

# **Service Plan**

# **Service 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

## Service Guide

Service Category

Service Scope

Service Content

Introduction of service content

Self-Support-Standard Services

Support Methods – Standard Services

Response Time SLA – Standard Services

Third-Party Software Support – Standard Services

Infrastructure Event Management – Advanced Services

Tencent Smart Advisor Health Check – Advanced Services

Communication & Training – Advanced Services

Service Report – Advanced Services

Architecture Optimization – Expert Services

High-Availability Optimization – Expert Services

Stability Optimization – Expert Services

Business Health Check – Expert Services

# Service Guide

## Service Category

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

The service support plan is divided into four levels as follows, with the Basic level being provided for free by default, and the other three levels being paid packages. For specific details about the service catalog, please refer to "Tencent Cloud SupportPlans."

### Tencent Cloud Support Plans

Category	Catalog	Basic (Free)	Developer	Business	Enterprise
Standard Services	Self-Support	FAQs and documentation, message subscription, APIs and SDKs, etc.	FAQs and documentation, message subscription, APIs and SDKs, etc.	FAQs and documentation, message subscription, APIs and SDKs, etc.	FAQs and documentation, message subscription, APIs and SDKs, etc.
	Technical Support	Ticket (24/7)	Phone (24/7) Ticket (24/7)	Phone (24/7) Ticket (24/7)	Phone (24/7) Ticket (24/7) IM Group Chat (24/7)
	Case Severity/ Response Time	General issues < 16 hours	General issues < 16 hours System impaired < 8 hours	General issues < 16 hours System impaired < 8 hours Production system impacted < 30 minutes	General issues < 8 hours System impaired < 4 hours Production system impacted < 20 minutes Business critical < 15 minutes
	Case Handling Personnel	Customer Service Associates	Customer Service Associates	Cloud Support Engineers	Cloud Support Experts
	Technical Account	X	X	X	Designated Technical

	Manager				Account Manager
	Third-Party Software Support	X	✓	✓	✓
Advanced Services	Infrastructure Event Management (IEM)	X	X	X	✓
	Tencent Smart Advisor (TSA) Health Check	X	✓	✓	✓
	Communication & Training	X	X	X	✓
	Service Report	X	X	X	✓
Expert Services	Architecture Optimization	X	X	X	✓
	High-Availability Optimization	X	X	X	✓
	Stability Optimization	X	X	X	✓
	Resources Optimization	X	X	X	✓

**Note:**

24/7: Service is available around the clock throughout the year.

# Service Scope

Last updated : 2023-09-15 14:59:53

Tencent Cloud Support Plan includes :

Consultation, troubleshooting, usage support, etc. for Tencent Cloud International Station products.

Consultation on the use of technology and solutions of Tencent Cloud International Station and sharing of best practices.

Related interface consultation and troubleshooting assistance in the process of using Tencent Cloud API and SDK.

Configuration guidance and troubleshooting assistance for relevant third-party software in the process of using Tencent Cloud products.

Tencent Cloud Support Plan does not include :

Code development.

Operation and maintenance services for customer business systems.

Daily operation and maintenance services such as installation, patch updates, testing, fault diagnosis and optimization for third-party software.

# Service Content

## Introduction of service content

Last updated : 2023-09-15 11:52:28

Standard Services	Advanced Service	Expert Service
Self-support Technical support Response time SLA Third-party software support	Infrastructure Event Management (IEM) Tencent Smart Advisor (TSA) health check Communication & training Service report	Architecture optimizations High-availability optimizations Stability optimizations Business health check

# Self-Support-Standard Services

Last updated : 2023-09-15 11:14:52

Tencent Cloud provides the following self-service channels.

Support Methods	Service Addresses
Product Documentation	<a href="#">Documentation   Tencent Cloud</a>
Pricing Center	<a href="#">Tencent Cloud Pricing   Tencent Cloud</a>
API & SDK Support	<a href="#">TencentCloud API   Tencent Cloud</a>
Analysis Report	<a href="#">Analysis Report   Tencent Cloud</a>
Whitepaper	<a href="#">Whitepaper   Tencent Cloud</a>
Industry Insights	<a href="#">Insights   Tencent Cloud</a>



