Service Overview

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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

Service Overview Contents

Contents

1 Service Overview	
1.1 What Are Support Plans?	1
1.2 Service Specifications	2
1.3 Service Catalog	2
1.4 Service Scope	8
1.5 Service Content	9
1.5.1 Self-Service	9
1.5.2 Non-Technical Support	9
1.5.3 Technical Support	9
1.5.4 Who Can Submit Service Tickets	10
1.5.5 Issue Severity and Response Time	10
1.5.6 Service Ticket Handler	11
1.5.7 Best Practices	11
1.5.8 Notifications	11
1.5.9 Service Ticket Management APIs	11
1.5.10 Third-Party Software Support	12
1.5.11 Architecture Support	14
1.5.12 Key Event On-Duty Service (Basic Edition)	14
1.5.13 Availability Check	15
1.5.14 Resource Monitoring and Optimization	15
1.5.15 Proactive Guidance	16
1.5.16 Monthly Service Reports	16
1.5.17 Enterprise Bill Consulting	18
1.5.18 Enterprise Care Plan	18
1.5.19 Optimization Advisor (OA)	22
1.5.20 Training	23
1.5.21 Support Channels	23
1.6 Billing Description	24
1.7 Change History	25

1 Service Overview

- 1.1 What Are Support Plans?
- **1.2 Service Specifications**
- 1.3 Service Catalog
- 1.4 Service Scope
- 1.5 Service Content
- 1.6 Billing Description
- 1.7 Change History

1.1 What Are Support Plans?

Support Plans are after-sales technical support packages for Huawei Cloud services. Each support plan includes technical support for Huawei Cloud products and architectures deployed using Huawei Cloud products. Technical support is offered in response to service tickets and IM groups. Generally, there are four levels of support plans: Developer, Business, Enterprise On-Ramp, and Enterprise. You can select a level of support plan based on your requirements for response times and service content.

Support Plans can be billed on a yearly or monthly basis. If you subscribe to a yearly Business, Enterprise On-Ramp, or Enterprise support plan, you can enjoy additional support services. After you purchase Support Plans, Huawei Cloud technical engineers will proactively offer professional services to help you create more business value.

For the service scope of Huawei Cloud Support Plans, see **Service Scope**.

□ NOTE

If you want to buy an Enterprise Support Plan, contact your Huawei Cloud account manager or customer service to submit your application. The account manager and the delivery team together assign technical TAMs. Once assigned, you can proceed with placing an order. This ensures timely access to all the benefits of the support plan.

1.2 Service Specifications

You can choose a support plan tailored to your project budget, cloud technology expertise, business priority, and scale.

Table 1-1 Specifications

Support Plan Level	Service Content	Application Scenario
Developer	Basic responses to both non-technical and technical issues	For individual users or small enterprises that need to deploy lab, testing, or non-critical cloud production environments
Business	Fast responses, and architecture guidance based on industry best practices	For medium enterprises that need to deploy various largescale cloud environments that require quick responses and high service availability
Enterprise On-Ramp	Faster responses, enterprise bill consulting, and enterprise care plan services	For large enterprises that need to deploy various large-scale cloud environments where quick responses and high service availability are critical
Enterprise	The fastest response, TAMs designated to provide scenario- specific architecture guidance, Key Event On-Duty Service (Basic Edition), and proactive services	For large enterprises that need to deploy massive-scale cloud environments where very quick responses and very high service availability are critical

1.3 Service Catalog

Table 1-2 Supported Services

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Self- Service	24/7 access to Billing Center, documentatio n, and white papers	24/7 access to Billing Center, documentation, and white papers	24/7 access to Billing Center, documentati on, and white papers	24/7 access to Billing Center, documentation, and white papers

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Non- Technical Support	24/7 support via service tickets	24/7 support via service tickets and callbacks	24/7 support via service tickets, callbacks, and IM groups	24/7 support via service tickets, callbacks, and IM groups
Technical Support	Business hours*: support via service tickets	24/7 support via service tickets and callbacks	24/7 support via service tickets, callbacks, and IM groups	24/7 support via service tickets, callbacks, and IM groups
Who Can Submit Service Tickets	Unlimited issues/ unlimited contacts	Unlimited issues/unlimited contacts	Unlimited issues/ unlimited contacts	Unlimited issues/ unlimited contacts
Issue Severity and Response Time	General guidance: < 24 business hours System impaired: < 12 business hours	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system impaired: < 1 hours	General guidance: < 20 hours System impaired: < 10 hours Production system impaired: < 4 hours Production system unavailable: < 45 minutes Core system unavailable: < 30 minutes	General guidance: < 16 hours System impaired: < 8 hours Production system impaired: < 3 hours Production system unavailable: < 30 minutes Core system unavailable: < 15 minutes
Service Ticket Handler	Technical engineers	Technical experts	Technical experts	Senior technical experts
Best Practices	-	-	-	Review suggestions offered by TAMs based on best practices
Notificatio ns	Message Center and email	Message Center and email	Message Center and email	Message Center, email, and phone

