User Guide

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HUAWEI

HUAWEI CLOUD COMPUTING TECHNOLOGIES CO., LTD.

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1 User Guide

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1.4 Renewing a Support Plan
1.5 Unsubscribing from a Support Plan
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1.1 Buying a Support Plan

Scenario

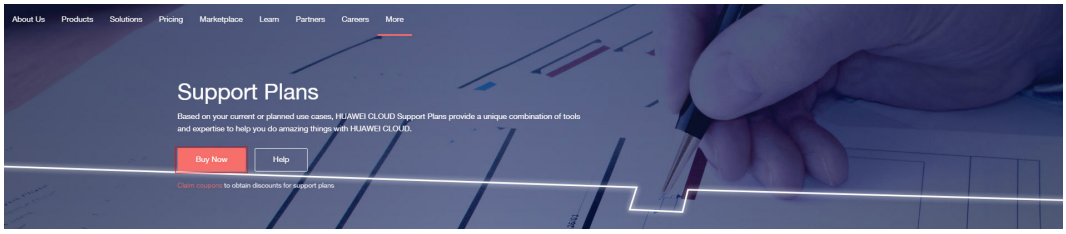
You are using a Basic support plan, and want to buy a Developer, Business, Enterprise On-Ramp, or Enterprise support plan to obtain better service response and service content.

Procedure

Step 1 Go to the **Support Plans** page.

Step 2 Click **Buy Now**.

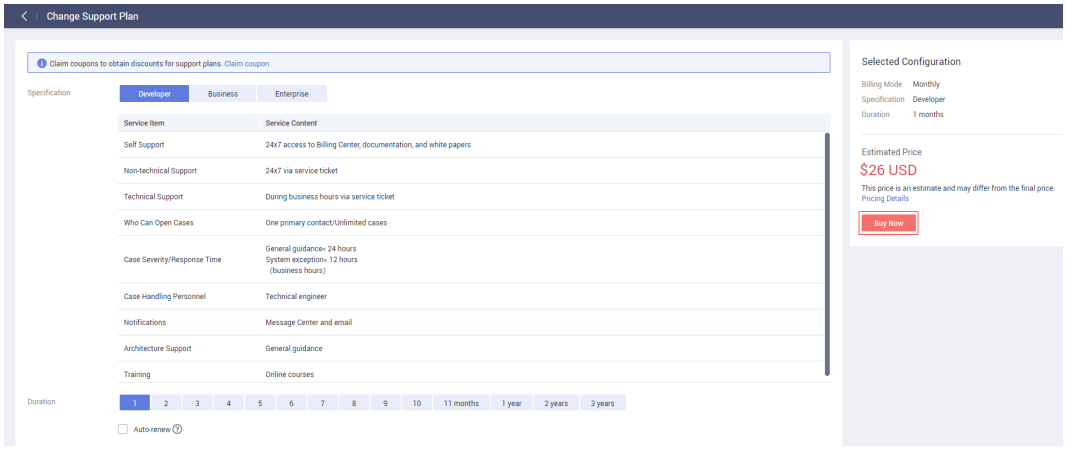
Figure 1-1 Buy Now



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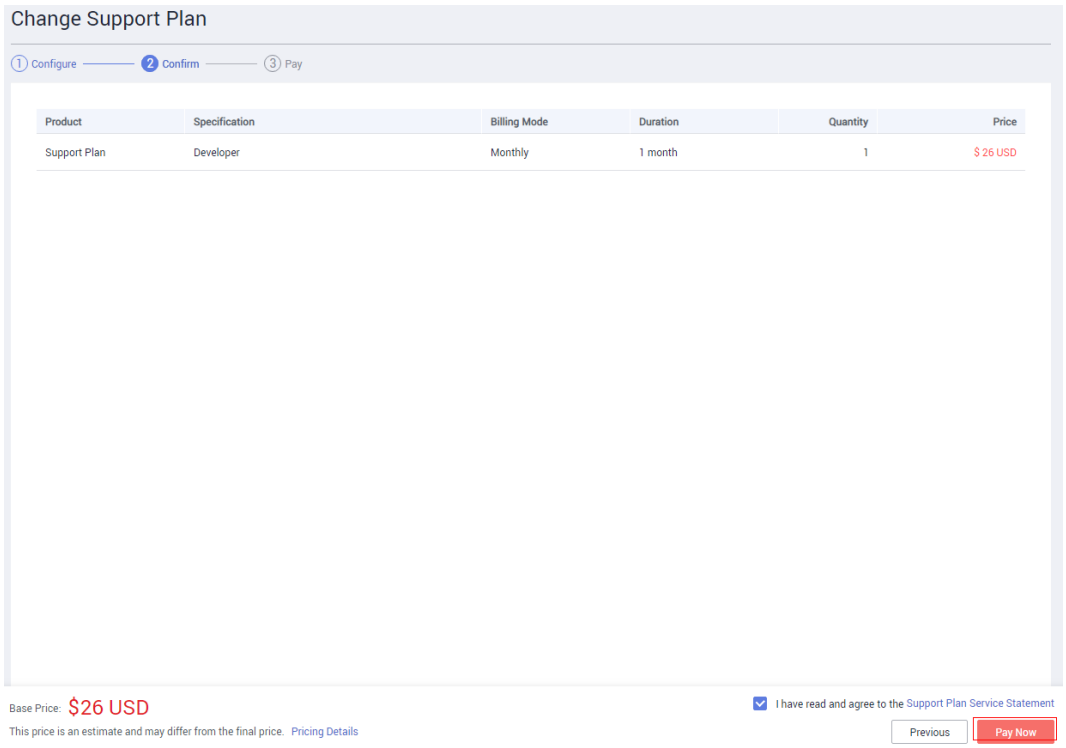
Step 3 Go to the support plan purchase page, specify **Specification** and **Duration**, and click **Buy Now**.

