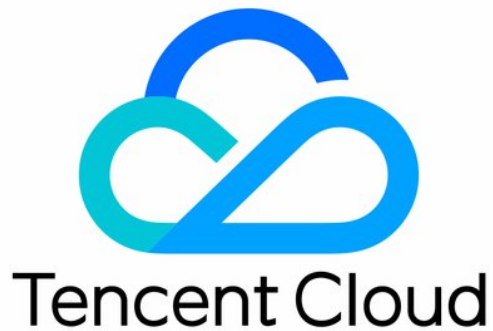


# Grafana

## Purchase Guide

### Product Documentation



## Copyright Notice

©2013-2024 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

## Trademark Notice



All trademarks associated with Tencent Cloud and its services are owned by Tencent Cloud Computing (Beijing) Company Limited and its affiliated companies. Trademarks of third parties referred to in this document are owned by their respective proprietors.

## Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

---

# Contents

## Purchase Guide

- Billing Overview

- Monthly Subscription

- Purchase Methods

- Payment Overdue

- Refund

# Purchase Guide

## Billing Overview

Last updated : 2024-01-02 17:55:08

### Note:

TCMG will end the beta test and start billing at 00:00:00 on September 15, 2022. You should upgrade your instances created during the beta test to paid instances before you can continue using them.

## Billing mode

TCMG provides the following billing mode:

Billing Mode	Payment Mode	Billing Formula
Monthly subscription	In the <a href="#">prepaid billing</a> mode, you need to pay fees when creating an instance.	Total fees = instance price * purchase duration (months). For instance pricing, see <a href="#">Monthly Subscription</a> .

## References

You can purchase TCMG instances in the console. For more information, see [Purchase Methods](#).

TCMG sends alert messages to you before it expires and its resources are repossessed. For more information, see [Payment Overdue](#).

You can return TCMG instances and request a refund in the console. For more information, see [Refund](#).

# Monthly Subscription

Last updated : 2024-01-02 17:59:46

## Available Regions

Different regions may offer different discounts, and prices on the purchase page shall prevail. The following describes the original prices of each TCMG edition and the billing example.

## Billing Formula

Total fees = instance price \* purchase duration (months)

## Instance Pricing

Non-finance zones in the Chinese mainland, such as Beijing, Shanghai, and Guangzhou:

Edition	Price (USD/Month)	Supported Accounts
Basic	59 USD/month	20
Advanced	99 USD/month	50
Pro	149 USD/month	100

Regions outside the Chinese mainland and finance zones, such as Singapore, Hong Kong (China), and Shenzhen

Finance:

Edition	Price (USD/Month)	Supported Accounts
Basic	109 USD/month	20
Advanced	199 USD/month	50
Pro	299 USD/month	100

## Billing Example

**Note:**

The following prices are for demonstration only. The actual prices on the purchase page shall prevail, which may vary by region, campaign, or policy.

In Guangzhou region:

You purchase a Basic Edition instance in Guangzhou Zone 3 for three months.

**Instance specification fees**

The fees are 59 USD/month (Basic Edition instance price in Guangzhou region) \* 3 months = 177 USD.

# Purchase Methods

Last updated : 2024-01-02 17:59:54

This document describes how to purchase a TCMG instance.

## Prerequisites

You have signed up for a Tencent Cloud account and completed identity verification as instructed in [Signing Up](#) and [Identity Verification Guide](#) respectively.

## Purchasing in the console

1. Log in to the TCMG purchase page and configure the following items:

Category	Required	Configuration Description
Billing Mode	Yes	Currently, only monthly subscription billing is supported.
Region and AZ	Yes	Select a region based on the region of your Tencent Cloud service. Tencent Cloud services in different regions cannot interconnect with each other over the private network. Selecting the region closet to your end users can minimize the access latency. Once the instance is created, you cannot switch the region.
Network	Yes	Currently, only subnets in certain AZs are supported. For more information, see <a href="#">Creating Instance</a> . Network indicates a logically isolated network space in Tencent Cloud. A VPC consists of at least one subnet. The system will provide a default VPC and subnet for you in each region. If the existing VPCs/subnets don't meet your requirements, you can create new ones as instructed in <a href="#">Creating VPC</a> and <a href="#">Creating Subnets</a> .
Package	Yes	Three package editions are supported, namely, Basic, Advanced, and Pro. The price varies by edition. For more information, see <a href="#">Monthly Subscription</a> .
Instance Name	Yes	You can customize the name of the TCMG instance.
Username	Yes	It is `admin` by default and cannot be changed.
Password	Yes	Define the Grafana login password, which must contain 8–16 characters in at least three of the following four character types: uppercase letters, lowercase letters, digits, and special symbols (-!@#%&^*+=_::?.).

