more than one resource package of the same type used together, the total remaining usage is calculated.)
2. After you buy new resource packages or renew existing ones, the total package usage will be re-calculated and remaining usage alerts are adjusted accordingly.
3. The usage of each resource package applicable to only one certain region will be calculated separately.
4. Alerts are not supported for those resource packages that are reset on a per hour, day, or week basis.

Threshold Type ⓘ
◉ Percentage   ○ Absolute value   ○ Custom
Once changed, configurations based on the previously set type become invalid.

Batch Alerting

Remaining Usage Threshold
[Please ent... ⌄]

Package Item	Enable/Disable	Threshold Type	Remaining Usage Threshold
▨▨▨	⬤	Percentage ⌄	20% ⌄
▨▨▨	⬤	Percentage ⌄	20% ⌄
▨▨▨	⬤	Percentage ⌄	20% ⌄
▨	⬤	Percentage ⌄	20% ⌄
▨▨▨	⬤	Percentage ⌄	20% ⌄
▨▨▨	⬤	Percentage ⌄	20% ⌄

Cancel   OK

----End

Notification

After you set the usage alerts, the system will send you an SMS message and email when your remaining usage reaches the threshold.

For more rules, see **Usage Alert**.

Package Expiration

You can use a package within its billing period (its validity period). If you do not renew the package after it expires, the package enters the grace period and then retention period.

Figure 3-4 Package lifecycle
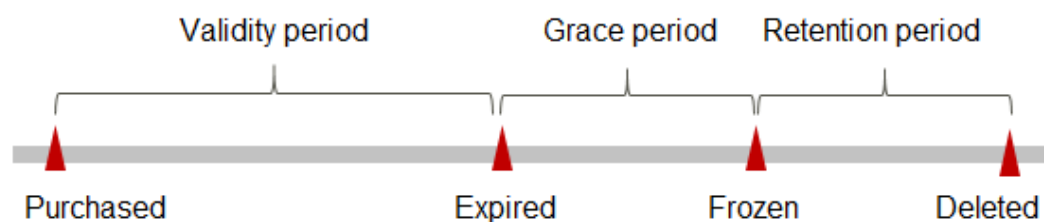
- **Expiration Alert**

  The system will remind the Huawei account creator by email, SMS, and internal message seven days before a package expires.

- **Impacts**

  After the pay-per-use package expires, you can still use KooMessage if there is sufficient account balance.

> **NOTE**
>
> The **grace period** and **retention period** are 15 days each.

More Info

For details about renewal, see **Renewals**.

For details about bills, see **Bills**.

3.4 Yearly/Monthly Subscriptions

Yearly/Monthly is a prepaid billing option that helps you save money.

It gives you unlimited usage of KooMessage during the duration you purchase.

> **NOTE**
>
> Once KooMessage is enabled, you cannot disable it, but if you do not use KooMessage, no expenditures will be generated.
>
> Since the prepaid yearly/monthly option is non-refundable, confirm your order before purchasing.

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, since yearly/monthly billing is more cost-efficient. Examples: e-commerce platforms and banks.

- Long-term projects, since yearly/monthly billing ensures stable product usage throughout the project. Examples: government projects and large-scale promotion activities.

- Predictable service peaks, since shortages can be avoided by purchasing resources in advance for these periods of higher demand. Examples: sales promotions and festivals.

Billing Items

KooMessage has the following yearly/monthly billing item.

Table 3-3 Billing item

| Billing Item	Description
Email messages	The **dedicated IP service** for email messages is billed by month.

Billing Cycle

A yearly/monthly KooMessage resource is usable during the subscription duration. The billing starts once you purchase or renew the resource, and ends at 23:59:59 (UTC+08:00:00) on the date the subscription ends.

Example: A monthly KooMessage resource purchased on September 26, 2024 15:50:04 can be used from September 26, 2024 15:50:04 to October 26, 2024 23:59:59.

On Expiration

Once you purchase a yearly/monthly KooMessage resource, you can use it for the length of your purchased subscription period. At that point, you can choose to renew it. If you don't, it enters a grace period and then retention period.

