



Support Plan

User Guide

Issue 01

Date 2019-04-26

Copyright © Huawei Technologies Co., Ltd. 2023. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

Trademarks and Permissions



HUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

Notice

The purchased products, services and features are stipulated by the contract made between Huawei and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

Contents

1 Buying a Support Plan.....	1
2 Viewing a Support Plan.....	3
3 Changing a Support Plan.....	4
3.1 Upgrading a Support Plan.....	4
3.2 Downgrading a Support Plan.....	6
4 Renewing a Support Plan.....	8
5 Unsubscribing from a Support Plan.....	10
6 Support Plan Sharing.....	12
7 Change History.....	14

1 Buying a Support Plan

Scenario

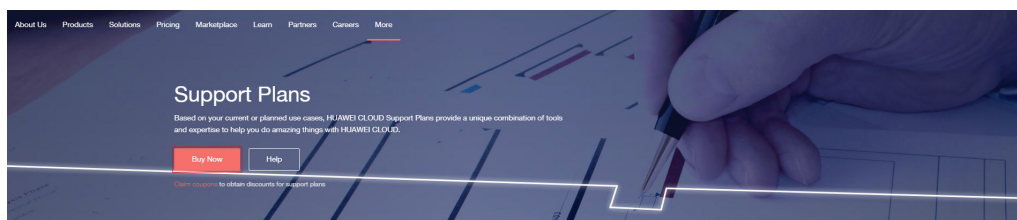
You are using a Basic support plan, and want to buy a Developer, Business, or Enterprise support plan to obtain better service response and service content.

Procedure

Step 1 Go to the [Support Plans](#) page.

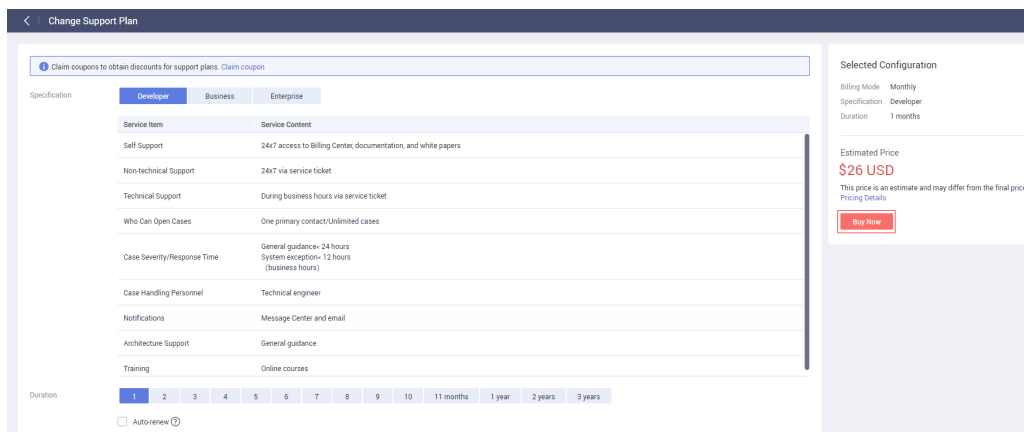
Step 2 Click **Buy Now**.