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Service Ticket Managem ent APIs	-	Available	Available	Available
Third- Party Software Support	-	Configuration guidance and troubleshooting assistance	Configuration guidance and troubleshooting assistance	Configuration guidance and troubleshooting assistance
Architectu re Support	Online courses on Huawei Cloud architecture design	Online courses on Huawei Cloud architecture design	Online courses on Huawei Cloud architecture design	Online courses on Huawei Cloud architecture design
Key Event On-Duty Service (Basic Edition)	-		_	Annual purchase or continuous purchase for one year provides: 3 cumulative natural days of protection escort service (basic version) per year. Continuous purchase for half a year provides: 1 natural day of protection escort service (basic version). Each protection service is applied for in whole days.

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Availabilit y Check	-	_	-	Annual subscription includes: Once a year, analyze the resource distribution of cloud-based services, identify risks in three areas: cloud service high availability, cloud service deployment practices, and cloud service usage limitations, and provide targeted optimization recommendatio ns.

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Resource Monitorin g and Optimizati on				Annual subscription includes: Once a year, an inspection of the alert status, load conditions, and health status of cloud resources. From a monitoring perspective, it analyzes business scenarios and historical failures, and provides targeted optimization recommendations based on Huawei Cloud's best practices for operations and maintenance.
Proactive Guidance	-	-	-	Designated TAMs
Monthly Service Reports	-	-	-	Monthly service reports on the cloud resource running status and service support as well as optimization recommendations

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Enterprise Bill Consulting		-	Quick answers to questions related to expenditures, anomalies, invoicing and payment support, and dispute refunds from bill optimization experts	Quick answers to questions related to expenditures, anomalies, invoicing and payment support, and dispute refunds from bill optimization experts
Enterprise Care Plan			For industry emergencies that are sensitive to customer business (such as security vulnerabilitie s, viruses, backbone network failures, etc.) or Huawei Cloud change events, proactively assist customers in formulating response plans.	For industry emergencies that are sensitive to customer business (such as security vulnerabilities, viruses, backbone network failures, etc.) or Huawei Cloud change events, proactively assist customers in formulating response plans.

Service Item	Developer	Business	Enterprise On-Ramp	Enterprise
Optimizati on Advisor (OA)	Using OA for free to quickly identify and rectify potential risks in the cloud resource deployment architecture	Using OA for free to quickly identify and rectify potential risks in the cloud resource deployment architecture, and optimize capacity and costs	Using OA for free to quickly identify and rectify potential risks in the cloud resource deployment architecture, and optimize capacity and costs	Using OA for free to quickly identify and rectify potential risks in the cloud resource deployment architecture, and optimize capacity and costs
Training	Online courses	Online courses	Online courses	Online courses

□ NOTE

- 24/7: 24 hours every day all year round
- Business hours: 9:00 a.m. to 6:00 p.m. (your local time), excluding holidays and weekends.
- The following services in the Enterprise support plan are not available in the EU-Paris and EU-Amsterdam-OP1 regions: best practices, launch support, availability checks, resource monitoring and optimization, operations support, and notifications.
- Users who purchase the support plan are limited to creating only one IM group per user.

1.4 Service Scope

- 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 of Huawei Cloud products.
- Recommendations and assistance in troubleshooting of Huawei Cloud APIs and SDKs.
- Configuration guidance and assistance in troubleshooting for third-party software in conjunction with Huawei Cloud products.

□ NOTE

The scope of support services does not include:

- Code development.
- Cloud-based business operations and managed services.
- Configuration guidance and troubleshooting not covered by third-party software support.
- Any unverified IM communication groups and non-Huawei cloud service enterprise support group services.
- All daily operational services for third-party software, including installation, patch updates, testing, troubleshooting, and optimization.

1.5 Service Content

You can obtain part or all of the following support contents, depending on the support plan you purchased.

1.5.1 Self-Service

Huawei Cloud provides the self-service channels below.

Table 1-3 Self-service channels

Service Item	Description
Billing Center	https://account-intl.huaweicloud.com/usercenter/? locale=en-us#/userindex/allview
Documentation	https://support.huaweicloud.com/intl/en-us/index.html
APIs and SDKs	https://developer.huaweicloud.com/intl/en-us/openapilist
Analyst reports and white papers	https://www.huaweicloud.com/intl/en-us/about/analyst-reports.html

1.5.2 Non-Technical Support

Non-technical support is provided to address account, billing, and quota issues. Huawei Cloud provides different combinations of support channels for support plans at different levels. In addition to 24/7 support via service tickets, higher-level support plans provide 24/7 support via callbacks and IM groups (WeLink). Support via IM groups is only provided in Asia Pacific, but over time, it will be gradually available in other regions.