Figure 3-5 Lifecycle of a yearly/monthly KooMessage resource
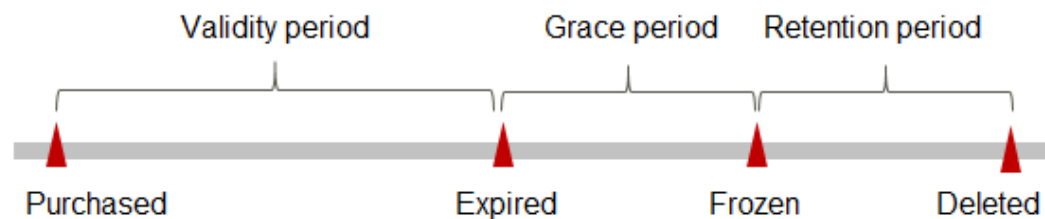
- **Expiration Alert**

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

- **Impacts**

  After your yearly/monthly KooMessage resource expires, you can still use your resource as long as there is a valid payment method configured.

  📖 **NOTE**

  The **grace period** and **retention period** are 15 days each.

More Info

For how to renew your yearly/monthly KooMessage resource, see **Renewals**.

For details about the bills of your yearly/monthly KooMessage resource, see **Bills**.

4 Changing the Billing Mode

- **Pay-per-use**

  After you subscribe to KooMessage, pay-per-use billing is enabled by default.

  You can choose to purchase packages or yearly/monthly resources to save money.

- **Package**

  When a pay-per-use package expires or the quota is used up, the billing mode automatically changes to pay-per-use.

- **Yearly/Monthly**

  Once your yearly/monthly resource expires, it automatically becomes invalid and the billing mode will not automatically change to pay-per-use.

5 Renewals

5.1 KooMessage Renewal Overview

Pay-per-use KooMessage does not need to be renewed. You can use it as long as there is a valid payment method configured.

Renew your package or yearly/monthly resources on time to continue using KooMessage functions.

Table 5-1 Renewal description

Function	Description
Manually Renewing a KooMessage Resource	You can renew a package or yearly/monthly resource in Billing Center any time before it expires.
Auto-renewing a KooMessage Resource	Enabling auto-renewal prevents KooMessage interruptions even if you forget to manually renew your resources.

Figure 5-1 shows the renewal lifecycle of a package and a yearly/monthly resource. Select the method that works for you.

Figure 5-1 Renewal lifecycle
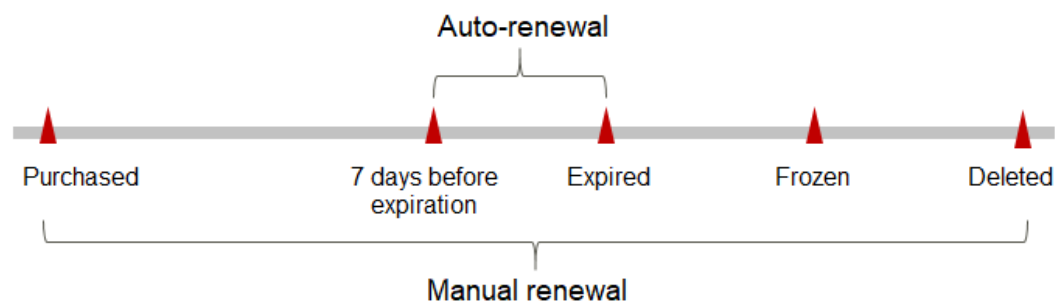
- Before a package expires, its status is **Provisioned**.
- After it expires, the status changes to **Expired**.
- If the package is not renewed upon expiration, it automatically enters a grace period. If the package is still not renewed after the grace period expires, the status changes to **Frozen**.
- If you do not renew the package after the grace period expires, it automatically enters a retention period, during which you can renew it to continue using its functions.

📖 **NOTE**

The **grace period** and **retention period** are 15 days each.

For more information about renewals, see **Renewal Management**.

5.2 Manually Renewing a KooMessage Resource

Renew your packages and yearly/monthly resources in Billing Center, not the KooMessage console.

