

# User Guide

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# Security Declaration

## Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process*. For details about this process, visit the following web page:

<https://www.huawei.com/en/psirt/vul-response-process>

For vulnerability information, enterprise customers can visit the following web page:

<https://securitybulletin.huawei.com/enterprise/en/security-advisory>

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## 1.1 Buying a Support Plan

### Scenario

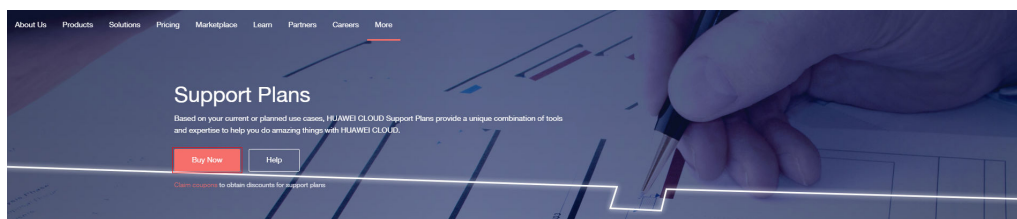
You are using a Basic support plan, and want to buy a Developer, Business, Enterprise On-Ramp, or Enterprise support plan to obtain better service response and service content.

### Procedure

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

**Step 2** Click **Buy Now**.

**Figure 1-1** Buy Now



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

Figure 1-2 Buy Now

Change Support Plan

Claim coupons to obtain discounts for support plans. Claim coupon

Specification

Developer

Business

Enterprise

Service Item	Service Content
Self Support	24x7 access to Billing Center, documentation, and white papers
Non-technical Support	24x7 via service ticket
Technical Support	During business hours via 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

Duration

1

2

3

4

5

6

7

8

9

10

11 months

1 year

2 years

3 years

☐ Auto-renew ?

Selected Configuration

Billing Mode

Monthly

Specification

Developer

Duration

1 months

Estimated Price

\$26 USD

This price is an estimate and may differ from the final price.  
[Pricing Details](#)

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

Change Support Plan

1 Configure

2 Confirm

3 Pay

Product	Specification	Billing Mode	Duration	Quantity	Price
Support Plan	Developer	Monthly	1 month	1	\$26 USD

Base Price: \$26 USD

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

This price is an estimate and may differ from the final price. [Pricing Details](#)

Previous

Pay Now

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

Figure 1-4 Pay

☑ Configure

☑ Confirm

3 Pay

Please select discounts/coupons and pay your orders.

CS1912091132CAL3A    SupportPlan    Subtotal : \$26.00 USD

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

● Balance

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

Total : \$26.00 USD  
VAT @ \$0.00 USD  
Amount Due : \$26.00 USD  

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

Support Center

Service Tickets

Support Plans

Plan Details

Questionnaire

Plan Details

Current Plan

Developer

Renew

More

Learn more

Validity Period (Jul 24, 2019 18:13:26 GMT+08:00 to Oct 24, 2019 23:59:59 GMT+08:00)

Service Item	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

----End

# 1.3 Changing a Support Plan

## 1.3.1 Upgrading a Support Plan

### Scenario

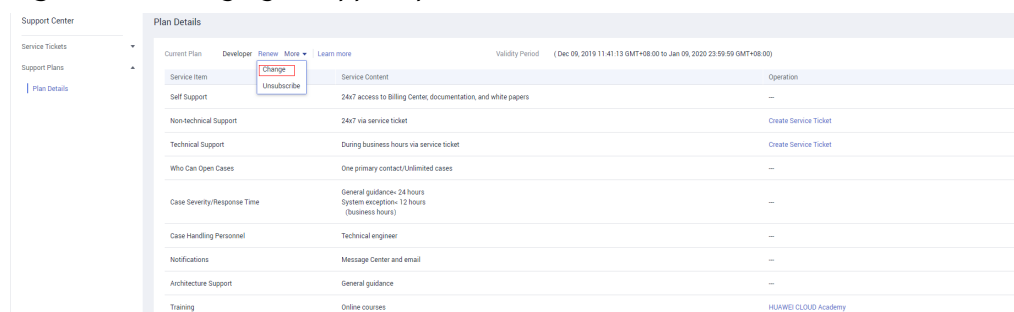
The response time and service content of the current support plan cannot meet service requirements, and faster response or dedicated service content is required.

