About Billing

Billing Details

Product Documentation

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Note:

All the dates and times for settlements and transactions under your Tencent Cloud account are based on Beijing Time (UTC + 08:00).

With a Tencent Cloud postpaid billing account, you are provided with a certain credit limit that you can use to make payments for Tencent Cloud services. Payments during each billing cycle will be deducted from the default payment method bound to your postpaid account based on your billing cycle. You can also make a payment before it is due. After a bill is paid successfully, your available credit will be restored.

Postpaid account information

Initial Credit

Initial credit is the amount of credit offered by Tencent Cloud according to a customer's credit rating. The credit limit increases with successful payments.

Available Credit

Available credit is the amount of credit currently available within the billing cycle. You can purchase Tencent Cloud services if your available credit is greater than zero. Available credit may be depleted if there is a large bill pending. Available Credit = Credit limit - unsettled amount - outstanding balance - deposit

Credit Limit

The credit limit is the maximum current amount of credit, which is equal to your initial credit plus the top-up amount (payment overflow).

Unsettled Amount

The unsettled amount is the total amount of Tencent Cloud fees incurred during the current billing cycle.

Outstanding Balance

An outstanding balance is the total amount of fees payable by you to Tencent Cloud, which includes due and overdue fees.

Due Amount

A due amount refers to a bill amount that should be paid before the due date occurs.

Overdue Amount

An overdue amount refers to a bill amount that was not paid before the due date occurred and is now overdue.

Frozen Funds

For certain pay-as-you-go services, such as CVM, the system estimates an amount based on the billing cycle and usage in previous periods and freezes the estimated amount in the available credit. The frozen amount cannot be spent until the resource is released. For product-specific rules related to frozen funds, refer to the documentation for the specific product.

Billing Cycle

A billing cycle is the time interval during which your spending on Tencent Cloud products is added up and billed. If you do not have a Tencent Cloud sales representative, your billing cycle is set to 0 by default. If you do, your billing cycle is one month by default, and fees will be automatically deducted from your default payment method on the 10th day of each month. Your sales representative can adjust your billing cycle.

For example, if your initial credit is 1,000 USD, and your billing cycle is one month, the fees you incurred throughout April will be calculated in May, and the payment will be deducted on June 10.

For details, see Auto-payment.

Monthly Expense Alert

You can configure an alert to be sent when your monthly expense (excluding the amount deducted by vouchers) exceeds the alert threshold. You can select alert recipients on the Message Subscription page of the Message Center. By default, reminders are sent via Message Center, email, and SMS.

FAQs

Can available credit be withdrawn?

No, the available credit provided by Tencent Cloud cannot be withdrawn from your account.

Prepaid Billing

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Note:

The monthly subscription mode is being tested. If you want to try it, please contact sales.

Prepaid plans generally take the form of **monthly subscriptions**. Based on your needs, you can pay upfront for Tencent Cloud resources for a month, several months, or several years. After payment, you will be able to access the purchased resources until your subscription expires.

Note:

This document describes only the billing mode. To view the prices of specific products, see Tencent Cloud Pricing.

Application Scenarios

We recommend the prepaid billing mode if:

You have steady business.

You need to use cloud resources in the long term and value cost efficiency.

Billing Process

1. **Shop**

Go to Tencent Cloud's website, choose the service and resources you need, and view the price.

2. **Pay**

Click **Purchase**, check your order information, and make the payment.

3. **Bill**

In prepaid billing mode, a bill that includes the purchase/renewal information will be generated automatically after payment.

4. **Renew**

You can renew your subscription in Renewal Management to extend the validity period of your resources.

5. **Action upon expiration**

After your subscription expires, the service will be suspended for your account and the related resources will be

terminated. If you enable auto-renewal for your resources, Tencent Cloud will renew your subscription and deduct the renewal fee from your balance automatically upon expiration.