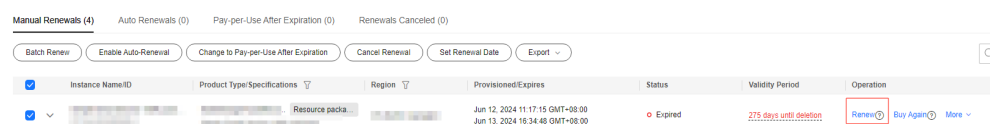## Renewing a KooMessage Resource in Billing Center

Step 1 Log in to the console.

Step 2 On the top menu, choose **Billing** > **Renewal**. The **Renewals** page is displayed.

Step 3 Manually renew the package.

- Individual renewal: Click **Renew** in the **Operation** column of the package.
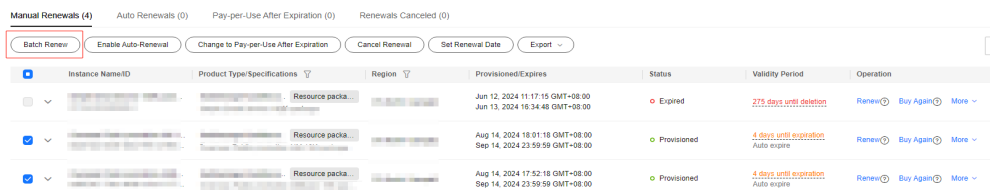
Figure 5-2 Individual renewal

- Batch renewal: Select the packages and click **Batch Renew** in the upper left corner.

Figure 5-3 Batch renewal

Step 4 Confirm the renewal.

Select a renewal duration and optionally select **Renewal Date**. Confirm the configuration fee and click **Pay**.

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

Figure 5-4 Confirming renewal
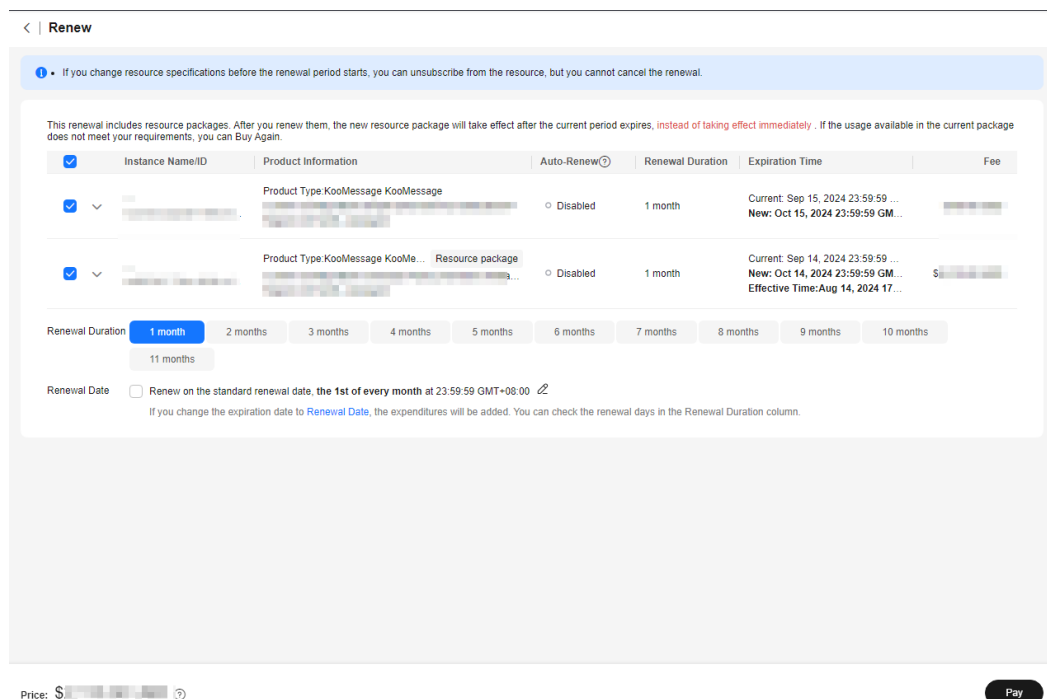
Step 5 Select a payment method and make your payment. Renewal is complete once you pay for the order.

----End

5.3 Auto-renewing a KooMessage Resource

Auto-renewal reduces the manual costs and prevents KooMessage from being unavailable if you forget to manually renew your resources.