### Procedure

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

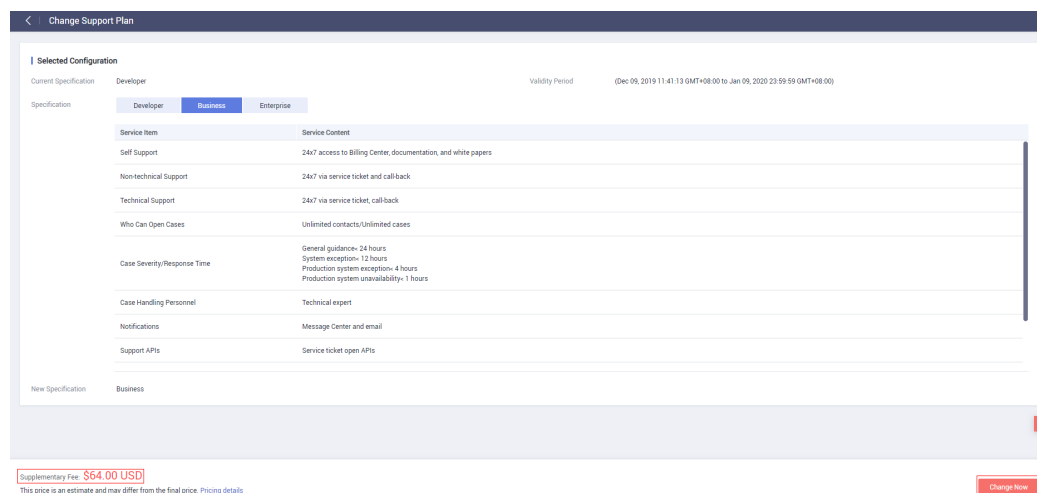
**Step 2** Click **More > Change**.

**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**.



Figure 1-8 Next

Change Support Plan

1

Configure

2

Confirm

3

Pay

Product	Current Specification	New Specification	Price
Support Plan	Developer	Business	\$ 179.61 USD

Supplementary Fee \$179.61 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](#)

Previous

Next

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

Figure 1-9 Pay

Buy Support Plan

1

Configure

2

Confirm

3

Pay

Please select discounts/coupons and pay your orders.

CS191209

SupportPlan

Subtotal: \$64.00 USD

Select Payment Method

Pay: \$64.00 USD(\$0.00 USD VAT Inclusive)

☒ Balance

Balance

(Credit Account

), Credit Account Payment: \$64.00 USD

Total: \$64.00 USD

VAT ⓘ \$0.00 USD

Amount Due: \$64.00 USD

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

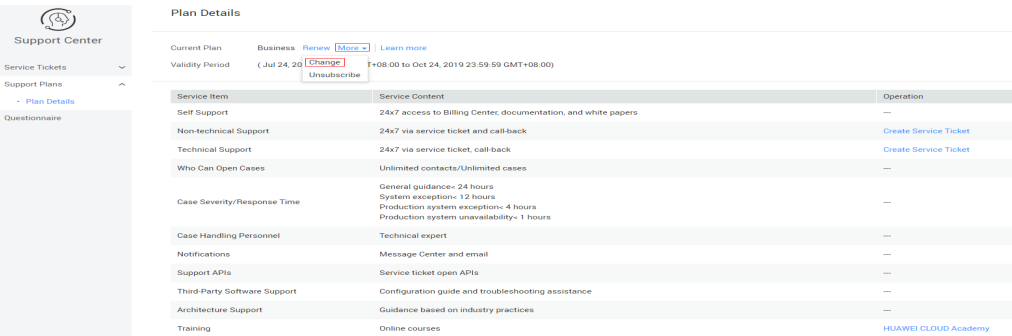
You downgrade the support plan to balance service costs and service requirements.