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**.

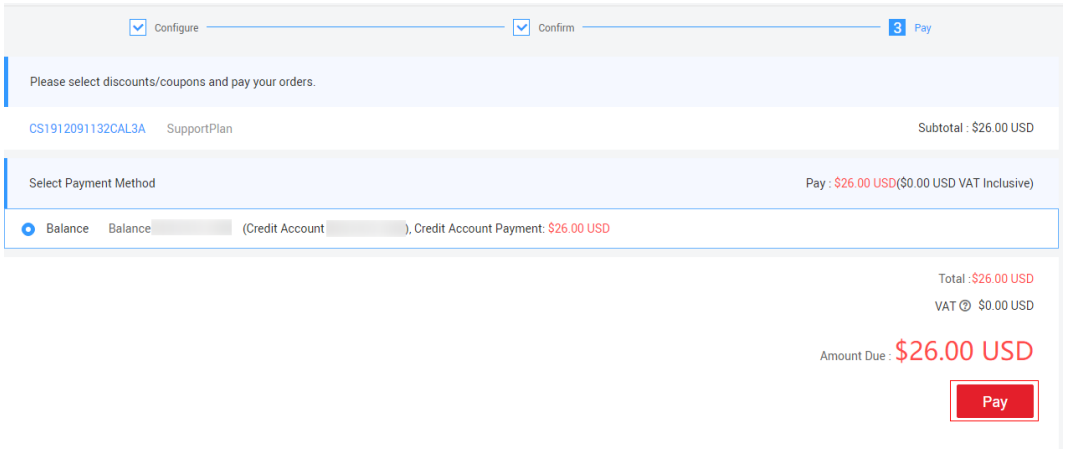
Figure 1-3 Pay Now



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

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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

1.2 Viewing a Support Plan

Scenario

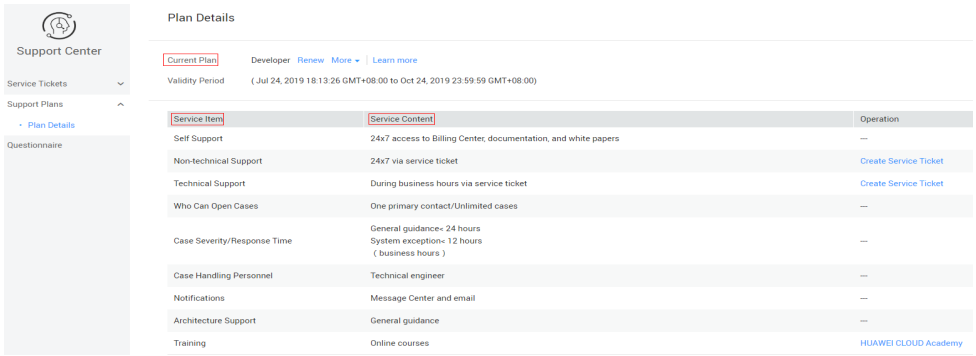
You view the level, validity period, and service content of the current support plan.

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 1-5 Viewing the plan details



----End

1.3 Changing a Support Plan

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1.3.1 Upgrading a Support Plan

Scenario

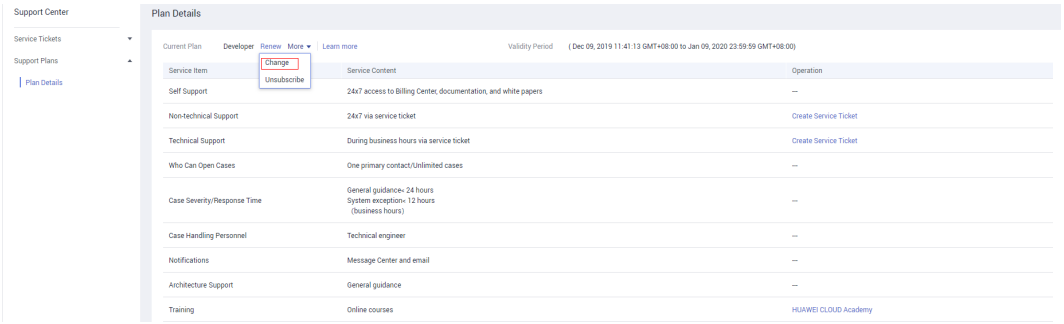
The response time and service content of the current support plan cannot meet service requirements, and faster response or dedicated service content is required.