Figure 1-1 Buy Now



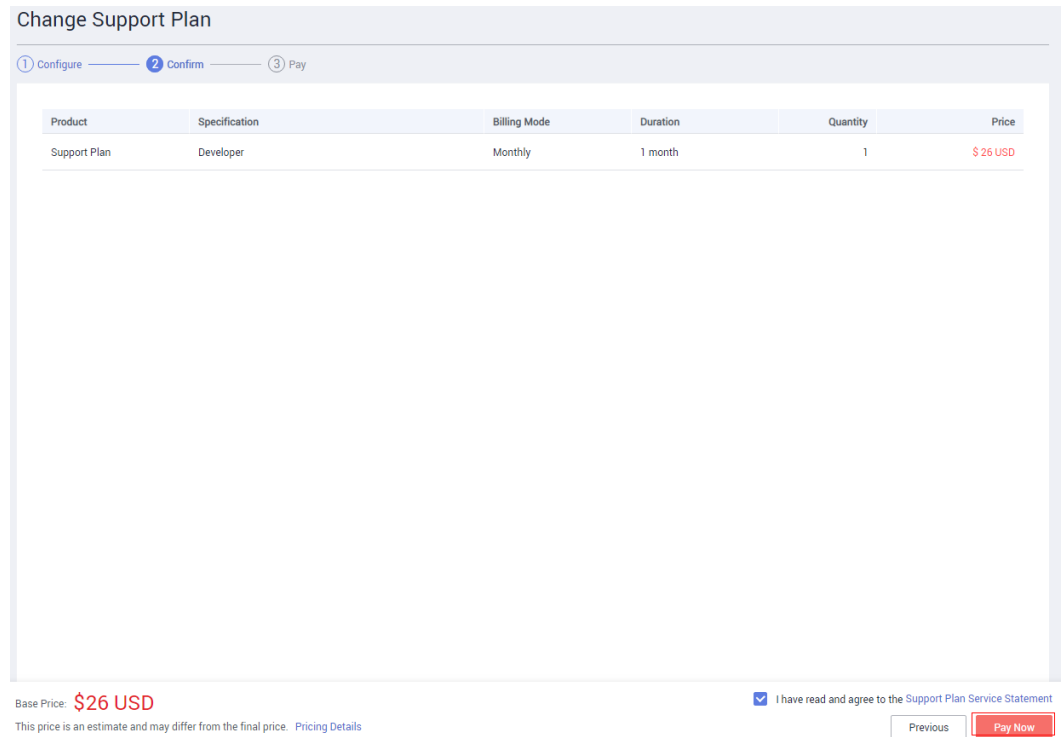
Step 3 Go to the support plan purchase page, specify **Specification** and **Duration**, and click **Buy Now**.

Figure 1-2 Buy Now



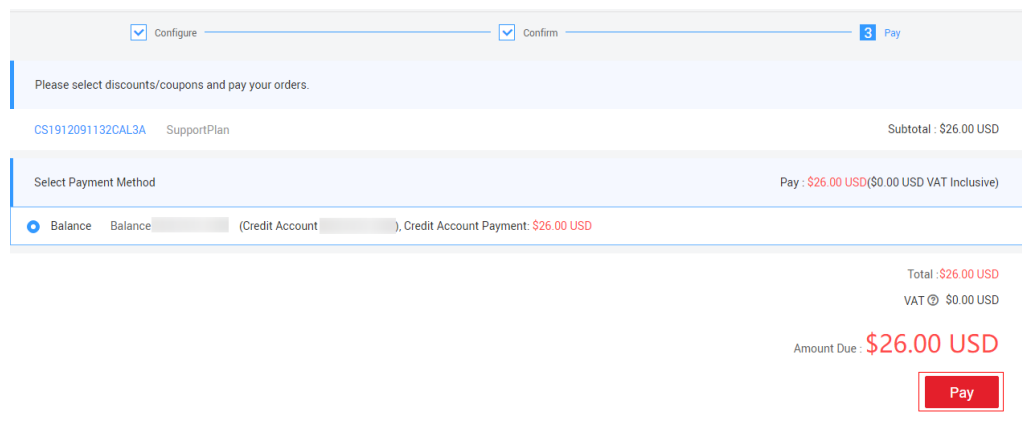
Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Pay Now**.

Figure 1-3 Pay Now



Step 5 On the payment confirmation page, select a payment method and click **Pay**.