#### Procedure

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

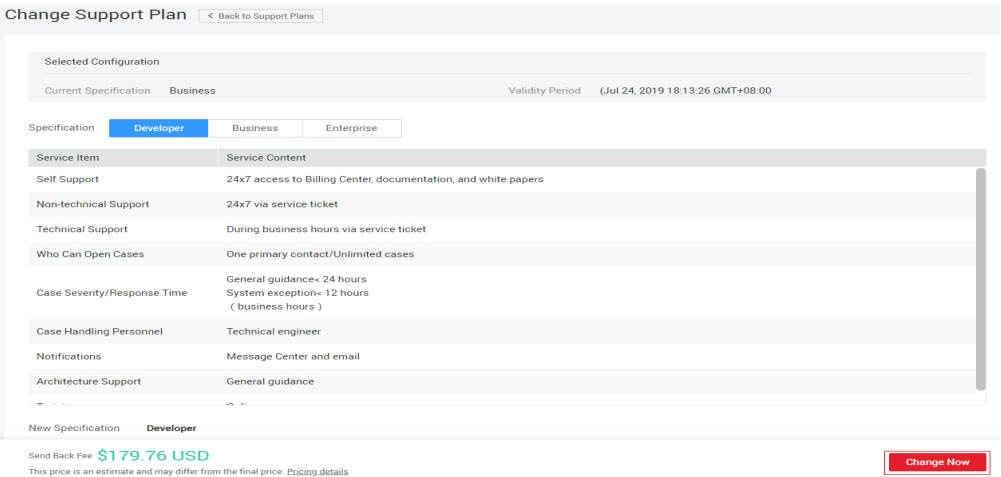
**Step 2** Click **More** > **Change** to go to the page for changing the support plan.

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**.

Figure 1-12 Next

Change Support Plan

☒ Configure

2 Confirm

3 Pay

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

Send Back Fee \$179.76 USD

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

This price is an estimate and may differ from the final price. [Pricing Details](#)

Previous

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

Support Center

Service Tickets

Support Plans

Questionnaire

Plan Details

Current Plan Developer [Renew](#) [More](#) [Learn more](#)

Validity Period ( Sep 04, 2019 14:02:01 GMT+08:00 to Oct 04, 2019 23:59:59 GMT+08:00 )

Service Item	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	—
Non-technical Support	24x7 via service ticket	<a href="#">Create Service Ticket</a>
Technical Support	During business hours via service ticket	<a href="#">Create Service Ticket</a>
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	<a href="#">HUAWEI CLOUD Academy</a>

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

**Figure 1-14 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 1-15 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

## 1.5 Unsubscribing from a Support Plan

### Scenario

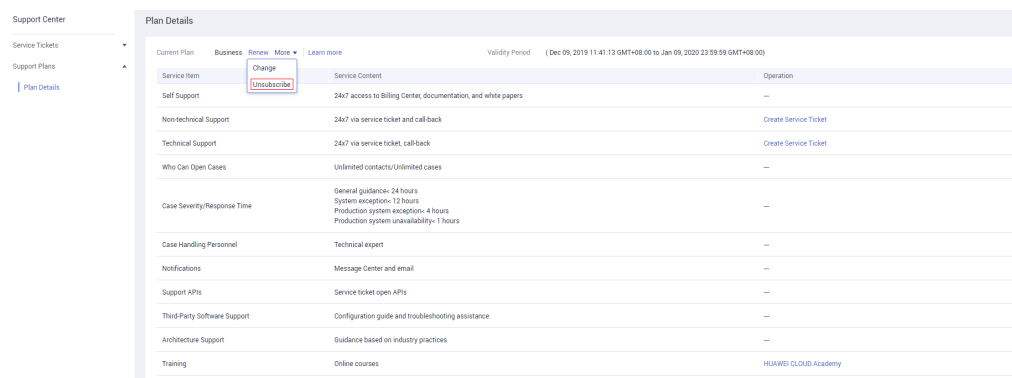
When you do not need a support plan any more, you can return to the Basic level.

## Procedure

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

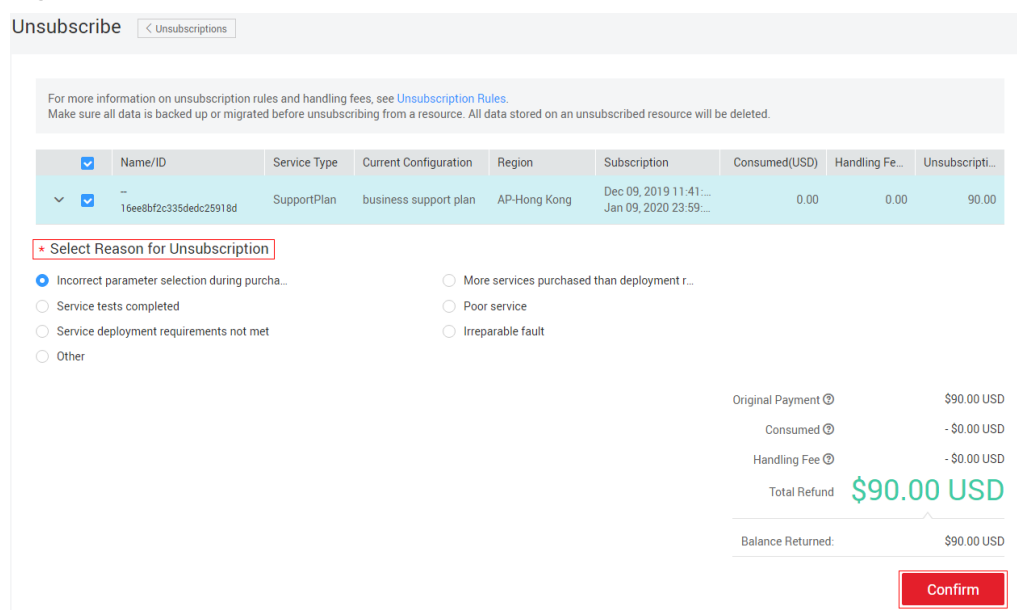
**Step 2** Click **More > Unsubscribe**.