Procedure

Step 1 Log in to the Huawei Cloud management console and go to the **Plan Details** page.

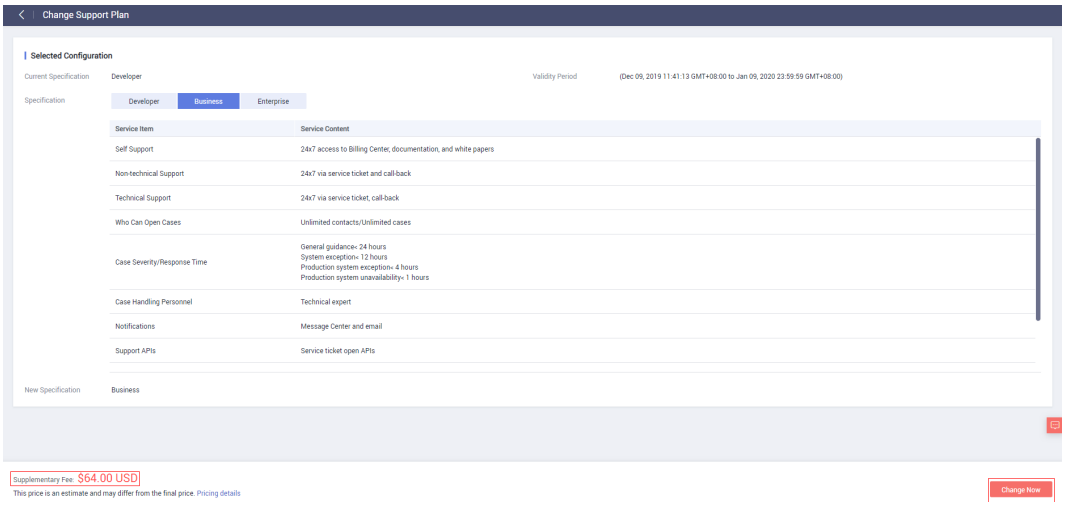
Step 2 Click **More** > **Change**.

Figure 1-6 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**.