See below fo

r what happens before and after your subscription expires:

Stage	Processing Mechanism
7 days to 1 day before expiration	Auto-renewal not enabled: Tencent Cloud will notify you that your subscription is about to expire via email, SMS, and Message Center every other day. One day before expiration, you will also receive an audio call about the pending expiration. The actual notification methods depend on your message subscription configuration in Message Center. Auto-renewal enabled: No notifications will be sent if there is sufficient balance in your account. If your account balance is insufficient to cover the renewal fee, Tencent Cloud will notify you via email, SMS, and Message Center every other day. One day before expiration, you will also receive an audio call about the pending expiration. The actual notification methods depend on your message subscription configuration in Message Center.
Day of expiration - service suspension	Auto-renewal not enabled: If you fail to renew your subscription after it expires, Tencent Cloud will suspend the service for your account (you will no longer have access to the resources, but the data will be retained). Before suspension, Tencent Cloud will notify you that your subscription has expired and prompt you to renew it in order to continue using the service via email, SMS, and Message Center every other day. On the day of expiration/service suspension, you will also be notified via an audio call. The actual notification methods depend on your message subscription configuration in Message Center. Auto-renewal enabled: If your account has sufficient balance, your subscription will be renewed automatically, and you will be notified of the successful renewal. If your account balance is insufficient to cover the renewal fee, Tencent Cloud will notify you that renewal has failed and prompt you to top up via email, SMS, and Message Center every other day until service suspension or successful renewal (an auto-renewal attempt will be made every day). On the day of expiration/service suspension, you will also be notified via an audio call. The actual notification methods depend on your message subscription configuration in Message Center.
Service suspension	If you fail to renew your subscription, Tencent Cloud will suspend the service for your account between the 1st and 7th day after expiration (the exact time varies by service). You can recover your resources from Recycle Bin or contact us to renew your subscription so that you can retrieve the resources and resume the service. After service suspension and before resource release, Tencent Cloud will send you a notification every other day (max 3 notifications in total) via email, SMS, and Message Center. The actual notification methods depend on your message subscription configuration in Message Center.
Resource	After service suspension, if you still fail to renew your subscription, Tencent Cloud will

release	release the resources and delete the data (which cannot be recovered). On the day of release, you will be notified via email, SMS, and Message Center. The actual notification methods depend on your message subscription configuration in Message Center.

Note:

After your subscription expires, some Tencent Cloud services allow you to continue using the services for several days, during which you will be notified to renew your subscription or top up your account.

Some Tencent Cloud services may retain your resources for longer than 8 days after your subscription expires.

Advantages

Has lower unit price than pay-as-you-go.

Allows you to pay for your resource usage in advance so that resources are always available.

Disadvantages

Does not support self-service resource returns.

Has upgrade/downgrade restrictions.

Pricing Models

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Pricing tiers are available for most Tencent Cloud products.

They give you lower prices the more you use a service. The higher the usage, the lower the unit price; the longer the usage duration, the larger the discount.

Tencent Cloud pricing has two models: tiered pricing and volume pricing.

Tiered Pricing

Each tier of a product has a different price. You can get the total price by multiplying the usage and unit price in each tier and adding up the prices of all tiers.

For example, if product A adopts tiered pricing and is billed hourly and settled monthly, then its prices are as follows:

Tier (Usage Duration in Hours)	Unit Price (in USD)
0 < usage duration ≤ 10	5.00
10 < usage duration ≤ 15	3.00
15 < usage duration ≤ 20	1.00

If you use the product for 16 hours in this month, you need to pay 10 * 5 + (15 - 10) * 3 + 1 * 1 = 66 USD.

Volume Pricing

Each tier of a product has a different price. You can get the total price by multiplying the total usage and the unit price in the tier into which the total usage falls into.

For example, if product B adopts volume pricing and is billed hourly and settled monthly, then its prices are as follows:

Tier (Usage Duration in Hours)	Unit Price (in USD)
0 ≤ usage duration < 10	5.00
10 ≤ usage duration < 15	3.00
15 ≤ usage duration < 20	1.00

If you use the product for 16 hours in this month, you need to pay 16 * 1 = 16 USD.

Higher Cost-Effectiveness for Larger Business Scale

For pay-as-you-go products, the more the usage, the lower the unit price. Taking CVM as an example, its unit price in tier 2 is only 50% of that in tier 1.

For monthly subscription products, the longer the purchase period, the larger the discount. Taking a monthly subscription TencentDB product as an example, you can get 12%, 17%, 60%, and 70% off if you purchase it for 6 months, 1 year, 2 years, and 3 years respectively.