1.5.3 Technical Support

Technical support is provided to respond to technical requests, such as those about product usage and cloud service faults. Huawei Cloud provides different combinations of support channels for support plans at different levels. In addition to 24/7 support via service tickets, higher-level support plans provide 24/7 support

via callbacks and IM groups (WeLink). Support via IM groups is only provided in Asia Pacific, but over time, it will be gradually available in other regions.

1.5.4 Who Can Submit Service Tickets

Huawei Cloud's support plans at different levels have clear regulations regarding the submission of technical tickets. The basic-level support plan allows for a maximum of 3 technical tickets to be submitted, while other levels of support plans permit unlimited submission of technical tickets. All support plans have no restrictions on the number of contacts.

1.5.5 Issue Severity and Response Time

Huawei Cloud technical support engineers determine the priorities of issues based on the issue severity and quickly respond to critical problems.

Developer	Business	Enterprise On- Ramp	Enterprise
General guidance: < 24 business	General guidance: < 24 hours	General guidance: < 20 hours	General guidance: < 16 hours
hours System impaired:	System impaired: < 12 hours	System impaired: < 10 hours	System impaired: < 8 hours
< 12 business hours	Production system impaired: < 4 hours	Production system impaired: < 4 hours	Production system impaired: < 3 hours
	Production system unavailable: < 1 hour	Production system unavailable: < 45 minutes	Production system unavailable: < 30 minutes
		Core system unavailable: < 30 minutes	Core system unavailable: < 15 minutes

Table 1-4 describes the severity levels of service tickets.

Table 1-4 Issue severity levels

Issue Severity	Description
Core system unavailable	A critical fault, such as service breakdown, occurs in a core production system (different from a common production system) and urgently needs to be rectified by Huawei Cloud.
Production system unavailable	A critical fault, such as service breakdown, occurs in a common production system (different from a non-production system such as a test environment) and needs to be preferentially rectified by Huawei Cloud.

Issue Severity	Description
Production system impaired	A service exception occurs in a service production system (different from a non-production system such as a test environment), but the system can still provide partial functionality. The exception needs to be rectified by Huawei Cloud as soon as possible.
System impaired	A service exception occurs in a service system, but the system can still provide partial functionality. The exception needs to be rectified by Huawei Cloud.
General guidance	Support unrelated to a fault is requested, for example, guidance from Huawei Cloud technical service personnel. Such support usually does not require an immediate response.

Response time is the interval from when your service request is received through the agreed-upon channel to when Huawei Cloud officially confirms it.

□ NOTE

To ensure quick responses to urgent issues, you need to objectively evaluate the issue severity. Huawei Cloud strongly recommends that the highest level of severity only be applied to issues that cannot be resolved or that directly affect production applications. A plan should be made to avoid marking a general guidance request with a high severity. For issues assigned an incorrect severity level, the response time corresponding to that severity cannot be guaranteed.

1.5.6 Service Ticket Handler

Huawei Cloud assigns different handlers to handle service tickets for support plans at different levels. The handlers, in ascending order, are technical engineers, technical experts, and senior technical experts, all dedicated to resolving your issues professionally and efficiently.

1.5.7 Best Practices

Designated TAMs provide review suggestions for your existing cloud resources based on Huawei Cloud best practices. The best practices are provided in the monthly reports from the TAMs.

1.5.8 Notifications

Huawei Cloud sends you notifications via Message Center, email, or phone, depending on the user agreement, support plan level, and notification type.

1.5.9 Service Ticket Management APIs

Service ticket management APIs are open APIs provided by Huawei Cloud. These APIs can be integrated into your IT service management (ITSM) system. You can use your own ITSM system to create and manage Huawei Cloud service tickets without the need to log in to the Huawei Cloud management console.

1.5.10 Third-Party Software Support

Third-party software support is on a best-effort basis. With such support, Huawei Cloud shares with you experience in using third-party software during development, operations, and O&M to help you resolve difficulties in service deployment and O&M. The recommendations for third-party software provided by the Huawei Cloud service assurance team are only for experienced system administrators or related IT personnel. Huawei Cloud is not responsible for the application of these recommendations.

Huawei Cloud can assist with the deployment, use, and troubleshooting of the following third-party platforms and applications:

- Tools for easy access to Huawei Cloud servers for service deployment: OpenVPN, SSH, MSTSC, SCP, and SFTP
- Tools for configuring Huawei Cloud server security policies: Linux iptables and Windows firewall
- Common databases: MySQL and Microsoft SQL Server
- Common web servers: Apache, Nginx, and IIS

If you have problems with other third-party software, contact your application provider or ask for help from relevant application communities. You can also purchase third-party software or services from Huawei Cloud KooGallery or seek help from the forum in the Huawei Cloud community.