**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**.

**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.

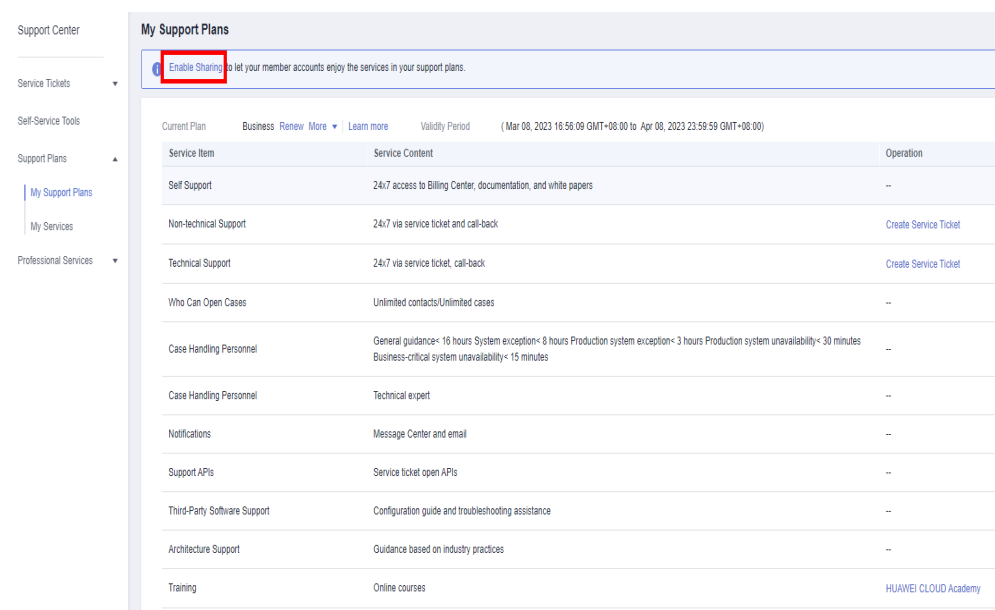
### 5. Master account's support plan sharing

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



The screenshot shows the 'My Support Plans' page in the Huawei Cloud management console. A red box highlights the 'Enable Sharing' button at the top. Below the button, a table lists various support services. The table has three columns: 'Service Item', 'Service Content', and 'Operation'.

Service Item	Service Content	Operation
Self Support	24x7 access to Billing Center, documentation, and white papers	--
Non-technical Support	24x7 via service ticket and call-back	<a href="#">Create Service Ticket</a>
Technical Support	24x7 via service ticket, call-back	<a href="#">Create Service Ticket</a>
Who Can Open Cases	Unlimited contacts/Unlimited cases	--
Case Handling Personnel	General guidance< 16 hours System exception< 8 hours Production system exception< 3 hours Production system unavailability< 30 minutes Business-critical system unavailability< 15 minutes	--
Case Handling Personnel	Technical expert	--
Notifications	Message Center and email	--
Support APIs	Service ticket open APIs	--
Third-Party Software Support	Configuration guide and troubleshooting assistance	--
Architecture Support	Guidance based on industry practices	--
Training	Online courses	<a href="#">HUAWEI CLOUD Academy</a>

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.
2025-01-21	Added reference links of adding a member account in <a href="#">1.6 Support Plan Sharing</a> .
2023-12-12	更新 <a href="#">1.6 Support Plan Sharing</a> 中开启共享的图形。
2019-09-05	This issue is the second official release. Added section <a href="#">1.4 Renewing a Support Plan</a> .
2019-04-30	This issue is the first official release.