Price Details

Issue 10.4.2

Date 2025-04-21





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Pricing Details

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1.1 Service Price

Huawei Cloud Support Plans are billed by calendar month. You need to purchase Support Plans of different levels separately based on the billing standards below.

Table 1-1 Price details about support plans

Developer	Business	Enterprise On- Ramp	Enterprise
\$26 USD/ month	Either \$90 USD or 10% of monthly expenditures for the first \$0 USD to \$9,000 USD + 7% of monthly expenditures from \$9,000 USD to \$72,000 USD + 5% of monthly expenditures from \$72,000 USD to \$225,000 USD + 3% of monthly expenditures over \$225,000 USD (whichever is greater, discounts not applied)	Either \$5,000 USD or 10% of monthly expenditures (whichever is greater, discounts not applied)	Either \$13,500 USD or 10% of monthly expenditures for the first \$0 USD to \$135,000 USD + 7% of monthly expenditures from \$135,000 USD to \$450,000 USD + 5% of monthly expenditures from \$450,000 USD to \$900,000 USD + 3% of monthly expenditures over \$900,000 USD (whichever is greater, discounts not applied)

If the support service is used for less than a month, fees are calculated in proportion to the number of service days in the calendar month.

In this case, the pricing tier must be corrected in proportion to the number of days. The basic support fee is also calculated in proportion to the number of service days in a calendar month. If the ratio of the number of service days in the month to the number of days in the calendar month is R, the service fee is calculated based on Table 1-2.

Table 1-2 Price details about support plans used for less than a month

Developer	Business	Enterprise On- Ramp	Enterprise
\$(26 x R) USD/month	Either \$(90 x R) USD or 10% of monthly expenditures for the first \$0 USD to \$(9,000 x R) USD + 7% of monthly expenditures from \$(9,000 x R) USD to \$(72,000 x R) USD + 5% of monthly expenditures from \$(72,000 x R) USD to \$(225,000 x R) USD + 3% of monthly expenditures over \$(225,000 x R) USD (whichever is greater, discounts not applied)	Either \$5,000 USD or 10% x (Monthly expenditures x R) (whichever is greater, discounts not applied)	Either \$(13,500 x R) USD or 10% of monthly expenditures for the first \$0 USD to \$(135,000 x R) USD + 7% of monthly expenditures from \$(135,000 x R) USD to \$(450,000 x R) USD + 5% of monthly expenditures from \$(450,000 x R) USD to \$(900,000 x R) USD + 3% of monthly expenditures over \$(900,000 x R) USD (whichever is greater, discounts not applied)

1.2 Billing Mode

Huawei Cloud Support Plans are billed by the account, on a monthly basis. The price includes:

- Basic price: the minimum monthly expenditure for each support plan level. This part is prepaid at the time of subscription, or it can be paid at the beginning of each calendar month for an auto renewal.
- Incremental price: the difference between the monthly expenditure and the basic price. This part is postpaid at the beginning of the next calendar month. For example, if you purchased a 1-year Enterprise support plan on January 15, 2019, and enabled auto-renewal, the system will bill you for 12 months of the basic support starting on the day you paid for the order. At the beginning of each of the remaining 11 months (February to December 2019), the system automatically bills you for the incremental support of the previous month. Starting on the 13th month (January 2020), the system bills you for basic

support for the current month and for incremental support for the previous month at the beginning of each month.

■ NOTE

Monthly expenditures: This refers to the total expenditure based on the list price (without applying any discounts) of cloud services within a calendar month (dates of purchase and unsubscription included). Cloud services include cloud servers, cloud storage, network bandwidth, and database services, but not support plans, professional services, and KooGallery products. Payments with cash, credit cards, and cash coupons are all counted. For yearly/monthly subscriptions, the resource usage is amortized by the day and counted into the monthly resource usage.

Multi-account shared billing: The enterprise master account's monthly expenditure (list price) and the expenditures (list price) of all member accounts associated with the master account are summed up for tiered pricing.

1.3 Billing in Special Scenarios

1.3.1 Upgrading a Support Plan

Huawei Cloud allows you to upgrade your support plan, for example, from Business to Enterprise On-Ramp or Enterprise. Upgrading a support plan may require additional payments to make up the price difference.

If there is a price change after an upgrade, the system first calculates the basic price for the remaining service period on the old support plan. This price is then subtracted from the basic price for the remaining service period on the new support plan. The difference is what you owe for the upgrade. On the monthly settlement day, you also need to pay the incremental price for the service days of both the old and new support plans.

1.3.2 Downgrading a Support Plan

Huawei Cloud allows you to downgrade your support plan. If you do, you will receive a refund for the unused portion (calculated based on the remaining service days of the support plan) of the basic price difference during the subscription term. However, you should not frequently change the support plan level, and Huawei Cloud reserves the right to reject frequent support plan upgrades or downgrades.

If there is a price change after a downgrade, the system first calculates the basic price for the remaining service period on the new support plan. This price is then subtracted from the basic price for the remaining service period on the old support plan. The difference is the refund for the downgrade. On the monthly settlement day, you also need to pay the incremental price for the service days of both the old and new support plans.

1.3.3 Unsubscribing from a Support Plan

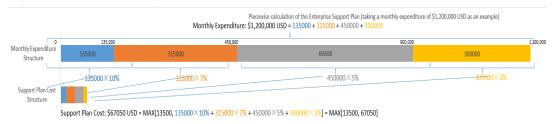
You can unsubscribe from Huawei Cloud Developer, Business, Enterprise On-Ramp, or Enterprise support plans. After the unsubscription, your support plan will be restored to the Basic level. The support plan fee for the month of unsubscription will be billed at the beginning of the next calendar month, calculated based on the number of days the support plan was used for.

1.4 Billing Example

Support plans for individual accounts

Assume that you use an Enterprise Support Plan from January 01. Suppose the cloud resource expenditures in January (excluding support plans, professional services, and KooGallery products), calculated based on the list price, are 1,200,000 USD. The price of the support plan for January is calculated as follows: 400,000 USD = MAX[13,500, 135,000 x 10% + 315,000 x 7% + 450,000 x 5% + 300,000 x 3%].

Figure 1-1 Billing example



Support plans shared by multiple accounts

Assume that you are using an enterprise master account. You share an Enterprise Support Plan on January 01. Suppose the cloud resource expenditures in January (excluding support plans, professional services, and KooGallery products), calculated based on the list price, are \$700,000 USD.

The cloud resource expenditures of member account A1 in January (excluding support plans, professional services, and KooGallery products), calculated based on the list price, are \$300,000 USD.

The cloud resource expenditures of member account A2 in January (excluding support plans, professional services, and KooGallery products), calculated based on the list price, are \$200,000 USD.

In this case, the expenditures of all accounts in January are \$1,200,000 USD (700,000 + 300,000 + 200,000). The expenditure of the Enterprise Support Plan is \$67,050 USD (MAX[13,500, 135,000 x 10% + 315,000 x 7% + 450,000 x 5% + 300,000 x 3%]).

Figure 1-2 Billing example