Huawei Cloud does not guarantee to provide troubleshooting suggestions for all issues related to third-party applications mentioned above. The following table lists the support available for third-party software.

Category	Third-Party Software	Supported Version	Support Available
Remote access and file copying tools	OpenVPN	Official OpenVPN releases (later than 2.1) compatible with all Linux and Windows system images provided by Huawei Cloud	Troubleshooting of issues when installing and starting OpenVPN Troubleshooting of connection failures on the service side
	SSH	Native SSH on each Linux image provided by Huawei Cloud	Troubleshooting of issues when starting the SSH service Troubleshooting of connection failures on the service side
	MSTSC	Native MSTSC on each Windows image provided by Huawei Cloud	Troubleshooting of issues when starting Remote Desktop Services (RDS) on the server side

Category	Third-Party Software	Supported Version	Support Available
	SCP	Native SCP on each Linux image provided by Huawei Cloud	Troubleshooting of SCP connection errors Troubleshooting of connection failures on the service side
	SFTP	Native SFTP on each Linux image provided by Huawei Cloud	How to log in to the FTP server using a system account Troubleshooting of connection failures on the service side
Security policy tools	Linux iptables/ firewall	Linux images provided by Huawei Cloud	Basic syntax rules for allowing traffic in iptables and firewall
	Windows firewall	Windows images provided by Huawei Cloud	How to add basic inbound and outbound rules
Common databases	MySQL	Official MySQL 5.x releases compatible with all Linux and Windows images provided by Huawei Cloud	Installation and deployment recommendations Troubleshooting of common connection problems
	Microsoft SQL Server	Microsoft SQL Server 2008 and 2012	Installation and deployment recommendations Troubleshooting of common connection problems
Common web servers	Apache	Later than Apache 2.2	Installation and deployment recommendations Troubleshooting of common connection problems
	Nginx	Later than Nginx community 1.8	Installation and deployment recommendations Troubleshooting of common connection problems

Category	Third-Party Software	Supported Version	Support Available
	IIS	Later than IIS 7.0	Installation and deployment recommendations
			Troubleshooting of common connection problems

As cloud services grow and evolve, Huawei Cloud will launch more forms of thirdparty software support. You can expect to see more and more comprehensive and professional after-sales support services down the road.

1.5.11 Architecture Support

Huawei Cloud provides a series of online courses, HCIE-Cloud Service Solutions Architect, to guide the design of cloud architecture. These courses cover Huawei Cloud architecture design principles, Huawei Cloud compute, storage, network, database, application, big data, O&M, and security architecture design, as well as comprehensive best practices.

1.5.12 Key Event On-Duty Service (Basic Edition)

Huawei Cloud confirms capacity with you before key events, such as product releases, service promotions, major holidays, data migration, and application upgrades. During such events, you can expect 24/7 dedicated inspection and quick responses from the Huawei Cloud assurance team.

Assurance services are provided both before and during a key event:

- Before a key event, Huawei Cloud engineers analyze the event characteristics and predict capacity needs, so as to prepare sufficient resources for stable operations of the cloud platform.
- During the event, the assurance team monitors services 24/7. The IM
 assurance group, designated TAM, and war room expert are ready to
 preferentially handle technical emergencies in less than 15 minutes.

Annual purchase or continuous purchase of a certain duration of the Enterprise Support Plan is required to enjoy the limited-day Cloud Protection Escort Service (Basic Version). For longer-term in-depth escort services, please purchase the Cloud Protection Escort Service (Standard Version). The Standard Version is suitable for customers with high business concurrency or complex business scenarios during launches or events, and those with high requirements for business protection quality. To ensure adequate preparation before the event, it is recommended that customers apply for the Cloud Protection Escort Service (Basic Version) at least 10 working days in advance.

! CAUTION

Once a customer applies for the Cloud Protection Escort Service (Basic Edition) value-added service, they will not be able to unsubscribe or downgrade the current support plan order.

1.5.13 Availability Check

Huawei Cloud analyzes the resource distribution of cloud services, identifies risks to high availability (HA) of cloud services, best practices for cloud service deployment, and usage constraints on cloud services, and provides optimization recommendations.

- HA of cloud services: The focus is on HA designs in availability zones (AZs), with services deployed in active/standby or cluster mode.
- Cloud service deployment practice: The focus is on cloud service deployment, including cloud service resource specification selection and cloud service usage.
- Usage constraints on cloud services: This includes constraints on cloud service resource quotas and bandwidth.

Annual subscription to the Enterprise Support Plan is required to access this service, and applications must be submitted at least 3 business days in advance.