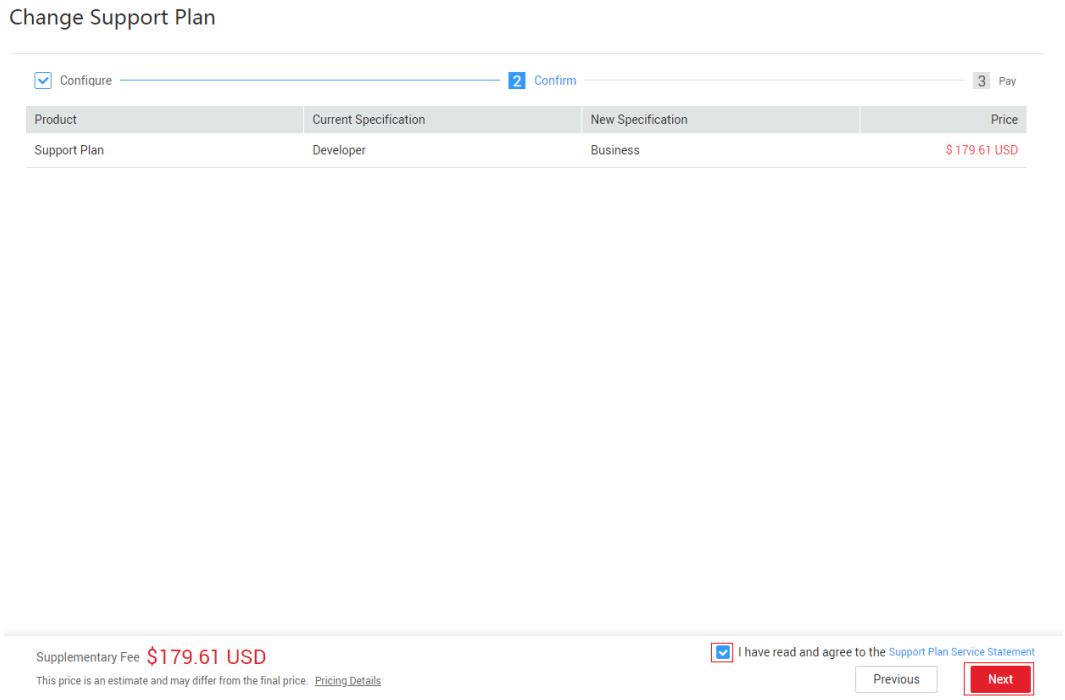
Figure 1-7 Change Now



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

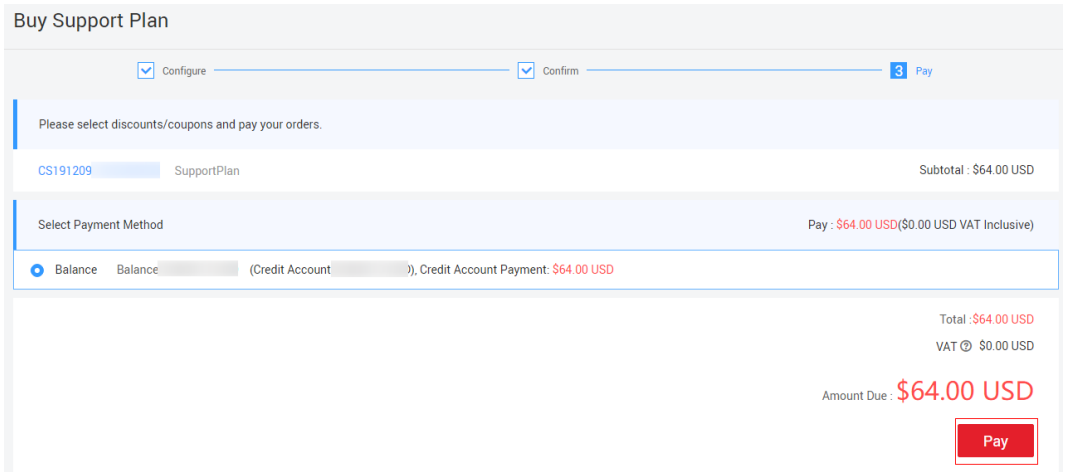
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Figure 1-8 Next



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

Figure 1-9 Pay



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

----End

1.3.2 Downgrading a Support Plan

Scenario

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

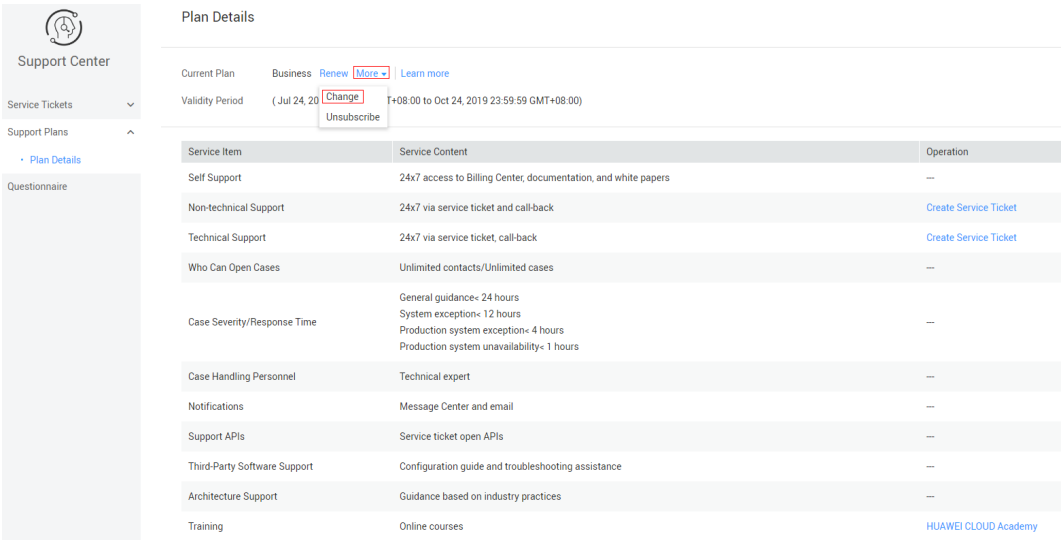
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Procedure

Step 1 Log in to the Huawei Cloud management console and go to the **Plan Details** page.