Figure 1-4 Pay



Step 6 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

2 Viewing a Support Plan

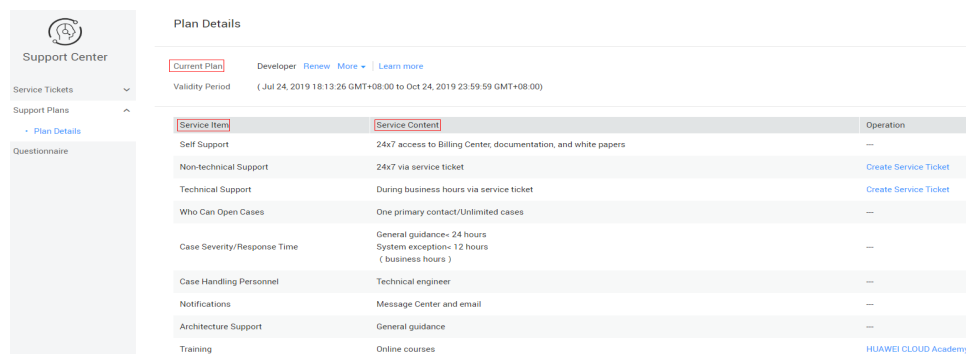
Scenario

You view the level, validity period, and service content of the current support plan.

Procedure

- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** You can view the service items, service content, and validity period of the current support plan.

Figure 2-1 Viewing the plan details



Service Items	Service Content	Operation
Self Support	24x7 access to Billing Centes, documentation, and white papers	—
Non-technical Support	24x7 via service ticket	Create Service Ticket
Technical Support	During business hours via service ticket	Create Service Ticket
Who Can Open Cases	One primary contact/Unlimited cases	—
Case Severity/Response Time	General guidance<= 24 hours System exception<= 12 hours (business hours)	—
Case Handling Personnel	Technical engineer	—
Notifications	Message Center and email	—
Architecture Support	General guidance	—
Training	Online courses	HUAWEI CLOUD Academy

----End

3 Changing a Support Plan

3.1 Upgrading a Support Plan

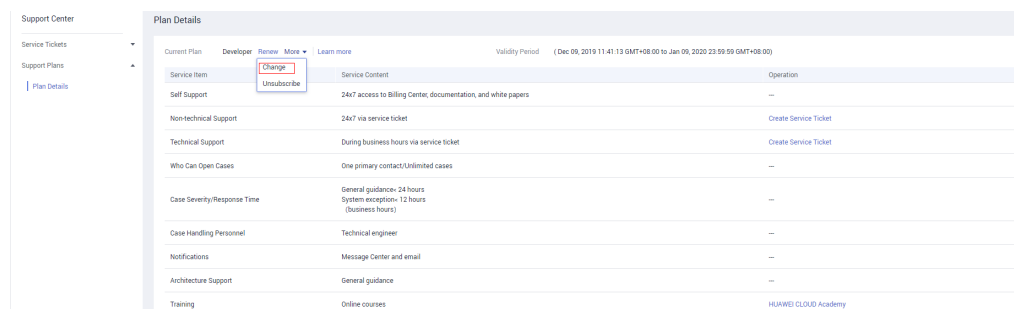
Scenario

The response time and service content of the current support plan cannot meet service requirements, and faster response or dedicated service content is required.

Procedure

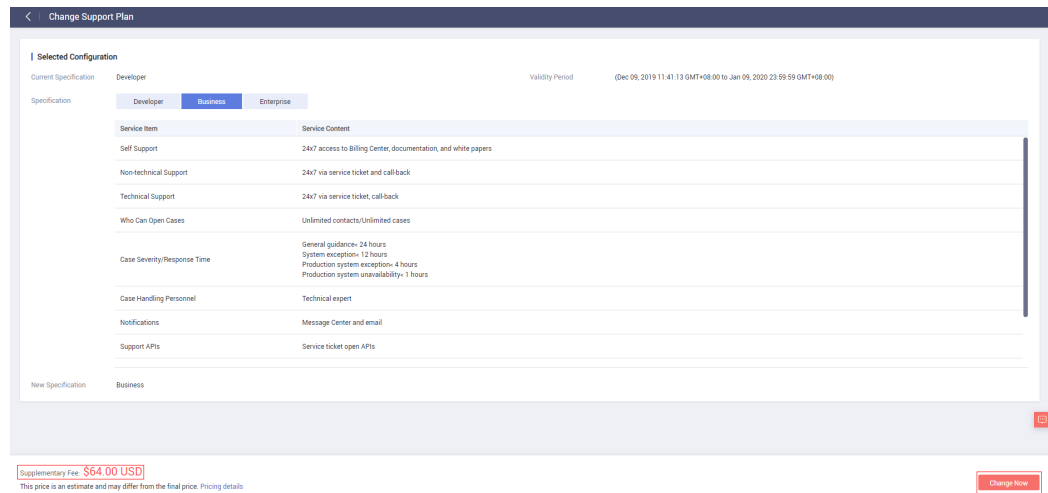
- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** Click **More > Change**.

