

Service Plan

Purchase Guide

Product Documentation



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Billing Overview

Last updated : 2023-09-14 16:25:31

Tencent Cloud supports a usage-based billing model for support plans, where the service fees are calculated based on the usage of cloud service resources. Cloud service resource usage refers to the total amount spent by users on Tencent Cloud services within a certain period, including services such as servers, cloud storage, network bandwidth, and databases. However, it does not include support plans, professional services. The billing calculation does not differentiate between cash payments, credit payments, or voucher payments; all forms of payment are included in the calculation. During settlement, the billing tiers are determined based on the usage of cloud services, with lower rates applied for higher usage levels.

For specific pricing details, please contact your business manager.

Documentation

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Service Price

Last updated : 2023-09-14 16:25:31

Tencent Cloud Support Plans are billed on a monthly basis, with the support service fees calculated based on the usage of cloud service resources. During the settlement, the billing tiers are determined by the usage of cloud services, with lower rates applied for higher usage levels.

The Basic level of Tencent Cloud Support Plan is provided for free, while the other levels are charged based on a tiered fee structure determined by the consumption amount of cloud services.

Plans	Basic	Developer	Business	Enterprise
Pricing (per month)	Free	Higher fees will apply: 1. Starting at \$19.99 2. 10% of monthly Tencent Cloud usage for the first \$0-\$200. 3% of monthly Tencent Cloud usage over \$200.	Higher fees will apply: 1. Starting at \$70 2. 10% of monthly Tencent Cloud usage for the first \$0-\$700. 7% of monthly Tencent Cloud usage from \$700-\$5,600. 5% of monthly Tencent Cloud usage from \$5,600-\$17,500. 3% of monthly Tencent Cloud usage over \$17,500.	Higher fees will apply: 1. Starting at \$8,000 2. 10% of monthly Tencent Cloud usage for the first \$0-\$80,000. 7% of monthly Tencent Cloud usage from \$80,000-\$260,000. 5% of monthly Tencent Cloud usage from \$260,000-\$500,000. 3% of monthly Tencent Cloud usage over \$500,000.

Note:

Service fees are charged in natural months

Note:

Tencent Cloud may adjust its price list and charging methods at its discretion. Please refer to the latest information published on the Tencent Cloud service website for accurate details.