---

Tag	No	Tags can be configured to manage resources by category in different dimensions. For more information, see <a href="#">Managing Instances via Tags</a> .
Auto-Renewal	No	Your instance will be automatically renewed monthly upon expiration if your account has a sufficient balance.

2. After confirming that everything is correct, click **Buy Now**.



# Payment Overdue

Last updated : 2024-01-02 18:00:01

## Note:

If you are a customer of a Tencent Cloud partner, the rules regarding resources when there are overdue payments are subject to the agreement between you and the partner.

## Alerting

From seven days before your resource expires until the resource is released, the system will send alerts to your Tencent Cloud account creator, global resource collaborators, and financial collaborators via email, SMS, and other methods as configured in the message subscription in the [Message Center](#).

For more information on the message notification mechanism, see [Prepaid Billing](#).

## Repossession

Seven days before the expiration of your TCMG instance, the system will send you a renewal notification.

You can continue using the instance for an additional seven days after the expiration. The system will send you an expiration reminder, and you need to renew it as soon as possible.

From the eighth day after expiration, you will not be able to use your instance, which will be suspended, but you can renew it.

If you do not renew the instance **seven days after it becomes suspended**, it will be repossessed, and related data will be cleared and cannot be recovered.

In other words, the instance will remain **available for seven days** after the expiration and become **unavailable for another seven days**. You can renew it within the 14 days. If your account balance is sufficient and auto-renewal is enabled, the instance will be automatically renewed upon expiration.

# Refund

Last updated : 2024-01-02 18:00:11

To make it easier for you to use the TCMG service, if you are not satisfied after purchasing a monthly subscribed TCMG instance, you can return it as follows:

You can return **one** TCMG instance unconditionally within five days after purchase, and the valid amount you paid will be returned to your Tencent Cloud account.

In addition, you can also enjoy normal returns. Fees for consumed resources will be deducted from the refund. The remaining amount, including cash and trial credit, will be returned to your Tencent Cloud account.

All of the above operations can be performed in the [TCMG console](#). For more information, see [Self-Service Return Operation](#).

## Notes

After a monthly subscribed instance is returned, once its status changes to **Terminating** or **Terminated**, it will no longer incur fees.

After a monthly subscribed instance is returned, it will become suspended. You can renew it as needed.

After a monthly subscribed instance is terminated, it will become inaccessible, and its resources will be released.

Resources purchased during promotions might not be eligible for return.

## 5-Day Unconditional Refund

Under one single account, you can return **one** TCMG instance unconditionally within five (included) days after purchase.

**Tencent Cloud has the right to reject any suspected abnormal or malicious application for return.**

For an order that meets the 5-day unconditional return policy, the refunded amount is all the amount paid for purchase, including the cash amount, earnings amount, and trial credit amount.

### Note:

Discounts and vouchers will not be returned.

The refunded amount will be returned your Tencent Cloud account.

## Normal Return

If you have already returned an instance unconditionally within five days after purchase, you can also return monthly subscribed instances in a self-service manner at any time in the console.

Fees for consumed resources will be deducted from the refund. The remaining amount, including cash and trial credit, will be returned to your Tencent Cloud account.

### Normal return rules

**Refund = currently effective order amount + ineffective order amount - used resource value**

Currently effective order amount refers to the amount paid for the currently effective order, excluding discounts and vouchers.

Ineffective order amount refers to the amount paid for the order that will take effect in the future, excluding vouchers.

The used resource value is calculated as follows:

For the used resources, if the usage has lasted at least one month as of the date of return, fees will be deducted by month; otherwise, fees will be deducted by usage.

The usage is accurate down to the second.

If the refund is  $\leq 0$ , it will be calculated as 0, and resources will be deleted.

#### Note:

Discounts and vouchers will not be returned.

The refund will be credited to your account at the ratio of cash to trial credit paid upon purchase.

## Self-Service Return Operation

1. Log in to the TCMG console, select the TCMG instance to be returned in the instance list, and click **More > Instance Status > Terminate/Return** on the right.
2. Confirm the return in the pop-up window.
3. Then, the instance will enter the suspended status for seven days, during which you can renew the instance to continuously use the service.