



Support Plan

productdesc

Issue 02

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1 General

1.1 Can multiple cloud accounts share one support plan?

Master accounts and member accounts with unified accounting can share Business-level or Enterprise-level support plans.

1.2 What Does a Support Plan Provide?

Solutions to HUAWEI CLOUD account, billing, and quota adjustment issues.

Advice on the use of HUAWEI CLOUD technologies, products, and solutions.

Best practices in using HUAWEI CLOUD technologies, products, and solutions.

Assistance in troubleshooting when using HUAWEI CLOUD products.

Advice and troubleshooting assistance when using HUAWEI CLOUD APIs and SDKs.

Guidance on and assistance with third-party software configuration when using HUAWEI CLOUD products.

1.3 How Do I Submit a Problem?

HUAWEI CLOUD provides various support channels. It is recommended that you submit service tickets on the HUAWEI CLOUD management console and then accelerate problem solving through other channels.

For details, see [Support Channels](#).

1.4 How Long Does It Take to Get a Response?

HUAWEI CLOUD provides 24/7 technical support services. Time of the first response to the customer case request is related to the subscribed support plan level and case severity. For details, see [Case Severity and Response Time](#).

1.5 How Long Does It Take to Solve My Problem?

How long a problem can be resolved depends on the problem complexity. HUAWEI CLOUD will cooperate with you to solve your problems as soon as possible.

1.6 What Languages Are Supported for the Support Plan?

Currently, English and Chinese are supported. You can expect other languages in the future.

1.7 Which Regions Are Support Plans Available In?

Support plans are available in all regions on the HUAWEI CLOUD International site.

1.8 Can I Obtain Professional Services Such As Cloud Migration Free of Charge After Purchasing an Enterprise Support Plan?

Support plans provide standard after-sales services. It provides only the service content defined in the service catalog. For professional services such as cloud migration, go to [Contact Us](#) for pre-sales services and communicate with the professional service team.

2 Billing

2.1 How Is the Support Plan Billed?

HUAWEI CLOUD support plans are charged by calendar month. The Basic support plan is included for your resources purchased in HUAWEI CLOUD (International). You can purchase a higher level of support plan based on the following pricing standards:

For details, see [Product Pricing Details](#). You can use the price calculator to quickly calculate an estimated price of a support plan with your desired specifications.

2.2 How Can I Unsubscribe from a Support Plan?

You can unsubscribe from the HUAWEI CLOUD Developer, Business, or Enterprise support plan. After the unsubscription, your support plan is restored to the Basic level. The support plan fee for the month of subscription is deducted at the beginning of the next calendar month based on the number of days of usage.

2.3 Which Cloud Services Are Included In the Expenditure Amount When the Support Plan Is Billed?

Expenditures of almost all HUAWEI CLOUD services, except for that of the support plan itself, professional services, and the Marketplace, are included.

2.4 Can I Use the Services Unlimitedly If I Purchased an Enterprise Support Plan?

Each Enterprise Support Plan includes limited times of services within a natural year. For details, see [Availability Check](#), [Resource Monitoring and Optimization](#), [Launch Support](#), and [Operations Support](#).

3 Change History

Date	Description
2019-04-30	This is the first official release.