- The first auto-renewal date is when the KooMessage package expires.
- The auto-renewal frequency is customized by you.
- You can enable auto-renewal anytime before a KooMessage package 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 KooMessage package manually. After manual renewal, auto-renewal will still occur and renewal charges will be deducted from your account seven days before the new expiration date.
- 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.

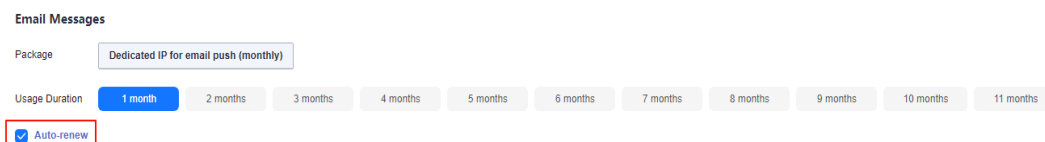For more information about auto-renewal rules, see **Auto-Renewal Rules**.

Prerequisites

Your yearly/monthly subscription or package has not expired yet.

Enabling Yearly/monthly Auto-renewal on the Purchase Page

You can enable auto-renewal for your yearly/monthly subscription on the purchase page, as shown in **Figure 5-5**.

Figure 5-5 Auto-renewal example

If you enable auto-renewal during purchase, the auto-renewal periods are as follows:

Monthly subscriptions are renewed for a month each time.

Yearly subscriptions are renewed for a year each time.
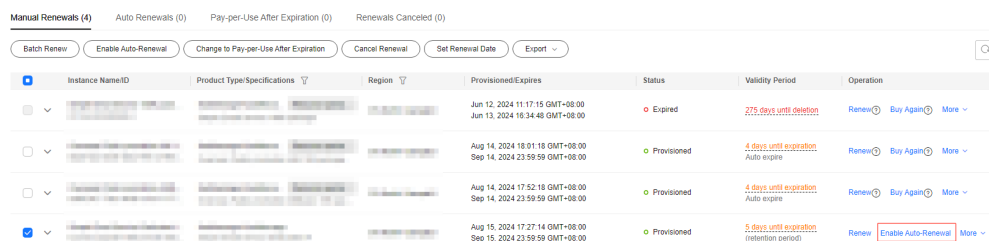
Enabling Auto-renewal in Billing Center

Step 1 Log in to the console.

Step 2 On the top menu, choose **Billing** > **Renewal**. The **Renewals** page is displayed.

Step 3 Enable auto-renewal.

- Individual auto-renewal: Click **Enable Auto-Renewal** in the **Operation** column of the package.

Figure 5-6 Individual auto-renewal

- Batch auto-renewal: Select the packages and click **Enable Auto-Renewal** in the upper left corner.

Figure 5-7 Batch auto-renewal
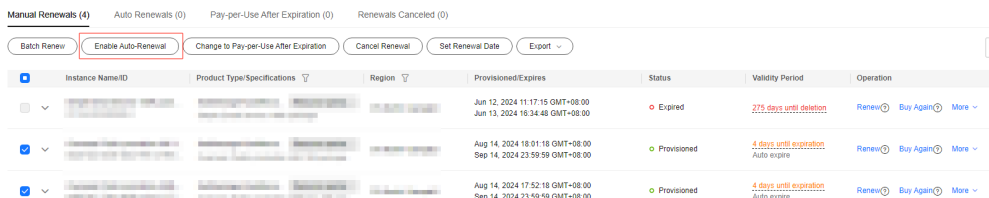
Step 4 Select a renewal period, specify how many times to auto-renew, and click **OK**.

If auto-renewal is enabled on the **Renewals** page, the auto-renewal cycle is subject to the selected renewal period and auto-renewal times. For example, if you select three months as the renewal period and do not select **Preset Auto-**

renewals, your subscription is automatically renewed for three months before each expiration.

