

TencentDB for MySQL

Purchase Guide

Product Documentation



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Purchase Guide

Backup Space Billing Description

Last updated : 2019-09-26 16:20:39

Overview

Backup capacity is used to store backup files of all TencentDB for MySQL instances in a region, including automatic data backups, manual data backups, and log backups.

TencentDB for MySQL offers a certain amount of backup capacity free of charge based on the region, which is equivalent to the sum of storage capacity of all high availability instances (including master and disaster recovery instances) in your region.

Free backup capacity will be provided when you purchase a master or disaster recovery instance but not a read-only instance.

Backup Pricing

Excessive backup capacity will be charged at 0.0008 CNY/GB/hour in Mainland China. For prices outside Mainland China, see [TencentDB for MySQL Price Calculator](#).

If the excessive backup capacity or time period is less than 1 GB or 1 hour, they will be calculated as 1 GB or 1 hour, respectively. TencentDB for MySQL adopts a flexible giveaway policy, so that you generally do not need to pay for the backup capacity for most instances.

Billing Schedule

TencentDB for MySQL will charge for excessive backup capacity from October 2019 on. The specific schedule will be announced separately.

Calculation Formula

Free backup capacity in one region = Sum of storage capacity of all TencentDB for MySQL high availability instances in that region

Paid backup capacity in one region = Data backup volume + log backup volume - free backup capacity (all values are for that region)

TencentDB for MySQL instance backups in the recycle bin will also be calculated for the backup capacity.

Calculation Example

If you have a running a TencentDB for MySQL high availability instance with a purchased database storage capacity of 500 GB/month in Guangzhou Zone 3 and another such instance with a purchased database storage capacity of 200 GB/month in Guangzhou Zone 4, you will get a free backup capacity of 700 GB/month in the Guangzhou region.

If your data backups reach 800 GB and log backups reach 100 GB, your total backup capacity in Guangzhou will exceed 700 GB, and your hourly paid backup capacity will be 200 GB per hour ($800 + 100 - 700 = 200$).

Note on Arrears

Pay-as-you-go Instances

- Backups are subject to change over the instance lifecycle.
- Backups can work normally within two hours after an instance expires.
- After two hours, the instance will be isolated into the recycle bin. At this time, auto backup will stop and manual backup will be prohibited.
- After one day, the instance will be deactivated and terminated, along with all data backups. Please save the needed backups in a timely manner.

Adjusted Instance Fee Description

Last updated : 2019-09-26 16:21:36

Billing Method for Upgraded Instances

After upgrade, pay-as-you-go instances will be billed based on the new instance specifications starting from the next billing cycle.

Billing Method for Downgraded Instances

Pay-as-you-go

If you choose to degrade a pay-as-you-go database instance, it will be billed at the tier 1 pay-as-you-go price for the new configuration.

Pricing Description

International Pricing

Last updated : 2019-08-14 21:36:14

1. North China (Beijing), South China (Guangzhou), East China (Shanghai), and Southwest China (Chengdu and Chongqing)

Beginning from July 11 2016, TencentDB for MySQL supports separate billing for memories and disk for regions including North China (Beijing), South China (Guangzhou), East China (Shanghai) and Southwest China (Chengdu). This increases users' flexibility in selecting their options.

The price for Southwest China (Chengdu and Chongqing) was reduced by 30% from May 23, 2018

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	1core1000MB	1,000	0.05	0.04	0.03
High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
High IO	MySQL Instance	4core16000MB	18,000	0.80	0.64	0.48