Purchase Instructions

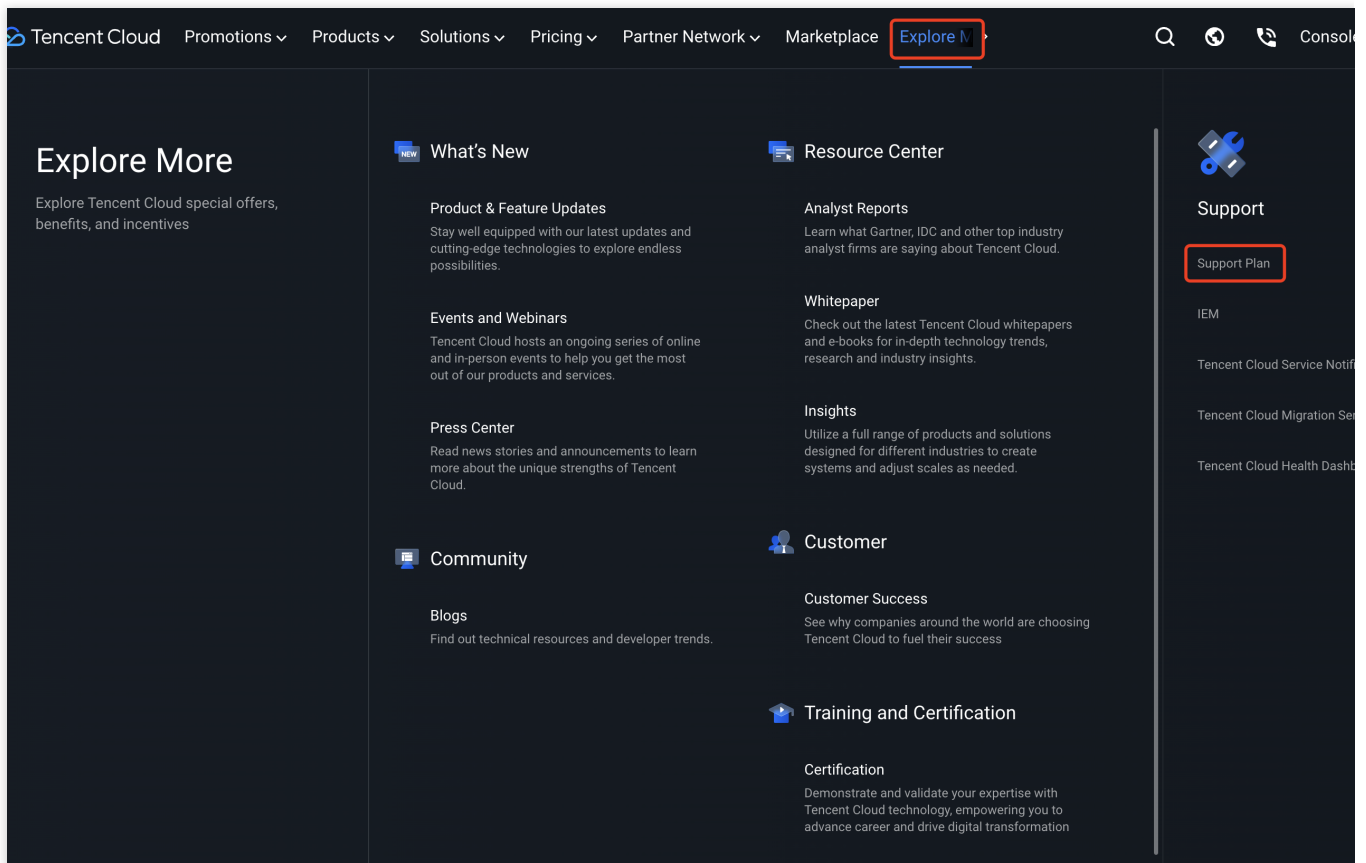
Last updated : 2024-06-24 16:21:21

This document introduces how to purchase a Tencent Cloud service plan.

1. Purchase Method

Purchase via the Official Website

1. On the [Tencent Cloud official website](#) page, click **Explore More** on the top of the page, and select **Support Plan** under **Support**, as shown below:



2. After entering the service plan product introduction page, click **Buy Now** to make a purchase.

Purchase via the Product Introduction Page

You can also click [Support Plan](#) to enter the product introduction page for purchase.

Support Plan

Benefit from highly flexible and comprehensive service support anywhere, anytime for greater business successes with the aid of Tencent Cloud.

[Buy Now](#) [Product Console](#)

Support Plan	Features
Developer	<ul style="list-style-type: none">· Features all basic level services.· Provides quicker and more efficient response time to technical questions.
Business	<ul style="list-style-type: none">· Perfect for expanded services.· Designated business promotional support.· Provides multi-channel rapid response and value-added services.
Enterprise	<ul style="list-style-type: none">· Provide dedicated service and technical mar enable more effective and rational support. 2/ group support.

2. Purchase Page Introduction

On the purchase page, you can perform the following operations:

Support Plan [Return to product details](#)

Product

Purchase Notes

Billing Rules The Tencent Cloud Service Support Plan operates on a monthly basis, with support service fees calculated based on cloud service resource usage, matching the usage with billing tiers, where larger usage results in lower rates. Basic-level support under the Tencent Cloud Service Support Plan is based on service fees based on consumption amount tiers. For more information on billing, please read the [Service Price](#).

Refund Rules When subscribing to the Tencent Cloud Service Support Plan, the minimum subscription duration must not be less than 3 natural months, and initiated in advance.

Effective Notes After purchasing Tencent Cloud Service Support Plan, you will immediately enter the after-sales service access process. The service duration is renewed before it expires, it will automatically stop at the end of the term.

Basic Configurations

Support Level: Developer Business **Enterprise**

Purchase Period: **3 months** 4 months 5 months 6 months 9 months 1 year

Terms and Conditions: I have read and agreed to [Tencent Cloud Terms of Service](#)

Prepaid ⓘ

Click [Return to Product Details](#) to go back to the service plan introduction page.

Click [Product Documentation](#) to learn about the detailed service content, billing rules, and other information of the service plan.

Click [Pricing](#) to enter the billing details page.

Click **Product Console** to view the service plan's service duration and service details.

3. Choosing a Configuration and Making a Purchase

1. In **Basic Configuration** on the purchase page, select the service level and duration you need.
2. Click **Buy Now** to enter the purchase confirmation page.
3. You can enjoy the service after the payment is finished.