# Support Methods – Standard Services

Last updated : 2023-09-18 15:38:26

Technical Support	Service Description	Service Time
Ticket	via <a href="https://console.tencentcloud.com/workorder">https://console.tencentcloud.com/workorder</a> or log in Tencent Cloud console, click on "Ticket" to enter the ticket management system	24/7
Hotline	China Hong Kong +852 800 906 020 (toll-free) United States +1 844 606 0804 (toll-free) Canada +1 888 605 7930 (toll-free) United Kingdom +44 808 196 4551 (toll-free) Australia +61 1300 986 386 (toll-free)	24/7
IM Group (Enterprise Support Plan only)	Instant messaging group for real-time and efficient communication After purchasing the Enterprise-level Support Plan, Tencent Cloud will set up a dedicated IM group for customers to provide real-time and prompt responses to troubleshooting and technical consultation inquiries. Supported IM group types: Slack, WeCom (Enterprise WeChat)	24/7

## Note:

IM group is the primary service support channel for customers who have purchased the Enterprise support plan. Customers can directly contact Tencent Cloud's customer service through the IM group for consultation and issue report.

# Response Time SLA – Standard Services

Last updated : 2023-09-15 11:21:36

Tencent Cloud technical engineers will prioritize and assign a higher response speed to urgent issue based on the severity level of cases submitted by customers.

Explanation of case response time:

Basic	Developer	Business	Enterprise
General issues < 16 hours	General issues < 16 hours System impaired < 8 hours	General issues < 16 hours System impaired < 8 hours Production system impacted < 30 minutes	General issues < 8 hours System impaired < 4 hours Production system impacted < 20 minutes Business critical < 15 minutes

Explanation of severity level:

Classification	Judgment criteria
Business Unavailability	This refers to severe failures where the customer's core business is unavailable. Examples include loss of production data, intrusion incidents, or any other situation that causes a critical interruption in the customer's key business operations.
Production System Abnormality	This refers to severe faults where the customer's general production system is unavailable. Examples include failed resolution, CLB (Cloud Load Balancer) degradation, network interruptions, or being blocked, resulting in a critical interruption in the customer's key business operations.
Business/System Abnormality	This refers to cases where the business experiences anomalies but does not completely lose its service capability. Examples include slowdowns, partial performance issues, intermittent errors, or other non-critical interruptions.
Usage Consultation	This refers to cases where the business is not affected, such as general business inquiries or seeking technical guidance.

## Note:

In order to ensure prompt support for urgent issues, customers should objectively assess the severity level of their problems and avoid using high severity cases to address general guidance issues. Tencent Cloud does not guarantee a response according to the submitted severity level for cases that do not align with the actual severity of the issue.



# Third-Party Software Support – Standard Services

Last updated : 2023-09-15 15:00:19

Tencent Cloud's third-party software support service aims to share its own experience in using third-party software with customers. By providing advisory services to the best of our abilities, we help customers overcome difficulties encountered during business deployment and operation. Our service team offers advice on third-party software to experienced system administrators or other relevant IT professionals. However, Tencent Cloud is not responsible for the implementation of the advice provided. If you encounter issues related to third-party applications during business deployment and operation, Tencent Cloud will make every effort to provide troubleshooting advice.

For detailed information on the scope of TencentCloud's third-party software support service, please refer to the table below.

Category	Third-Party software	System and software version range	Support scope examples
Remote access and file transfer tools	SSH	Native SSH on various Linux distribution images provided by Tencent Cloud.	Troubleshooting assistance for SSH service startup failure. Troubleshooting assistance for SSH service connection failure
	MSTSC	Native MSTSC on various Windows distribution images provided by Tencent Cloud.	Troubleshooting assistance for the issue of RDS (Remote Desktop Service) failing to start on the server side. Troubleshooting assistance for the issue of being unable to log in or experiencing login failures after starting the RDS (Remote Desktop Service) on the server side.
	SCP&Rsync	Native SCP & Rsync on various Linux distribution images provided by Tencent Cloud.	Troubleshooting assistance for SCP & Rsync connection failures and error messages.
	SFTP	SFTP on various Linux distribution images provided by Tencent Cloud.	Assistance with configuring SFTP to use system accounts for login. Troubleshooting assistance for SFTP connection failures on the server side.
	FTP	The native vsftpd software	Troubleshooting assistance for FTP

		<p>installed via yum on various Linux distribution images provided by Tencent Cloud, software version number <math>\geq 3.0</math>.</p> <p>The FileZilla server installed on various Windows distribution images provided by Tencent Cloud, software version number <math>\geq 0.9.60.2</math>.</p>	<p>server installation and startup failures.</p> <p>Troubleshooting assistance for FTP connection failures on the server side.</p>
Security policy tools	Linux iptables & firewalld	Various Linux distribution images provided by Tencent Cloud.	Assistance with the basic syntax of iptables and Firewalld for allowing rules.
	Windows Firewall	Various Windows version images provided by Tencent Cloud.	Assistance with adding basic inbound and outbound rules.