Figure 3-1 Changing a support plan



- Step 3** On the **Change Support Plan** page, select the desired support plan. View the supplementary fee and click **Change Now**.

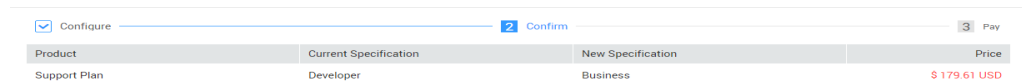
Figure 3-2 Change Now



Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Next**.

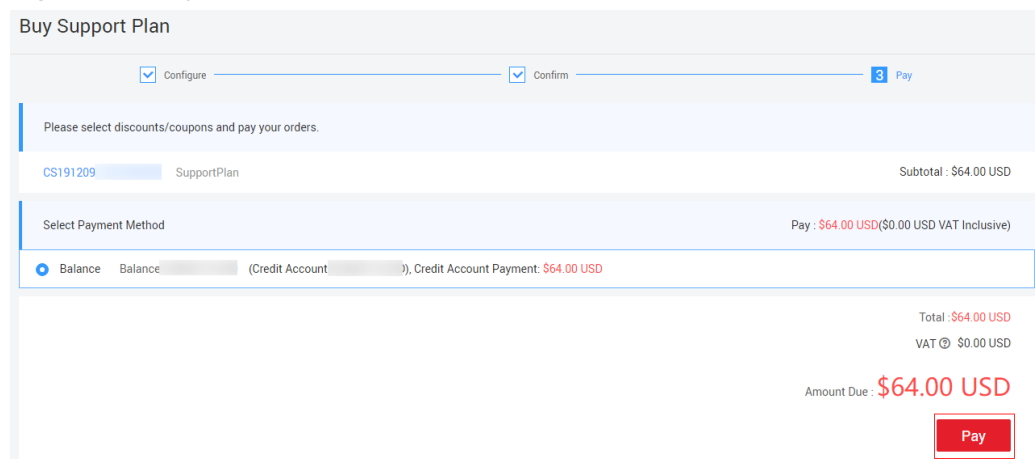
Figure 3-3 Next

Change Support Plan



Step 5 On the payment confirmation page, select a payment method and click **Pay**.

Figure 3-4 Pay



Step 6 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

3.2 Downgrading a Support Plan

Scenario

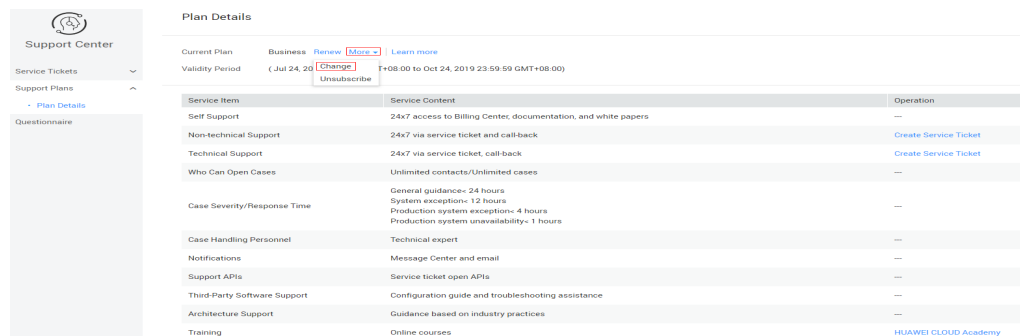
You downgrade the support plan to balance service costs and service requirements.