<u>A</u> CAUTION

The availability check is only available as a limited complimentary service for annual enterprise-level support plan purchases. Once a customer applies for this limited value-added service, they will not be able to unsubscribe or downgrade their current support plan order.

1.5.14 Resource Monitoring and Optimization

Huawei Cloud checks the alarms, loads, and health of cloud resources, analyzes service scenarios and historical faults based on monitoring results, and provides optimization recommendations based on Huawei Cloud O&M best practices.

The resource monitoring and optimization service includes:

- Basic cloud resource monitoring: Configuration suggestions are provided based on the monitoring on resource metrics and events collected on Cloud Eye.
- Application and container monitoring: Configuration suggestions are provided based on the monitoring on applications, resource metrics, and events recorded by the Application Operations Management (AOM) platform.

MOTE

Annual subscription to the Enterprise Support Plan is required to access this service, and applications must be submitted at least 3 business days in advance.

! CAUTION

Resource monitoring and optimization are only available as a limited complimentary service with the annual purchase of an enterprise-level support plan. Once a customer applies for this limited value-added service, they will not be able to unsubscribe or downgrade their current support plan order.

1.5.15 Proactive Guidance

Proactive guidance is provided by designated TAMs. Designated TAMs are senior Huawei Cloud service technical experts. They are familiar with on-cloud application architecture, and are able to assess technical risks and provide advocacy . In this way, you can obtain more comprehensive and responsive tailored technical services. You can contact TAMs via email, phone, or IM for support. TAMs may also proactively contact you.

1.5.16 Monthly Service Reports

Each monthly service report contains a support summary, resource usage, service tickets, security protection, and optimization recommendations.

The monthly service report for each month is sent to the email address associated with your Huawei Cloud account or any other specified email addresses before the 10th of the following month. When there are statutory holidays, the delivery date may be postponed accordingly.

- In certain cases, monthly service reports may not be created or delivered due to
 constraints on data collection. For example, it may not be appropriate to create monthly
 reports when a deployment architecture is still in the POC phase because the
 architecture may be changing a lot. In addition, the tools may be unable to collect
 monthly data in some deployment scenarios specific to Dedicated Cloud.
- During the output of a monthly service report, Huawei Cloud has to collect the O&M
 data of your cloud infrastructure. Such data is used only for preparing monthly service
 reports. It is not used for any other purposes. The table below describes the types of
 data collected and what it is used for.

Data Type	Description	Collection and Storage	Purpose
Service ticket data	Technical and business service tickets. Ticket information includes the ticket ID, description, problem severity, creation time, and when the issues were fixed.	An automatic tool calls the service ticket API to query results. Data is not stored during the query. The results used for monthly service reports are stored independently for each tenant.	To automatically collect and analyze statistics, and generate relevant service ticket data for monthly service reports.

Data Type	Description	Collection and Storage	Purpose
Cloud resource instance data	A list of resources you created and the quantity of each resource. Information includes the resource ID, name, status, specifications, creation time, IP address, usage, and basic configurations related to service resources.	An automatic tool calls cloud service APIs to query results. Data is not stored during the query. The results used for monthly service reports are stored independently for each tenant.	To automatically collect and analyze statistics, and generate relevant cloud resource data for monthly service reports.
Resource load monitoring data	Resource monitoring metrics such as CPU usage, memory usage, disk usage, disk read/write rate, IP outbound bandwidth, IP inbound bandwidth, number of concurrent connections, number of new connections, network delay, and network packet loss rate.	An automatic tool calls cloud service APIs to query results. Data is not stored during the query. The results used for monthly service reports are stored independently for each tenant.	To automatically collect and analyze statistics, and generate relevant cloud resource data for monthly service reports.
Security configurati on and monitoring data	IAM user information, security group configurations, log audit, OBS access control policies, security group configurations, DDoS blocking or scrubbing and diversion records, WAF configurations, application attack records, and more.	An automatic tool calls cloud service APIs to query results. Data is not stored during the query. The results used for monthly service reports are stored independently for each tenant.	To automatically collect and analyze statistics, and generate relevant security protection details for monthly service reports.
Expenditur e data	Monthly expenditure details in your account.	An automatic tool calls operations APIs to query results. Data is not stored during the query. The results used for monthly service reports are stored independently for each tenant.	To automatically collect and analyze statistics, and generate relevant expenditure data for monthly service reports.

1.5.17 Enterprise Bill Consulting

The Bill Consulting service offers comprehensive bill management to help you deeply understand expenditure composition, optimize cloud resource usage, and ensure financial transparency. If you encounter any bill issues, Huawei Cloud bill optimization experts will quickly give you answers to questions related to expenditures, anomalies, and invoicing and payment support. This ensures that you can clearly understand bill details. They also help resolve bill disputes and error handling, and help you submit refund requests in compliance with policies.