Frozen Funds

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When you activate a pay-as-you-go service or purchase a monthly-subscribed resource, a certain amount of your available account balance will be frozen. The system estimates the amount to be frozen based on the billing cycle or order amount. The frozen amount cannot be spent and will become available after it is unfrozen.

Frozen funds for pay-as-you-go resources

When you purchase a pay-as-you-go service, the fee for one to two billing cycles will be frozen.
The frozen amount will be unfrozen after the resource is released.

Frozen funds for monthly-subscribed resources

When you purchase a monthly-subscribed resource, the amount equivalent to the order cost will be frozen. After the resource is successfully delivered, the frozen amount will be automatically unfrozen to make the order payment.
If the delivery fails, no payment will be made, and the frozen amount will be unfrozen and become available in your account balance.

FAQs

1. Has the frozen amount been paid to the platform?

No, frozen funds are not actually paid to the platform, but they cannot be spent and will be unfrozen and available only after the resource is released.

2. How do I check the frozen amount?

You can go to Billing Center > **Account Info** to view the frozen amount.

3. Where does the frozen amount come from?

The frozen amount is deducted from the amount of cash and free credit in your account.

4. Is the frozen amount immediately unfrozen after a resource is released?

No. When a resource is released, the frozen amount will be unfrozen according to the policies of the specific product.

Balance Notifications

Last updated：2024-03-18 09:33:08

Balance Notifications

To send you timely balance information and help ensure the continuity of your resources, the system provides three types of balance notifications: custom balance alert, available credit alert, and credit change notification.
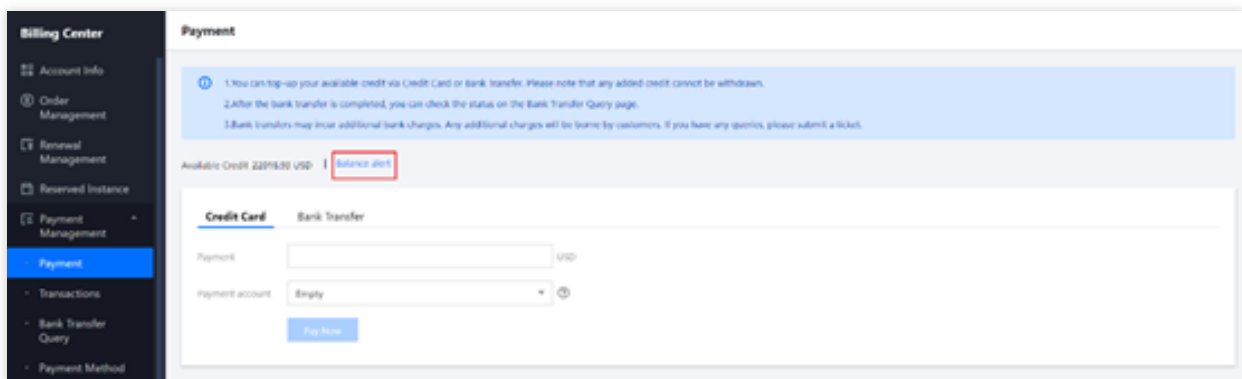
Custom Balance Alerts

Alert rules

Intended for all customers.

Alerts are triggered when your account balance is below the specified threshold.

Only one alert is sent daily (00:00–24:00) and the alerts stop after five days.

1. Log in to the console, go to **Billing Center > Payment Management >** Payment, and click **Balance alert**.

2. Select **Receive balance alerts**, enter an alert threshold (up to nine integer digits and two decimal digits; negative numbers are supported), and click **Confirm**.

Balance alert ✕

Set balance alert

You can go to Message Subscription 🔗 to set how and who to receive the alerts. (By default, we send you alerts via SMS in the first five days. For more information, seeBalance Alerts 🔗 .)

Alert Threshold   `222290`   USD

Receive balance alerts   🔵

Confirm   Cancel

Available Credit Alerts

Alert rules

Intended for customers that have applied for a credit limit through a Tencent Cloud sales representative.

Alerts are automatically triggered when the used credit reaches 70% of the available credit.

Alerts are sent at four levels: 70–79%, 80–89%, 90–99%, and ≥ 100%.

Only one alert is sent daily (00:00–24:00) and the alerts stop after five days.

Temporary Credit Expiration Alerts

Alert rules

Intended for customers that have applied for a temporary credit limit through a Tencent Cloud sales representative.