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	8core32000MB	25,000	1.60	1.28	0.96
High IO	MySQL Instance	16core64000MB	37,689	3.20	2.56	1.92
High IO	MySQL Instance	16core96000MB	40,919	4.80	3.84	2.88
High IO	MySQL Instance	16core128000MB	61,378	6.40	5.12	3.84
High IO	MySQL Instance	24core244000MB	122,755	12.20	9.76	7.32
High IO	MySQL Instance	48core488000MB	245,509	24.40	19.52	14.64
High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02
High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Read-only Instance	4core16000MB	18,000	0.40	0.32	0.24
High IO	MySQL Read-only Instance	8core32000MB	25,000	0.80	0.64	0.48
High IO	MySQL Read-only Instance	16core64000MB	37,689	1.60	1.28	0.96
High IO	MySQL Read-only Instance	16core96000MB	40,919	2.40	1.92	1.44
High IO	MySQL Read-only Instance	16core128000MB	61,378	3.20	2.56	1.92
High IO	MySQL Read-only Instance	24core244000MB	122,755	6.10	4.88	3.66
High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32

Storage prices:

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0005
MySQL Read-only Instance	-	0.0005

2. Southeast Asia (Hong Kong,China)

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	1core1000MB	1,000	0.05	0.04	0.03
High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
High IO	MySQL Instance	4core16000MB	18,000	0.80	0.64	0.48
High IO	MySQL Instance	8core32000MB	25,000	1.60	1.28	0.96
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High IO	MySQL Instance	16core128000MB	61,378	6.40	5.12	3.84
High IO	MySQL Instance	24core244000MB	122,755	12.20	9.76	7.32
High IO	MySQL Instance	48core488000MB	245,509	24.40	19.52	14.64
High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02
High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12
High IO	MySQL Read-only Instance	4core16000MB	18,000	0.40	0.32	0.24
High IO	MySQL Read-only Instance	8core32000MB	25,000	0.80	0.64	0.48

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
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High IO	MySQL Read-only Instance	24core244000MB	122,755	6.10	4.88	3.66
High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32

Storage prices:

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0002
MySQL Read-only Instance	-	0.0002

3. Southeast Asia (Singapore)

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	1core1000MB	1,000	0.05	0.04	0.03
High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
High IO	MySQL Instance	4core16000MB	18,000	0.80	0.64	0.48
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High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02
High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12
High IO	MySQL Read-only Instance	4core16000MB	18,000	0.40	0.32	0.24
High IO	MySQL Read-only Instance	8core32000MB	25,000	0.80	0.64	0.48
High IO	MySQL Read-only Instance	16core64000MB	37,689	1.60	1.28	0.96
High IO	MySQL Read-only Instance	16core96000MB	40,919	2.40	1.92	1.44

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
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High IO	MySQL Read-only Instance	24core244000MB	122,755	6.10	4.88	3.66
High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32

Storage prices:

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0003
MySQL Read-only Instance	-	0.0003

4. North America (Toronto)

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	1core1000MB	1,000	0.05	0.04	0.03
High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
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High IO	MySQL Instance	24core244000MB	122,755	12.20	9.76	7.32
High IO	MySQL Instance	48core488000MB	245,509	24.40	19.52	14.64
High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02

High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12
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High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32
Storage prices:						

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0003
MySQL Read-only Instance	-	0.0003

5. U.S. West Coast (Silicon Valley)

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	1core1000MB	1,000	0.05	0.04	0.03
High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
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High IO	MySQL Instance	48core488000MB	245,509	24.40	19.52	14.64
High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02
High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Read-only Instance	4core16000MB	18,000	0.40	0.32	0.24
High IO	MySQL Read-only Instance	8core32000MB	25,000	0.80	0.64	0.48
High IO	MySQL Read-only Instance	16core64000MB	37,689	1.60	1.28	0.96
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High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32

Storage prices:

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0002
MySQL Read-only Instance	-	0.0002

6. Germany (Frankfurt)

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Instance	1core1000MB	1,000	0.05	0.04	0.03
High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
High IO	MySQL Instance	4core16000MB	18,000	0.80	0.64	0.48
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High IO	MySQL Instance	48core488000MB	245,509	24.40	19.52	14.64
High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02
High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12
High IO	MySQL Read-only Instance	4core16000MB	18,000	0.40	0.32	0.24
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High IO	MySQL Read-only Instance	24core244000MB	122,755	6.10	4.88	3.66
High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32

Storage prices:

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0003
MySQL Read-only Instance	-	0.0003

7. Korea (Seoul)

Instance price formula: Instance price=Memory specification fee+Storage fee. For the renewal and upgrade of instances with the original specification, refer to the new billing system.

