



## Partner Support Plan

# price

Issue 01

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# 1 Service Price

Partner support plans are charged by calendar month. The Basic partner support plan is free of charge. A partner support plan of other levels is charged as described in [Table 1-1](#).

**Table 1-1** Prices of partner support plans

Basic	Standard	Premier
Free	\$1,250 USD/month (Price for additional service tickets: \$250 USD for every 10 service tickets)	\$2,300 USD/month

# 2 General Billing

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## Billing Mode

Partner support plans are charged by month or year in prepayment mode.

# 3 Billing in Special Scenarios

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## 3.1 Upgrading a Partner Support Plan

HUAWEI CLOUD allows partner support plan upgrade, for example, from Standard to Premier. The upgrade involves the deduction of support fee difference.

Fee changes involved with the upgrade: Calculate the support fee required by the new partner support plan for the remaining service period, subtract the support fee surplus of the old partner support plan, and the result is the support fee to be deducted.

## 3.2 Downgrading a Partner Support Plan

HUAWEI CLOUD allows partner support plan downgrade and returns the prepaid basic support fee difference based on unused service days of the subscribed period. However, partners should not frequently change the partner support plan level. HUAWEI CLOUD reserves the right to reject frequent upgrades or downgrades.

Fee changes involved with the downgrade: Calculate the support fee surplus of the old partner support plan for the remaining service period, subtract the support fee required by the new partner support plan, and the result is the support fee to be returned.

## 3.3 Unsubscribing from a Partner Support Plan

HUAWEI CLOUD partner support plans can be unsubscribed from. The prepaid basic support fee is refunded in proportion to the rest of service days. However, the incremental support fee of the month will still be settled at the beginning of the next month.

# 4 Billing Example

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Partner A subscribes to the Standard partner support plan for one year and pays for it immediately. A total of  $\$1,250 \text{ USD} \times 12 = \$15,000 \text{ USD}$  is deducted from the account.

In the service period, if the partner upgrades the partner support plan to the Premier level after having used it for six months, another  $\$(2,300 - 1,250) \text{ USD} \times 6 = \$6,300 \text{ USD}$  needs to be paid.