The Bill Consulting service includes:

1. Billing Q&A

- a. Bill details interpretation: Detailed descriptions of billing items are provided, so you can better understand the expenditures of specific services.
- b. Bill issue analysis: Unexpected expenditures or usage spikes are identified and analyzed.
- c. Invoicing and payment support: Answers are given to questions about the invoice format, payment method, and taxes applied.
- 2. Bill disputes and error handling
 - a. Dispute resolution support: Help is offered when handling billing errors or unauthorized charges.
 - b. Refund request support: Help is offered when submitting refund requests in compliance with relevant policies.

1.5.18 Enterprise Care Plan

The Enterprise Care Program provides services for industry emergencies (such as newly discovered security vulnerabilities, viruses, and backbone network failures), Huawei Cloud change events, and corresponding consultation and guidance. Huawei Cloud not only meets your immediate needs but also deeply understands and continuously monitors your long-term needs for cloud services. Huawei Cloud does not rely on passive responses but takes an active approach to help you achieve stable service growth. Huawei Cloud works closely with you to deeply understand your needs and continuously improve the service experience. Through continuous innovation and professional support, Huawei Cloud is committed to comprehensively enhancing your satisfaction.

The Huawei Cloud Enterprise Care Plan service includes:

Incident support: For incidents such as operating system vulnerabilities, critical third-party software vulnerabilities, virus outbreak, hacker attacks, and backbone network faults caused by natural disasters, the service support team will immediately contact you in addition to sending routine emails, messages, and subscription notifications.

Cloud platform change support: Before any platform change, if the expert team determines that a change will affect your services (within the SLA scope), the service support team will contact you immediately.

The details are as follows:

1. Incident Support

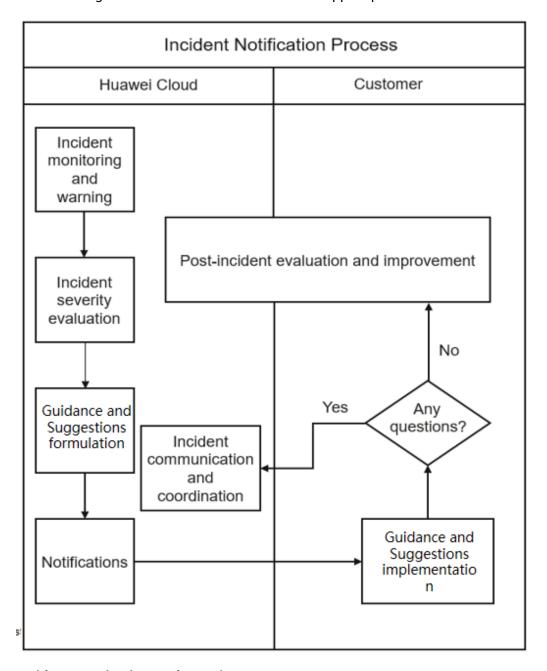
Objectives

Proactively inform customers of the incident in a timely manner and provide corresponding consultation and guidance to minimize the impact of the incident on customers' services.

To provide professional guidance and resources to help you handle security and operation incidents, such as vulnerabilities, attacks, viruses, and network faults.

Content and Process

The following flowchart illustrates the incident support process.



Incident monitoring and warning

 Huawei Cloud continuously monitors security trends in the industry, including OS vulnerabilities, third-party software vulnerabilities, and virus outbreaks.

 Huawei Cloud uses threat intelligence platforms and monitoring tools to quickly identify potential risks and keep you informed in real time.

Incident severity evaluation

Huawei Cloud provides different levels of responses based on the potential impacts of an incident on services.

- Level-1 incidents (high-risk): incidents that cause direct and major threats, for example, serious vulnerability exploits or virus outbreaks
- Level-2 incidents (medium-risk): incidents that have potential threats but have limited impacts, for example, network interruptions and zero-day vulnerabilities
- Level-3 incidents (low-risk): incidents that have minor impacts and can be fixed easily

Guidance and Suggestions formulation

The Huawei Cloud expert team quickly develops a guidance and suggestions based on the nature of the incident. often include vulnerability fix, patch application, emergency isolation, and data restoration.

Notifications

The service support team organizes the notification elements and delivers notifications based on the evaluation results concluded by the expert team. Then, they will send you the notifications as well as guidance and suggestions via SMS messages, emails, and various platforms.

Guidance and Suggestions implementation

You are responsible for implementing the guidance and suggestions provided by the expert team.

Incident communication and coordination

- The Huawei Cloud service support team immediately starts an emergency response process and communicates with you in real time.
- If necessary, Huawei Cloud will coordinate internal expert teams or external resources (such as the vendor's security teams) to work together.