Procedure

Step 1 Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.

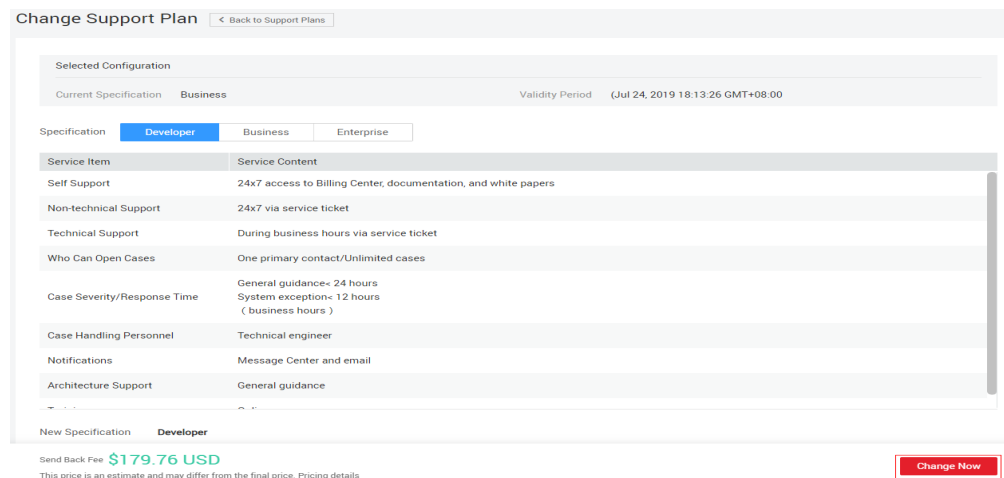
Step 2 Click **More > Change** to go to the page for changing the support plan.

Figure 3-5 Changing a support plan



Step 3 On the **Change Support Plan** page, select the desired support plan. View the refund and click **Change Now**.

Figure 3-6 Change Now



Step 4 On the displayed page, select **I have read and agree to the Support Plan Service Statement**, and click **Next**.

Figure 3-7 Next

Change Support Plan

Product	Current Specification	New Specification	Price
Support Plan	Business	Developer	\$ 179.76 USD

Send Back Fee **\$179.76 USD**
This price is an estimate and may differ from the final price. [Pricing Details](#)

I have read and agree to the [Support Plan Service Statement](#)

Step 5 Go to **Billing Center > Orders > Details** to view the refund processing progress.

----End

4 Renewing a Support Plan

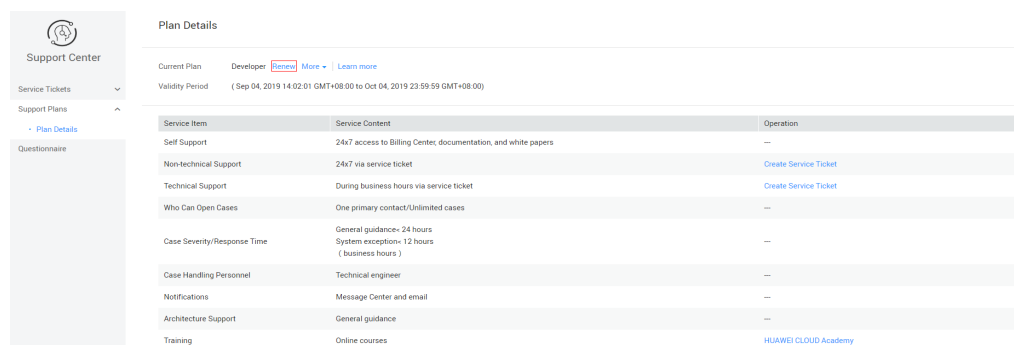
Scenario

Your support plan is about to expire and needs to be renewed.