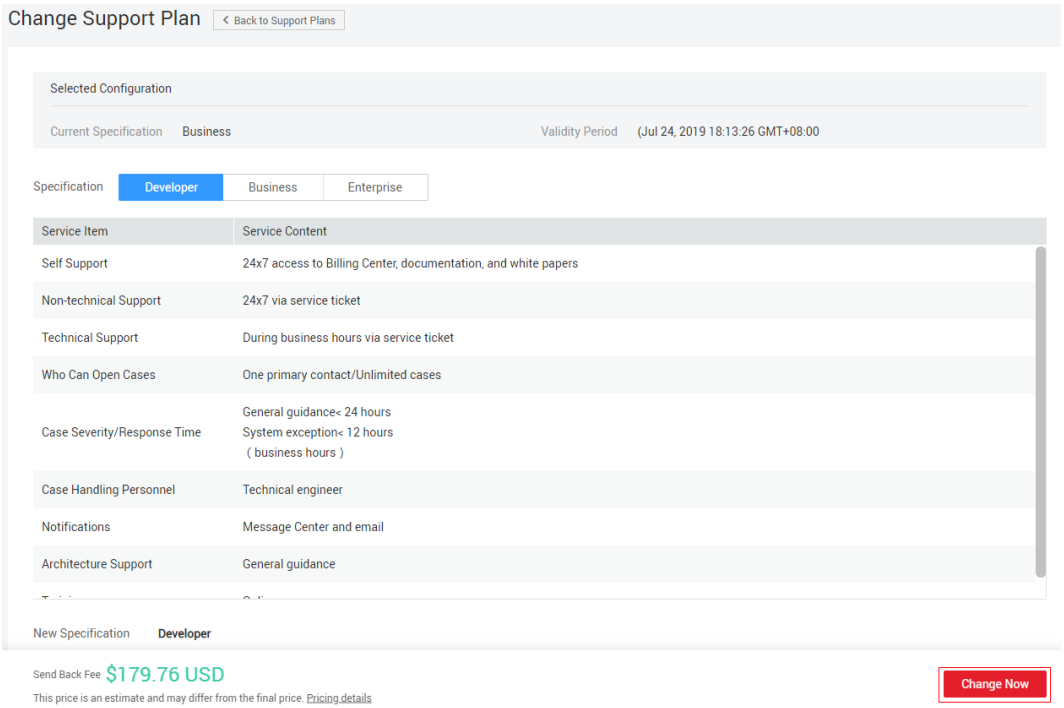
Step 2 Click **More** > **Change** to go to the page for changing the support plan.

