FAQ

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HUAWEI CLOUD COMPUTING TECHNOLOGIES CO., LTD.

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1 FAQs

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1.1 General

1.1.1 Can multiple cloud accounts share one support plan?

Enterprise master accounts and member accounts associated for unified accounting can share Business, Enterprise On-Ramp, or Enterprise support plans.

1.1.2 What Does a Support Plan Provide?

- Huawei Cloud account issues, billing issues, and quota adjustment
- Suggestions on how to use Huawei Cloud technologies, products
- Best practices for using Huawei Cloud technologies, products
- Assistance in troubleshooting issues in the use of Huawei Cloud products
- Recommendations and assistance in troubleshooting for the use of Huawei Cloud APIs and SDKs
- Configuration guidance and assistance in troubleshooting for third-party software in conjunction with Huawei Cloud products

1.1.3 Which Support Channels Are Available?

Huawei Cloud offers multiple support channels. You are advised to submit service tickets on the Huawei Cloud management console and use other channels to speed up issue resolution. For details, see **Support Channels**.

1.1.4 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**.

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1.1.5 How Long Will It Take to Address My Issue?

The time needed to resolve an issue depends on its complexity. Huawei Cloud will work closely with you to ensure your issues are addressed as quickly as possible.

1.1.6 What Languages Are Supported for the Support Plan?

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

1.1.7 Which Regions Are Support Plans Available In?

Support Plans are available for all regions on the Huawei Cloud International website.

1.1.8 Can I Obtain Professional Services Such As Cloud Migration and Key Event On-Duty Free of Charge After Purchasing an Enterprise Support Plan?

Support plans provide standard after-sales services. They only provide the service content defined in the service catalog. For professional services such as Cloud Migration and Key Event On-Duty services, access **Presales Support** and communicate with the professional service team.

1.1.9 Are There Onsite Services?

Support Plans is delivered remotely.

1.1.10 Does the Support Plans provide onsite communication and training?

You can log in to the cloud learning platform to access and learn related training courses listed on the Support Plans official website as required. Learning is primarily self-paced and online; bundled on-site training is not included.

Training course entry: **https://edu.huaweicloud.com/intl/en-us/**

1.2 Billing

1.2.1 How Is the Support Plan Billed?

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:

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

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Table 1-1 Prices of 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)

1.2.2 How Can I Unsubscribe 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. You will then be billed for the month of the unsubscription at the beginning of the next calendar month. The amount will be calculated based on the number of days the support plan was used.

1.2.3 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.

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1.2.4 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**, **Key Event On-Duty Service (Basic Edition)**, and **Monthly Service Reports**.

1.2.5 Can I Get a Discount If I Subscribe to a Long-Term Support Plan?

For yearly subscriptions (including 1-year, 2-year, and 3-year subscriptions), you will receive value-added services, including cloud product architecture consulting, key event on-duty (basic edition), availability check, and resource monitoring and optimization. For details about the benefits of these value-added services, see the Support Plans SOW.

1.3 Change History

Date	Description
2025-04-08	This issue is the second official release. 1. Updated 4.1.1 Can Multiple Cloud Accounts Share the Same Support Plan 2. Updated 4.2.2 How Can I Unsubscribe from a Support Plan
2021-12-28	Bring Promotion offline.
2021-08-16	This is the fourth official release. Updated Will I Be Charged Immediately After the Support Plans Are Officially Released? Is There Any Special Offer?.
2020-02-21	This is the third official release. Updated the Event FAQs.
2019-07-30	This is the second official release. Added the Event FAQs.
2019-04-30	This is the first official release.

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