Procedure

- Step 1** Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.
- Step 2** Click **Renew**. The resource renewal page is displayed.

Figure 4-1 Renewing a support plan



Service Items	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	—
Non-technical Support	24x7 via service ticket	Create Service Ticket
Technical Support	During business hours via service ticket	Create Service Ticket
Who Can Open Cases	One primary contact/Unlimited cases	—
Case Severity/Response Time	General guidance- 24 hours System exception- 12 hours (business hours)	—
Case Handling Personnel	Technical engineer	—
Notifications	Message Center and email	—
Architecture Support	General guidance	—
Training	Online courses	HUAWEI CLOUD Academy

- Step 3** Select a renewal duration, check the renewal amount, and click **Pay**.

Figure 4-2 Pay

Renew < Renewals

If you change resource specifications before the renewal period starts, you can only unsubscribe from the resource but cannot cancel the renewal.

Name/ID	Service Type	Current Configuration	Region	Status	Validity Period	New Expiration Date	Auto-Renew
16cfadd95435d6f5359065	Support Plan	developer support plan	AP-Hong Kong	Provision...	29 days Oct 04, 2019	Nov 04, 2019 23:59:59 ...	None

Renew on the standard renewal date on the 1st of every month at 23:59:59 [Modify](#)

Select Renewal Duration

1 month

1 month 2 months 3 months 4 months 5 months 6 months 7 months 8 months 9 months 10 months 11 months 1 year 2 years 3 years

Renewal Amount **\$26.00 USD**
This price is an estimate and may differ from the final price.

Pay

Step 4 On the payment confirmation page, select a payment method and click **Pay**.

Figure 4-3 Pay

Pay

Select Preferences

CS19090516140SFQB Support Plan Subtotal: \$26.00 USD

Select Payment Method Pay: \$26.00 USD(\$0.00 USD VAT Inclusive)

Balance (Credit Account), Credit Account Payment: \$26.00 USD

Total: \$26.00 USD
VAT: \$0.00 USD

Balance Payment: \$26.00 USD

Pay

Step 5 In the **Identity Verification** dialog box, select **Mobile number** or **Email** for authentication. Enter the verification code and click **OK**.

----End

5 Unsubscribing from a Support Plan

Scenario

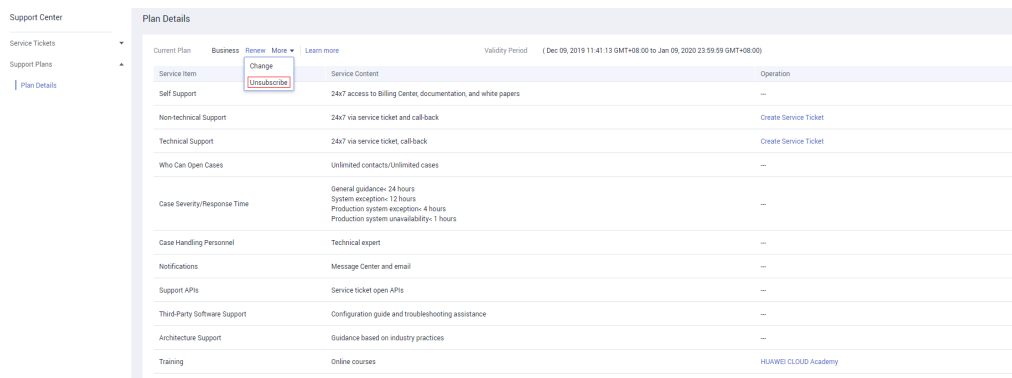
When you do not need a support plan any more, you can return to the Basic level.

Procedure

Step 1 Log in to the HUAWEI CLOUD management console and go to the [Plan Details](#) page.

Step 2 Click **More > Unsubscribe**.

Figure 5-1 Unsubscribing from a support plan



Step 3 On the displayed page, select the reason for unsubscription, select **I understand a handling fee will be charged for this unsubscription**, and click **Confirm**.