Post-incident evaluation and improvement

- Huawei Cloud reviews the incident handling process and summarizes the experience and any lessons learned.
- Huawei Cloud also offers improvement suggestions (such as system upgrades and improved security policies) to reduce the risk of any similar events occurring in the future.

2. Cloud Platform Change Support

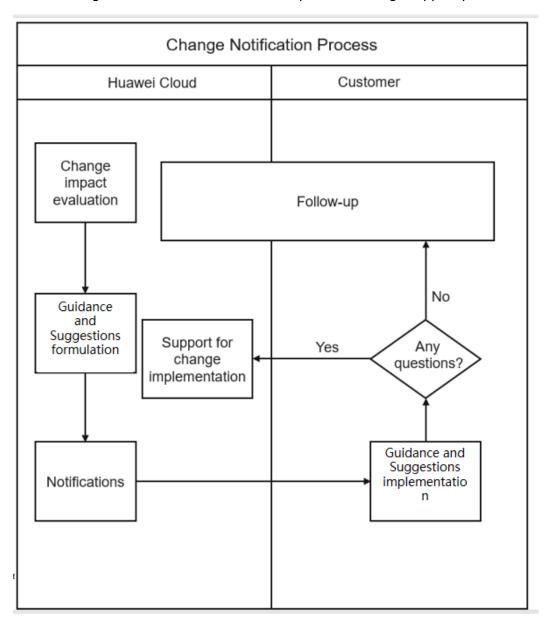
Objectives

- To proactively evaluate the potential impacts of changes to the cloud platform on your services.
- To communicate with you and provide professional risk assessment and formulates best-fit guidance and suggestions.

To ensure service continuity and comply with the SLA.

Content and Process

The following flowchart illustrates the cloud platform change support process.



Change impact evaluation

- Before each cloud platform change (such as system upgrade, maintenance, and architecture adjustment), the Huawei Cloud expert team comprehensively analyzes the potential impacts on your resources, services, or business.
- The team then develops the impact assessment report based on the SLA and service dependencies.

Guidance and Suggestions formulation

• Huawei Cloud confirms the scope of impacts on services, for example, in terms of service availability, performance, or data access.

• Huawei Cloud then provides detailed suggestions, for example, changes to system configurations, data backup plans, or resource expansion.

Notifications

The service support team organizes the notification elements and delivers notifications based on the evaluation results concluded by the expert team. Then, they will send you the notifications as well as guidance and suggestions via SMS messages, emails, and various platforms.

Guidance and Suggestions implementation

You are responsible for implementing the guidance and suggestions provided by the expert team.

Support for change implementation

- During the change implementation, the service support team will keep in touch with you in real time to track progress.
- If an incident occurs, the technical team quickly responds and adjusts the guidance and suggestions to minimize the impacts on services during the change.

Follow-up

- After the change is complete, Huawei Cloud asks you to confirm the change and provides you with a detailed change impact report.
- They will also summarize the experience and recommend optimizations to reduce risk.

1.5.19 Optimization Advisor (OA)

Optimization Advisor (OA) is a cloud service that helps you configure resources by following best practices. OA is built on Huawei's IT expertise. It leverages industry-leading public cloud solutions to help you analyze on-cloud resource deployment, including service performance, security, reliability, costs, and service quotas. It identifies risks and provides recommendations to improve cloud service stability.

Before using this service, you must understand and agree to authorize Huawei Cloud OA to analyze your cloud resource data, including resource deployment data, resource configurations, resource O&M data, and resource quotas. Such data is only used for providing services and is retained for one month. If you have any questions about the authorization scope, contact Huawei Cloud customer service for assistance.

The main features of OA include:

- Risk check: OA scans your cloud resources for risks in terms of performance, reliability, security, costs (available for the Business, Enterprise On-Ramp, or Enterprise Support Plan), and service baseline, and provides optimization recommendations. You can download the check results to your local PC for analysis.
- Automatic check: You can enable automatic checks on the risk check page and configure an execution frequency and time to perform automatic checks on schedule. You can also send the check results to your email address.
- User-defined check rules: You can disable or enable a check item, and modify performance and cost thresholds in check.

 Historical check records: You can view the check records and results of your resources for the past 30 days.

- Architecture design: You can map out your cloud service and deployment architectures with ease using architecture design. With just a few clicks, you can visually represent capacity risk monitoring data, associated resources, and all the links in your architecture.
- Capacity optimization: OA analyzes your cloud resource usage and identifies cloud service or resource capacity risks, such as insufficient CPU, memory, or hard disk resources.
- Resource groups: You can create resource groups to centrally manage different types of resources, such as ECSs, EVS disks, EIPs, bandwidths, and databases by group, and identify capacity risks by service, improving O&M efficiency.
- Monthly service reports: You can view the usage and changes of all your resources in the last month and export a monthly report to your local PC. Note: This feature is being improved.