In addition, tiered pricing is available for pay-as-you-go instances, providing a more cost-effective option for long-term use. For more information, see the price list:

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High IO	MySQL Instance	1core2000MB	2,400	0.10	0.08	0.06
High IO	MySQL Instance	2core4000MB	4,400	0.20	0.16	0.12
High IO	MySQL Instance	4core8000MB	7,200	0.40	0.32	0.24
High IO	MySQL Instance	4core16000MB	18,000	0.80	0.64	0.48
High IO	MySQL Instance	8core32000MB	25,000	1.60	1.28	0.96
High IO	MySQL Instance	16core64000MB	37,689	3.20	2.56	1.92
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High IO	MySQL Read-only Instance	1core1000MB	1,000	0.03	0.02	0.02
High IO	MySQL Read-only Instance	1core2000MB	2,400	0.05	0.04	0.03
High IO	MySQL Read-only Instance	2core4000MB	4,400	0.10	0.08	0.06
High IO	MySQL Read-only Instance	4core8000MB	7,200	0.20	0.16	0.12
High IO	MySQL Read-only Instance	4core16000MB	18,000	0.40	0.32	0.24
High IO	MySQL Read-only Instance	8core32000MB	25,000	0.80	0.64	0.48
High IO	MySQL Read-only Instance	16core64000MB	37,689	1.60	1.28	0.96
High IO	MySQL Read-only Instance	16core96000MB	40,919	2.40	1.92	1.44

Configuration Type	Database Type	Instance Specification	QPS	Pay-as-you-go Tier 1 (0-4 Days) (USD/hr)	Pay-as-you-go Tier 2(4-15 Days) (USD/hr)	Pay-as-you-go Tier 3 (>15 Days) (USD/hr)
High IO	MySQL Read-only Instance	16core128000MB	61,378	3.20	2.56	1.92
High IO	MySQL Read-only Instance	24core244000MB	122,755	6.10	4.88	3.66
High IO	MySQL Read-only Instance	48core488000MB	245,509	12.20	9.76	7.32

Storage prices:

Database Type	Discounted Monthly Price (USD/GB/month)	Price for Pay-as-you-go Instances (USD/GB/hr)
MySQL Instance	-	0.0002
MySQL Read-only Instance	-	0.0002

Refund Reminder

Last updated : 2019-10-14 17:38:13

If you are unsatisfied with the prepaid CDB you have purchased, you can apply for an unconditional return and refund within five days after the purchase. The 5-day unconditional return is allowed only for **one** CDB. The amount you paid is returned to the same account you used to make the payment. In addition, you can apply for an ordinary self-service return within five days after your purchase, in which case the fees for the consumed resources are deducted from the amount actually paid and the remaining amount is returned to your account in the form of coupons. All of the above operations can be performed by yourself in CDB console.

5-Day Unconditional Self-Service Return

If you are unsatisfied with the CDB you purchased, you can apply for an unconditional self-service return within five days after the purchase. The rules for return and refund are as follows:

1. For a single account, you can apply for an unconditional return for **one** CDB within five days (inclusive) after the purchase.
2. In case of any application for a return suspected to be abnormal/malicious, Tencent Cloud reserves the right to reject the application.

Rules for 5-Day Unconditional Self-Service Return

For an order eligible for the 5-day unconditional return, the refund amount is **the total amount paid upon purchase**, including the amount of cash account, revenue account and complimentary account.

Note: Rebates and coupons are not returned.