Alerts are triggered 7 days before your temporary credit limit expires. If the credit limit takes effect for less than 7 days, alerts will be sent according to the actual number of effective days. To ensure the normal use of your cloud resources, please top up your account or contact the sales rep to assess whether to increase the credit limit.

Only one alert is sent daily (00:00–24:00), and multiple expiration records are sent in one alert together. The alerts are sent until the expiration date.

Credit Change Notifications

Intended for customers that have applied for a credit limit through a Tencent Cloud sales representative.

Notifications are triggered when a sales rep allocates, repossesses, or cancels credit for a customer.

Only one notification is sent in real time.

Specifying recipients and delivery methods

The default recipients are the account creator, global resource collaborators, and the finance administrator.

The default method for delivering notifications is via SMS.

To modify the recipients and notification delivery methods, go to the Message Subscription page in the console.

1. Select **Balance Warning Notice** and click **Add recipient** or **Modify Message Recipient**.
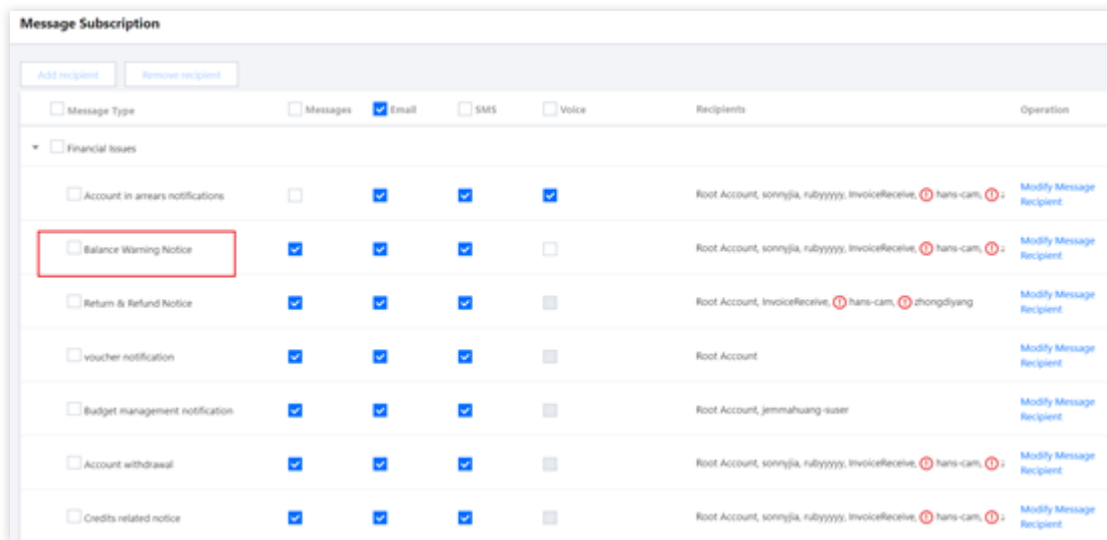
2. In the pop-up window, modify the recipients and the notification delivery methods, and click **OK**.
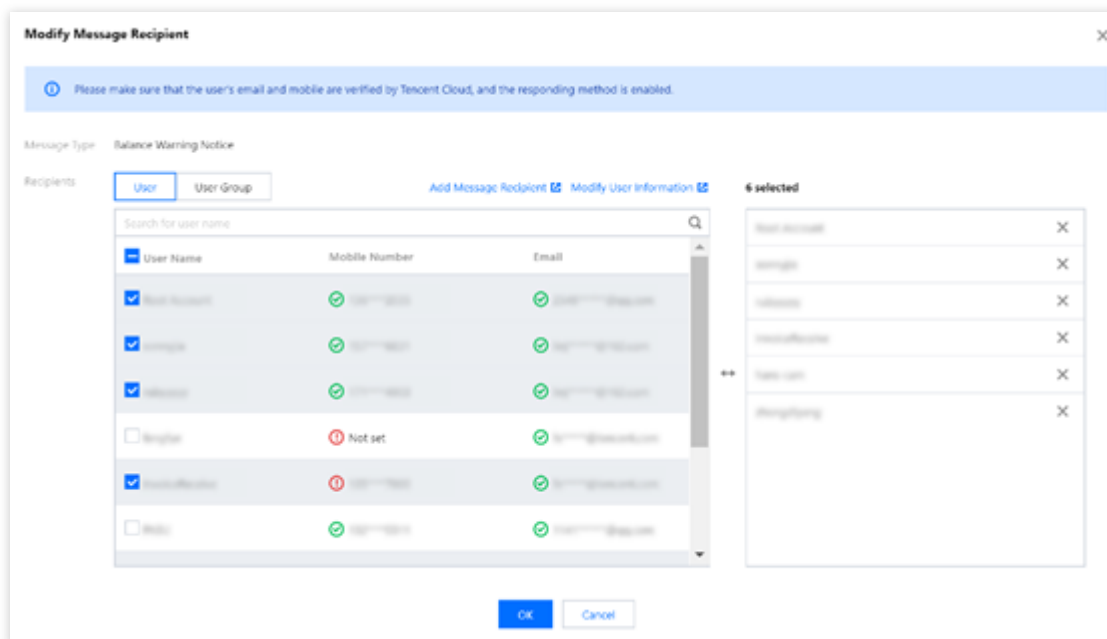
Disabling notifications