Figure 5-8 Enabling auto-renewal
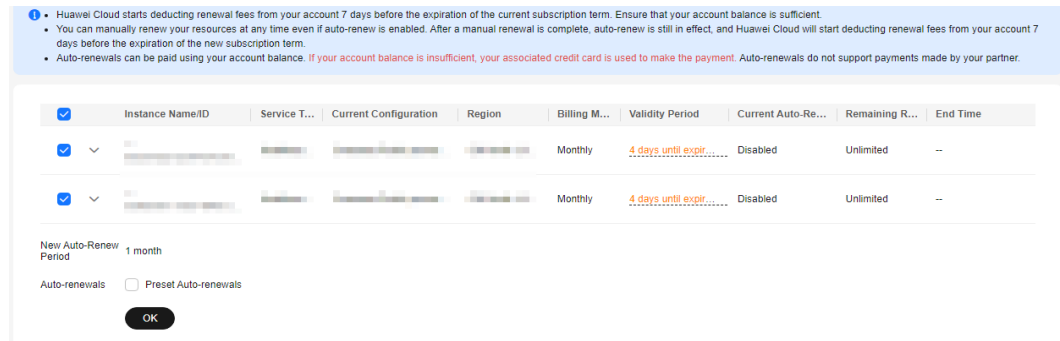
----**End**

6 Bills

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

Bill Reporting Period

- **Package** and **Yearly/Monthly** (Here, we use a package as illustration.)

  After you pay for a package, the billing system generates a bill in real time.

- **Pay-per-use**

  The usage of pay-per-use products is reported to the billing system periodically to update your expenditure records.

  Billing for email messages is updated hourly. For example, the fees generated when a user sends emails from 08:00:00 to 09:00:00 are usually calculated around 10:00:00.

  ### NOTE

  The pay-per-use usage for the current month is an estimate only. More accurate bills will be generated and issued on the third day of the next month. For details, see **Bill Run for Pay-per-Use Resources**.

Viewing Bills

To view KooMessage billing details, refer to **Bills**.

7 Arrears

When you use KooMessage, if you have a past due balance on your account, your account will fall into arrears. KooMessage may not be able to run, so bring your account current in a timely manner.

Reasons

Your account may fall into arrears if:

● You have no packages available, and there is no valid payment method configured for the pay-per-use resources.

● You have a package, but the usage exceeds the package quota or the package attributes do not match the features. In this case, the product is billed on a pay-per-use basis, but if you have no valid payment method configured for pay-per-use usage, your account will fall into arrears.

Arrears

● **Pay-per-use**

If your account is in arrears due to automatic billing or if there is an overdue bill, the grace period starts. KooMessage does not stop immediately.

You need to pay for expenditures generated during the grace period. Huawei Cloud will automatically bill you once you have a valid payment method configured.

If you do not pay the arrears within the grace period, the resources enter a retention period, during which no new fees will be generated.

Pay the arrears within the retention period to unfreeze the resources, and you can use KooMessage normally again.

Figure 7-1 Pay-per-use billing lifecycle

- **Package** and **Yearly/Monthly** (Here, we use a package as illustration.)

  If you purchased a package, it can still be used even if your account is in arrears or if there is a past due bill. However, you will not be able to perform other operations generating fees, such as buying a new package.

  If you had purchased a package but there was no valid payment method configured when the package expired, any attempted renewal would fail. If this happens, check you account settings and make sure you have a valid payment method configured.

  📖 **NOTE**

  The **grace period** and **retention period** are 15 days each.

Avoiding and Handling Arrears

You need pay for arrears in a timely manner to avoid affecting services. For details, see **Making Repayments (Postpaid Direct Customers)**.

Configure the **Balance Alert** function in Billing Center. When the total amount of the available quota (including cash and cash coupons) is lower than the alert threshold, the system automatically notifies you by SMS and email.

8 Stopping Billing

Pay-per-Use

When KooMessage is billed on a pay-per-use basis, if you do not use it, no expenditures will be generated.

Packages

Your package was purchased with a one-time charge and automatically becomes invalid when it expires.

- KooMessage does not support package unsubscription, but if you stop using KooMessage, your package quota will not be consumed.
- If you enabled auto-renewal, disable it before the auto-renewal deduction date (default seven days before the expiration date) to avoid generating additional expenditures.

Yearly/Monthly Subscriptions

Your package was purchased with a one-time charge and automatically becomes invalid when it expires.

- Yearly/monthly resources are non-refundable.
- If you enabled auto-renewal, disable it before the auto-renewal deduction date (default seven days before the expiration date) to avoid generating additional expenditures.