Figure 1-10 Changing a support plan



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

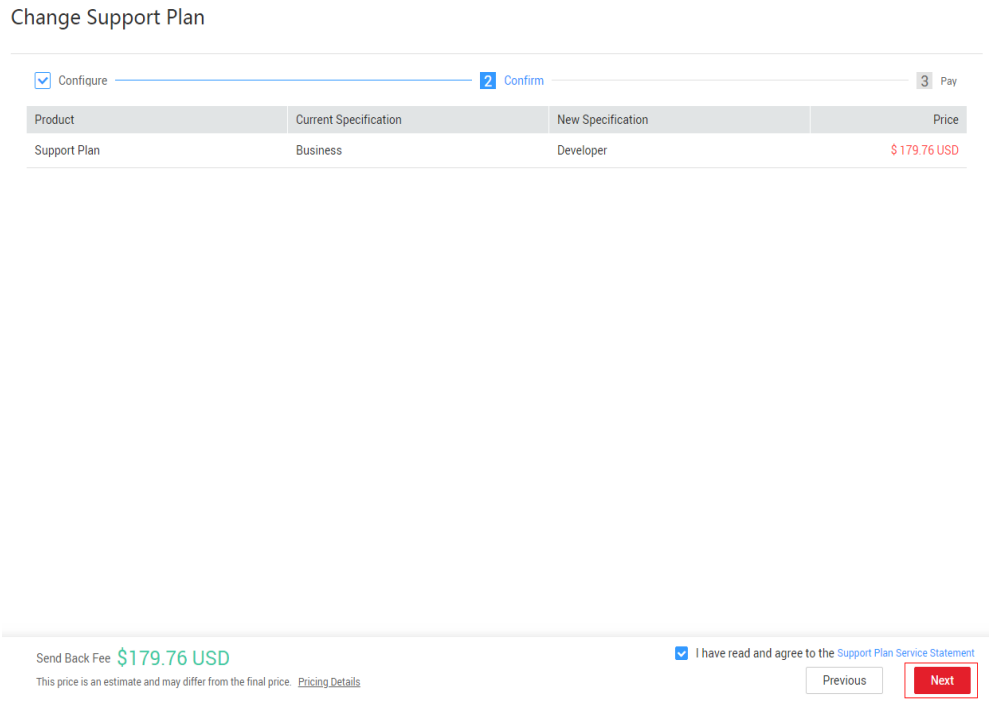
Figure 1-11 Change Now



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

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Figure 1-12 Next



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

----End

1.4 Renewing a Support Plan

Scenario

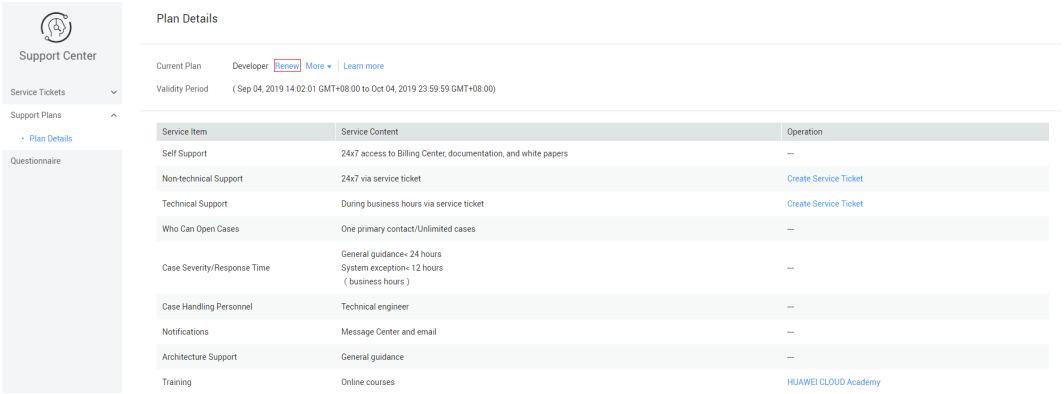
Your support plan is about to expire and needs to be renewed.

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.

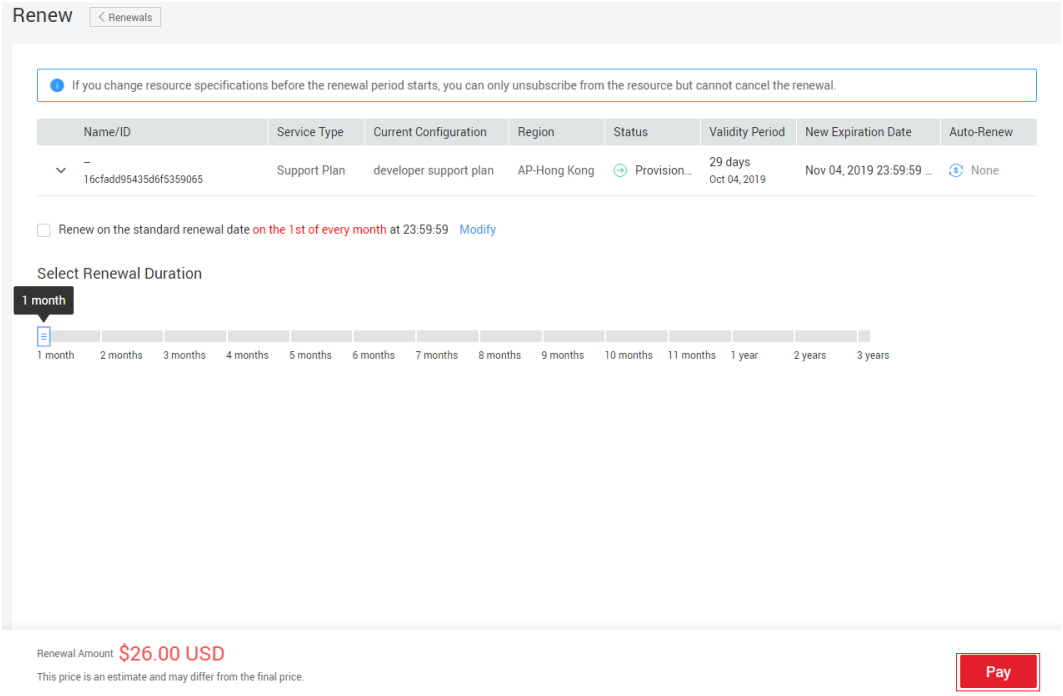
Figure 1-13 Renewing a support plan



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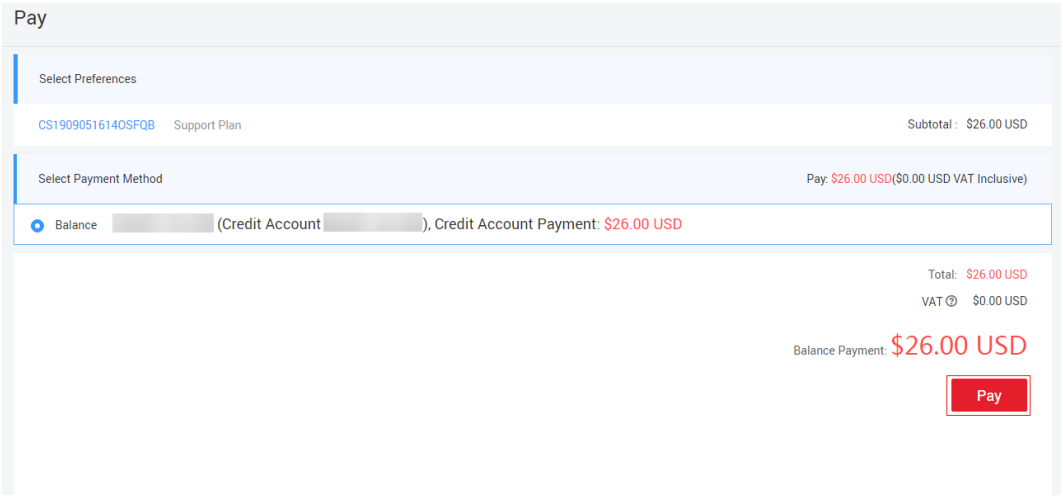
Step 3 Select a renewal duration, check the renewal amount, and click **Pay**.