Figure 5-2 Confirm

Unsubscribe < Unsubscriptions

For more information on unsubscription rules and handling fees, see [Unsubscription Rules](#).
Make sure all data is backed up or migrated before unsubscribing from a resource. All data stored on an unsubscribed resource will be deleted.

<input checked="" type="checkbox"/>	Name/ID	Service Type	Current Configuration	Region	Subscription	Consumed(USD)	Handling Fe...	Unsubscrip...
<input checked="" type="checkbox"/>	16ee8bf2c335dedc25918d	SupportPlan	business support plan	AP-Hong Kong	Dec 09, 2019 11:41:... Jan 09, 2020 23:59:...	0.00	0.00	90.00

*** Select Reason for Unsubscription**

Incorrect parameter selection during purcha...
 More services purchased than deployment r...

Service tests completed
 Poor service

Service deployment requirements not met
 Irreparable fault

Other

Original Payment ⓘ	\$90.00 USD
Consumed ⓘ	-\$0.00 USD
Handling Fee ⓘ	-\$0.00 USD
Total Refund	\$90.00 USD
Balance Returned:	\$90.00 USD

Confirm

----End

6 Support Plan Sharing

Scenario

The enterprise master account with unified accounting shares one support plan with all its member accounts. Huawei Cloud provides consistent services for the same customer.

Sharing rules:

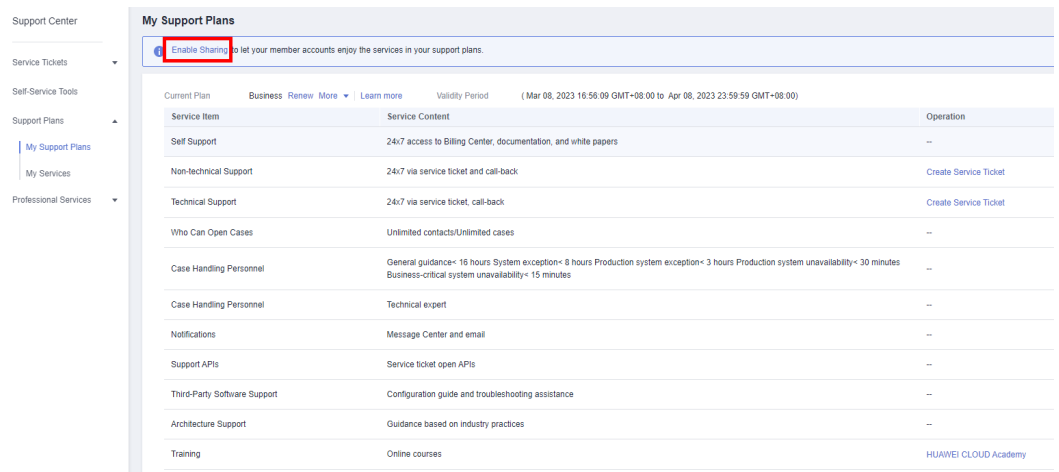
Each account can purchase only one support plan.

1. For master and member accounts with unified accounting, the master account purchases a support plan and shares it with sub-accounts.
2. For master and member accounts with independent accounting, the support plan needs to be purchased independently and cannot be shared.
3. Associating the master and member accounts
The master account (unified accounting) creates its member accounts or invites member accounts for association.
4. Inviting a member account
 - a. If the invited account has not purchased a support plan, it can be associated with the master account without other operations.
 - b. If the invited account has purchased a support plan, the account needs to unsubscribe the support plan before associating with the master account.
5. Master account sharing settings:
The sharing support plan provides consistent services for the same customer. So, the sharing is enabled or disabled for all member accounts at the same time.

Procedure

1. Log in to the [Huawei Cloud management console](#) and go to the **Plan Details** page.
2. Click **Enable Sharing**.

Figure 6-1 Support Plan sharing



3. Sharing result:

Figure 6-2 Sharing page



7 Change History

Date	Description
2019-09-05	This issue is the second official release. Added section Renewing a Support Plan .
2019-04-30	This issue is the first official release.