If you do not want to receive balance notifications anymore, unselect **Receive balance alerts**.

Refunds

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Note:

Monthly subscription (prepaid): Five-day unconditional refunds are not available for monthly subscriptions. When you apply for a refund, the payment amount will be refunded to your Tencent Cloud account according to the remaining value of the monthly subscription.

Pay-as-you-go (postpaid): Pay-as-you-go resources are automatically reclaimed by the corresponding cloud product, and no refund can be requested. The frozen amount in your account balance will be unfrozen after the resource is released. For details, see Prepay Account Freeze.

If you encounter any issues during the refund process, please submit a ticket.

Refunds

For products purchased as part of a promotional campaign, the refund policy of the specific campaign will apply. If the campaign policy denies refunds, no refund can be made.

Unit prices and discounts are subject to the current system offers.

Currently, self-service refunds are not available for orders placed through sales promotions. You can submit a ticket to apply for a refund.

Tencent Cloud has the right to reject a refund application if any abnormal or malicious activity is suspected.

Refund amount and calculation methods

Refund amount = paid order amount - consumed amount

There are three methods used to calculate the consumed amount (specific methods for different products are described in their corresponding documentation).

1. For monthly subscriptions, the consumed amount is calculated based on how long the resource was used. For the portion of usage duration that spanned an entire month, the refund is deducted based on the current monthly subscription price and discounts; for additional usage, the refund is deducted according to pay-as-you-go rates.

Consumed amount = Monthly subscription price x Number of full months of usage x Current system discount + Pay-as-you-go usage duration x Current unit price x Current system discount

2. The consumed amount is calculated based on the usage duration.

Consumed amount = (Usage duration / Total duration of the package) x Original order price x Current system discount

A usage duration less than one day will be calculated as one day, and the current system discount that matches the usage duration will apply.

3. The consumed amount is calculated based on the plan or package usage.

Consumed amount = Used package amount x Unit price x Current system discount

Promo vouchers and discounts that were used during purchase are nonrefundable. Non-voucher payments will be refunded to your Tencent Cloud account according to the payment methods (cash or free credit) and ratios used to make the original payment.

Refunds for downgraded instances

To downgrade an instance, you can apply for a refund first and then purchase a new instance at a lower configuration.

Refund amount = Refund amount of the original instance - Price of the new instance. Note that promo vouchers and discounts that were used during purchase are nonrefundable. Non-voucher payments will be refunded to your Tencent Cloud account according to the payment methods (cash or free credit) and ratios used to make the original payment.

The refund amount for the original instance is calculated according to the amount of resources already used.

The purchase price of the new instance is calculated based on the new purchase price and discount.

Refunds for upgraded instances

If you upgrade a monthly subscribed CVM instance, you can still apply for a refund after the upgrade.

The refund amount of the originally purchased portion is calculated according to the unified policy of the platform.

For the upgraded portion, the price difference between the original and upgraded specifications will be refunded after deducting the number of days the upgraded instance has already been used.

Return method

Self-service refunds are available for some cloud products. If the product does not support self-service refunds, please submit a ticket to request a refund. Before applying for a refund, ensure that the product meets the refund conditions and make sure your data has been migrated.