Refund amount is returned in full to the same accounts you used to make the payment.

Ordinary Self-Service Return

For the orders not eligible for 5-day unconditional return and refund policy, the refund policy is as follows:

If you have applied for 5-day unconditional return, you can return additional **3** prepaid CDBs in the console within 5 days (inclusive) after the purchase. For ordinary self-service return, the fees for the consumed resources are deducted from the amount paid and the remaining amount is returned to your

account in the form of coupons. For more information on refund rules, please see [Rules for Ordinary Self-Service Return of CDB].

Service Limits on Ordinary Self-service Return

In the following scenarios, ordinary self-service return of prepaid instances is not supported:

1. Prepaid instances that have been purchased for more than 5 days are not eligible for self-service return.
2. Self-service return is not supported for some resources in promotional activities. Please refer to the information provided on official website.

Notes about Self-service Return of Prepaid CDB Instances

1. After a prepaid instance is returned, no fee for the instance is incurred once its status changes to "Terminating" or "Terminated".
2. The IP resource is released upon the complete termination of a prepaid CDB instance, and the instance cannot be accessed. If the instance has a read-only or disaster recovery instance:
 - The read-only instance is terminated at the same time.
 - The synchronization connection between the disaster recovery instance and the master instance is broken, and the disaster recovery instance is automatically upgraded to the master instance.
3. After a prepaid instance is returned, it is moved to the **CDB Recycle Bin to be kept for 7 days**, and cannot be accessed. If you want to resume a prepaid instance you have returned, you can go to the CDB Recycle Bin to renew and resume it.
4. In case of any application for a return suspected to be abnormal/malicious, Tencent Cloud reserves the right to reject the application.

Rules for Ordinary Self-Service Return of CDB

Refund amount=Amount of effective order + Amount of non-effective order - Value of used resources

Amount of effective order: The amount paid for the order in effect, excluding discounts and coupons

Amount of non-effective order: The amount paid for the order that will take effect in the future, excluding coupons.

The fees for used resources are calculated based on the following policies:

- For the consumed resources, if the application for return is submitted one month after the purchase, the monthly fees are deducted. If such application is submitted less than a month after the purchase, the fees for the actually consumed resources are deducted.
- The consumed resources are calculated with an accuracy down to seconds.
- If refund amount \leq 0, it is considered 0 and resources are cleaned up.

Note: Rebates and coupons are not returned.

Refund amount will be returned to your account in the form of **coupons applicable to all products (valid for 2 years)**.

Examples of Billing Rules for Self-Service Return of CDB

Note: The following prices are just examples, instead of actual prices on the official website.

Scenario of 5-Day Unconditional Return

An instance in Guangzhou Zone 2 is 120 CNY/month, with 1 GB memory, 25 GB local disk, and is provided with asynchronous replication. It is purchased by using a 100 CNY coupon with a usage period of 1 year. 17% off for a prepaid instance.

Discounted price is $120 \times 12 \times 0.83 = 1,195.2$ CNY

Amount actually paid is $1,195.2 - 100 = 1,095.2$ CNY

The user is unsatisfied with the product and applies for a return within 5 days after the purchase. This is the first time the account requests a return.

Refund amount = Amount actually paid (1,095.2 CNY)

Scenario of Ordinary Self-service Return

An instance in Guangzhou Zone 2 is 120 CNY/month, with 1 GB memory, 25 GB local disk, and is provided with asynchronous replication. It is purchased by using a 100 CNY coupon with a usage period of 1 year. 17% off for a prepaid instance.

Discounted price is $120 \times 12 \times 0.83 = 1,195.2$ CNY

Amount actually paid is $1,195.2 - 100 = 1,095.2$ CNY

Cases

Case 1: The user applies for an unconditional return within 5 days after the purchase and this is the first time the account requests a return

Refund amount (cash) = Amount actually paid (1,095.2 CNY)

Case 2: The user applies for a return within 5 days after the purchase and this is not the first time the account requests a return. The resources have been used for a total of 48 hours before return.