Figure 1-14 Pay



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

Figure 1-15 Pay



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

----End

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1.5 Unsubscribing from a Support Plan

Scenario

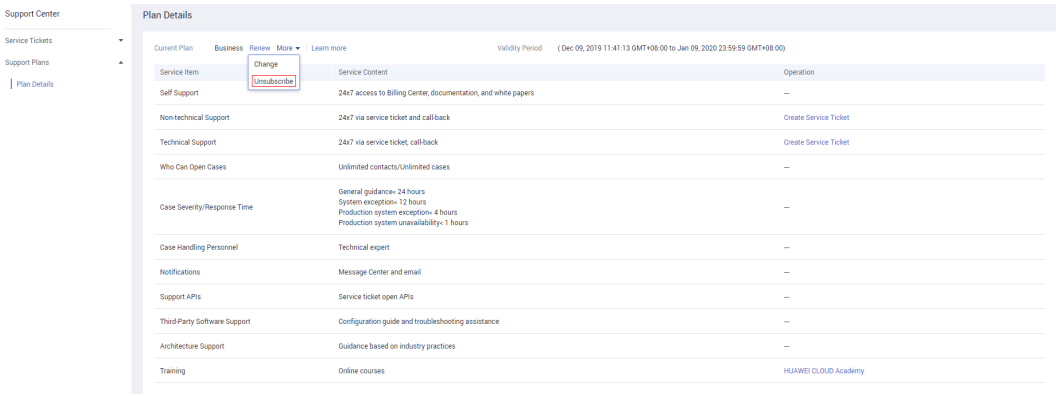
When you do not need a support plan any more, you can return to the Basic level.

Procedure

Step 1 Log in to the Huawei Cloud management console and go to the **Plan Details** page.

Step 2 Click **More** > **Unsubscribe**.

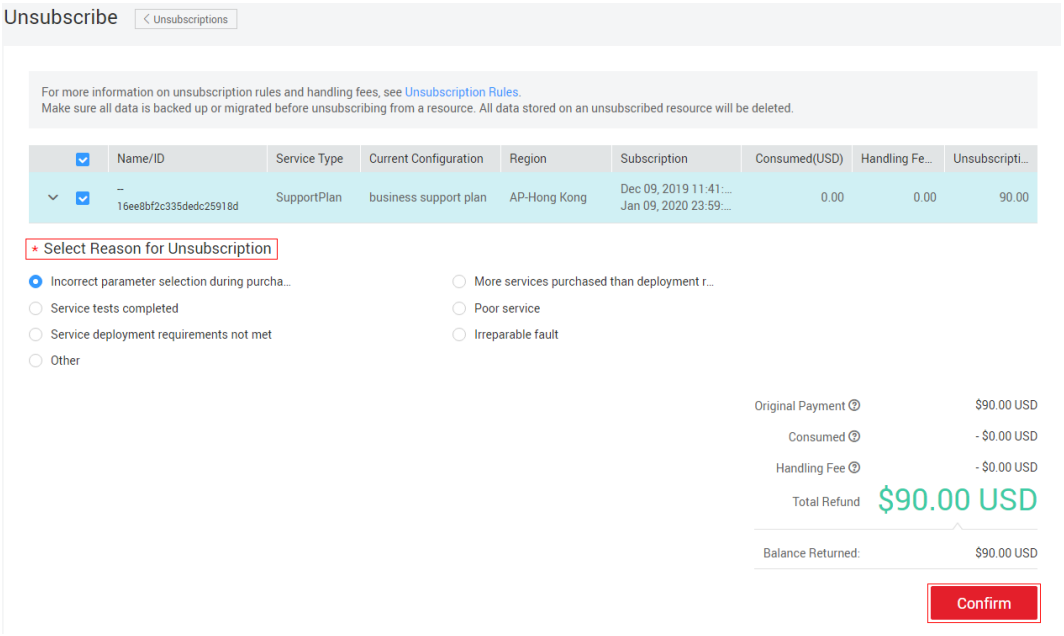
Figure 1-16 Unsubscribing from a support plan



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**.