# Infrastructure Event Management – Advanced Services

Last updated : 2023-09-15 16:43:01

IEM is a service led by a team of exclusive technical experts at Tencent Cloud. It aims to ensure the stable and efficient operation of customers' cloud systems and address peak business demands. During critical moments such as the deployment of new business, operation and promotion activities, version updates, etc., we provide you with exclusive IEM services to assist you in smoothly navigating through business peaks.

**Note:**

For customers purchasing enterprise support plan, we offer three complimentary IEM support sessions per year, each lasting up to three consecutive days. If additional days are required, separate purchase of IEM is necessary. To ensure sufficient preparation before the event, we recommend submitting the support activation request at least 10 business days in advance.

# Tencent Smart Advisor Health Check – Advanced Services

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

Tencent Smart Advisor is a ready-to-use cloud resource risk assessment product. Based on the CAM service role authorization mechanism, it can analyze your cloud resources, application architecture, business performance, and security situation. It accurately identifies potential risks and provides optimization recommendations online based on your actual business situation. This will help enhance the security of your system, the stability of your business, and the reliability of your services.

For customers who have purchased the enterprise support plan, additional services are provided. A dedicated technical account manager will provide interpretation of inspection reports and offer solutions to assist customers in optimizing risks.

**Note:**

When Tencent Smart Advisor performs resource assessment operations, it only reads resource configuration information through cloud APIs and does not involve any operations on business data flows. Therefore, it will not impact the performance of your services.

# Communication & Training – Advanced Services

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

For customers who join the Enterprise Support Plan, we can arrange for Tencent Cloud's senior product experts to engage in empowering communication with the customers. This involves discussing various aspects such as business architecture, usage plans, critical failures, product requirements, and industry experience. Through these interactions, we aim to provide more professional Tencent Cloud product consulting services.



# Service Report – Advanced Services

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

Tencent Cloud service team can provide customized monthly/annual service reports to customers based on their requirements. These reports cover different content with varying priorities, including progress of requirements, key issues analysis, cost analysis, account overview, ticket data, important change notifications, TSA report analysis, proactive service optimization, and progress of collaborative projects. This helps customers gain a comprehensive understanding of their cloud resource usage and key project progress.

---

# Architecture Optimization – Expert Services

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

Tencent Cloud service team, based on industry best practices and Tencent Smart Advisor, helps customers assess and identify performance, capacity, availability, and reliability issues in their cloud-based system architecture. They then develop architecture optimization plans and assist in the transformation process.

# High-Availability Optimization – Expert Services

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

Tencent Cloud service team leverages years of extensive operational experience and best practices in Tencent Cloud products to provide customers with guidance, helping them enhance business continuity. With the assistance of Tencent Smart Advisor, the team optimizes cloud infrastructure for customers from security, reliability, and service limitation perspectives. By deeply understanding the customer's specific business needs, identifying pain points, and proposing solutions, they efficiently improve business availability and mitigate risks.

# Stability Optimization – Expert Services

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

Tencent Cloud service team can assist you in optimizing the stability of your cloud-based systems. This includes developing rapid recovery mechanisms, establishing emergency response plans, and conducting fault rehearsal. Leveraging advanced chaos engineering concepts in the industry and combining them with Tencent Cloud's best practice templates across various industries, service team is dedicated to helping users identify stability risks in a timely manner, validate the effectiveness of high availability plans, and ultimately improve the stability of their business systems.

# Business Health Check – Expert Services

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

Tencent Cloud's customer service experts utilize many years of experience in handling incidents to develop expert rules for monitoring the core metrics of user resources. The service team proactively notifies customers of alarm information and follows up to ensure closure, thereby accelerating the recovery process from critical events and preventing the escalation of faults.

Reduce business impact caused by incorrect customer usage practice:

Timely detect abnormal events related to customer usage practices and provide expert optimization recommendations to help customers promptly identify and address risks, which reduces the likelihood of severe business damage caused by incorrect usage practices.

Proactive service to enhance customer satisfaction:

The service team proactively showcases technical service capabilities and assists customers in identifying business anomalies, which reduces the number of critical incidents and minimizes the time required to handle such incidents, ultimately enhancing customer satisfaction.