Refund amount (coupon) = $1,095.2 - 48 \times 0.35$ (0.35 is the unit price for the postpaid instance with the original configuration) = 1,078.4 CNY

Case 3: The user applies for a return within 5 days after the purchase and this is not the first time the account requests a return. The resources have been used for 48 hours. The service is renewed for another year with a discount of 17%, and the amount paid for the renewal is 1,195.2 CNY.

Refund amount (**coupon**) = $1,095.2 - 48 \times 0.35$ (0.35 is the unit price for the postpaid instance with the original configuration) (the refund amount of effective order) + 1,195.2 (the amount of non-effective order) = 2,273.6 CNY

Case 4: The user applies for a return within 5 days after the purchase and this is not the first time the account requests a return. The configuration is upgraded when the resources have been used for 12 hours, with the amount paid for the upgrade being 100 CNY. The resources have been used for a total of 72 hours before return.

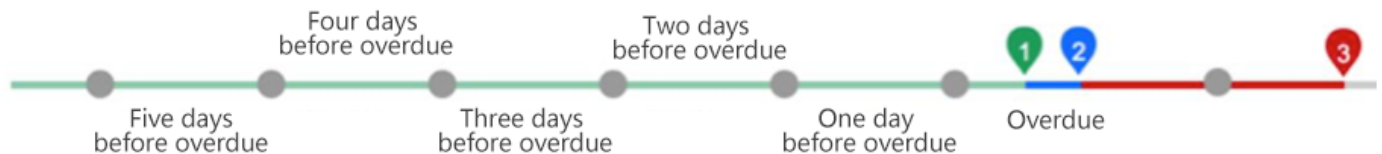
Refund amount (**coupon**) = $1,095.2 - 12 \times 0.35$ (0.35 is the unit price for the postpaid instance with the original configuration) + $100/365$ (unit price per day for the upgraded instance) $\times (365 - 3)$ (the number of days during which the instance after upgraded is not used) = 1,190.2 CNY

Note: Unit price may vary with regions, activities, policies or other factors. The unit price in the examples is for reference only. Please refer to the actual unit prices in practice.

Arrears Reminder

Last updated : 2019-03-25 11:13:29

1. Arrears Reminder for Pay-as-You-Go Cloud Database



1.1. Balance Reminder

We will estimate the number of days it takes your account balance to become negative based on the past 24 hours usage and current balance. If it's less than 5 days, we will send you a reminder message. The reminder message will be sent to the Tencent Cloud account creator and all the collaborators via email and SMS.

1.2. Arrears Reminder

For pay-as-you-go resources, fees are deducted on the hour. When your account balance is in negative (Point 1 in the figure above), we will notify the Tencent Cloud account creator and all the collaborators via email and SMS.

1.3. Arrears Processing

You can continue to use your cloud database instance for **2** hours from the moment your account becomes negative. We will also continue to bill you for this period.

When your account is in arrears for 2 hours (Point 2 in the figure above), your cloud database instance will automatically shut down. We will also stop billing you for service.

Within 24 hours after automatic shutdown, if your account is not topped up to a positive balance, you will not be able to start your cloud database instance; If your balance is positive, the billing continues, and you can start your cloud database instance.

If your account remains negative for 24 hours after shutdown, (Point 3 in the figure above), the pay-as-you-go cloud database will be repossessed, and all data will be deleted and cannot be recovered.

We will notify the Tencent Cloud account creator and all the collaborators via email and SMS when the pay-as-you-go cloud database is repossessed.

Note:

- When you do not use pay-as-you-go resources any longer, **terminate them as soon as possible** to avoid further fee deduction.
- After the cloud database is terminated or repossessed, the data will be deleted and cannot be recovered.
- Since your actual resource consumption changes from time to time, some deviation may exist for the stated balance.