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Figure 1-17 Confirm



----End

1.6 Support Plan Sharing

Scenario

In unified accounting mode, an enterprise master account and its all associated member accounts can share a support plan with consistent services.

Sharing rules:

Each account can purchase only one support plan.

1. In unified accounting mode, the master account purchases a support plan and shares it with member accounts.

2. If you are using an individual account or in independent accounting mode, you can purchase a support plan separately and cannot share it with other accounts.

3. Master-member account association

The master account (unified accounting) creates or invites member accounts for association.

4. Invited accounts

- If an invited account has not purchased a support plan, the master account can directly invite it for association.
- If an invited account has purchased a support plan, the account needs to unsubscribe from the support plan and then can be associated with the master account.

5. Master account's support plan sharing

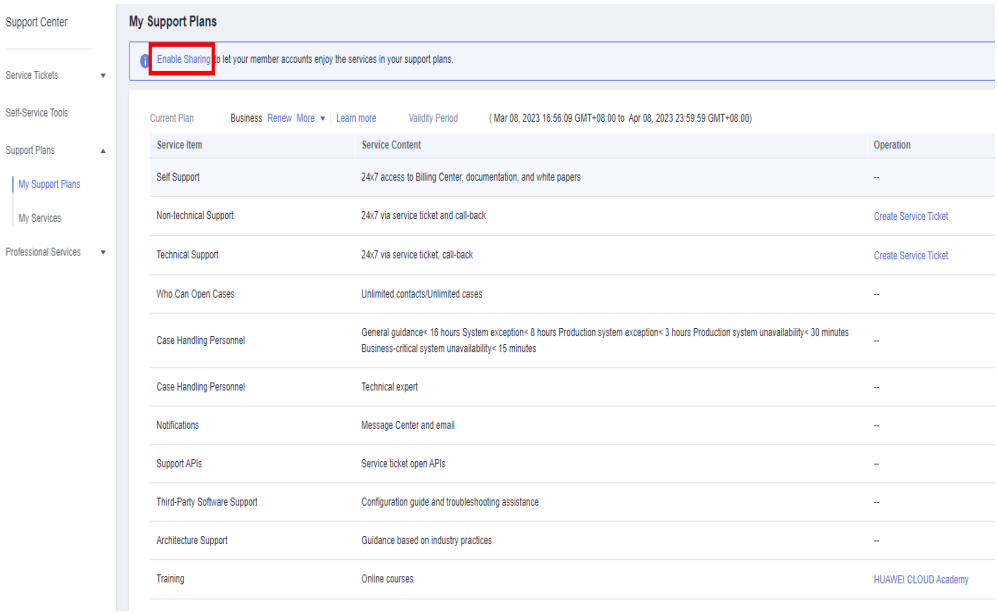
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Support plan sharing provides consistent services and can be enabled or disabled for all member accounts at the same time.

Procedure

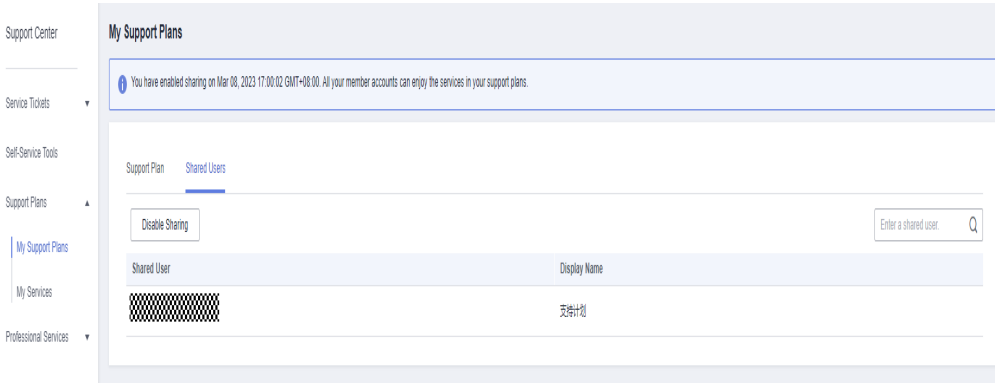
1. Log in to the **Huawei Cloud management console** and go to the **Plan Details** page.
2. Click **Enable Sharing**.

Figure 1-18 Support Plan sharing



3. View the sharing result:

Figure 1-19 Sharing page



1.7 Change History

Date	Description
2025-04-08	This issue is the third official release. Updated 3.1 Buying a Support Plan.

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Date	Description
2025-01-21	Added reference links of adding a member account in **1.6 Support Plan Sharing**.
2023-12-12	Updated **1.6 Support Plan Sharing**
2019-09-05	This issue is the second official release. Added section **1.4 Renewing a Support Plan**.
2019-04-30	This issue is the first official release.

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