1.5.20 Training

Huawei Cloud provides online courses. For details, visit https://edu.huaweicloud.com/intl/en-us/.

1.5.21 Support Channels

Huawei Cloud provides five support channels. They can be combined based on the specific support plans you purchased.

Table 1-5 Support channels

Support Channel	Description
Service ticket	You can create and manage service tickets on the Service Tickets console or by using open APIs.
Callbacks	You can provide your phone contact to Huawei Cloud, and customer service will call you back.
IM groups	You can get quick responses in the commercial WeLink. (Support via IM groups is only provided in Asia Pacific, but over time, such support will be available in other regions.)
Web Chat	You can interact with Huawei Cloud customer service on the web page on the Service Tickets console.
Designated TAMs	You can contact your designated TAMs via email, phone, or IM software for technical support.

1.6 Billing Description

Billing Item

Huawei Cloud support plans are charged based on the resource usage of cloud services, which is the total expenditure amount before discount (based on prices on the Huawei Cloud official website) of cloud services within a calendar month (dates of purchase and unsubscription inclusive). These services include cloud servers, cloud storage, network bandwidth, and database services, but exclude the support plan, professional services, and Marketplace products. Payments with cash, credit cards, and coupons are all counted. For prepaid cloud products subscribed in yearly or monthly mode, the daily resource usage is counted into the cloud service usage of a calendar month.

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.

Billing Mode

Huawei Cloud Support Plans are billed by the account, on a monthly basis. The price includes:

- Basic price: the minimum monthly expenditure for each support plan level.
 This part is prepaid at the time of subscription, or it can be paid at the beginning of each calendar month for an auto renewal.
- Incremental price: the difference between the monthly expenditure and the basic price. This part is postpaid at the beginning of the next calendar month.

Upgrading a Support Plan

Huawei Cloud allows you to upgrade your support plan, for example, from Business to Enterprise On-Ramp or Enterprise. Upgrading a support plan may require additional payments to make up the price difference.

If there is a price change after an upgrade, the system first calculates the basic price for the remaining service period on the old support plan. This price is then subtracted from the basic price for the remaining service period on the new support plan. The difference is what you owe for the upgrade. On the monthly settlement day, you also need to pay the incremental price for the service days of both the old and new support plans.

Downgrading a Support Plan

Huawei Cloud allows you to downgrade your support plan. If you do, you will receive a refund for the unused portion (calculated based on the remaining service days of the support plan) of the basic price difference during the subscription term. However, you should not frequently change the support plan level, and Huawei Cloud reserves the right to reject frequent support plan upgrades or downgrades.

If there is a price change after a downgrade, the system first calculates the basic price for the remaining service period on the new support plan. This price is then

subtracted from the basic price for the remaining service period on the old support plan. The difference is the refund for the downgrade. On the monthly settlement day, you also need to pay the incremental price for the service days of both the old and new support plans.

Unsubscribing 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. The support plan fee for the month of unsubscription will be billed at the beginning of the next calendar month, calculated based on the number of days the support plan was used for.

1.7 Change History

Date	Description
2025-09-03	This is the ten official version. Updated 1.3 Service Catalog. 1.4 Service Scope. 1.5.13 Availability Check.
2025-08-08	This is the nine official version. Updated 1.3 Service Catalog.
2025-06-16	This is the eighth official version. Updated 1.3 Service Catalog. Updated 1.5.18 Enterprise Care Plan.
2025-04-08	This issue is the seventh official release. Updated 1.3 Service Catalog. Added 1.5.4 Who Can Submit Service Tickets. Added 1.5.6 Service Ticket Handler. Updated 1.5.12 Key Event On-Duty Service (Basic Edition). Updated 1.5.16 Monthly Service Reports. Added 1.5.17 Enterprise Bill Consulting. Added 1.5.18 Enterprise Care Plan. Added 1.5.19 Optimization Advisor (OA). Updated 1.5.21 Support Channels. Updated 1.6 Billing Description.
2021-12-28	This issue is the seventh official release. Updated section 1.3 Service Catalog.
2021-04-27	This issue is the sixth official release. Updated section 1.3 Service Catalog. Updated section 1.5.11 Architecture Support.

Date	Description
2021-04-09	This issue is the fifth official release. Added sections 1.5.13 Availability Check and 1.5.14 Resource Monitoring and Optimization.
2020-03-31	This issue is the fourth official release. Added 1.6 Billing Description
2019-10-08	This issue is the third official release. Optimized the chapter structure of the service content.
2019-09-11	This issue is the second official release. Added descriptions of data collection in Monthly Service Reports.
2019-04-30	This issue is the first official release.