

# **Partner Support Plan**

## **Product Introduction**

### **Product Documentation**



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# Product Introduction

## Overview

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The Tencent Cloud International Partner Support Plan is an after-sales service package for partners. Various support levels satisfy the demands of partners of different scales and technical capabilities, assisting their sub-clients in obtaining cloud service technical support. By purchasing a specified period of the Partner Support Plan product, you can obtain cloud service technical support within that period. The technical personnel of the Partner Support Plan will provide you with comprehensive service support, including product usage, troubleshooting, and architectural consultation.

Tencent Cloud provides you and your clients with unique tools and professional expertise, bolstering the success of your business, products, and services.

# Product Specifications

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The Partner Support Plan has three editions: Standard, Commercial, and Enterprise. For more details, see [Service Catalog](#).

When selecting products from the Partner Support Plan, you may consider factors such as your own cloud technology reserves, enterprise scale, and the circumstances of your clients to choose the product that best suits your needs.

Support Level	Product Feature	Scenario
Standard	Limited ticket consultation services are provided.	Small-scale partners
Commercial	Limited ticket consultation services are provided.Certain advanced services are provided.	Medium-sized partners
Enterprise	Exclusive services and technical management, with round-the-clock expert team support are provided.Comprehensive advanced and expert services are provided to empower your cloud-based business and your clients.	Partners of medium to large scale or those requiring more technical support from the platform

# Service Catalog

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The Partner Support Plan has three editions, all of which are paid subscription packages.

For detailed contents of the service catalog, see the table below.

Introduction to the Tencent Cloud International Partner Support Plan:

Service Category	Service Catalogue	Standard	Commercial	Enterprise
Standard services	Self-service channel	FAQs, documentation, message subscription, interfaces, SDKs, and so on.	FAQs, documentation, message subscription, interfaces, SDKs, and so on.	FAQs, documentation, message subscription, interfaces, SDKs, and so on.
	Support channels	Hotline Tickets (10 tickets per month)	Hotline Tickets (30 tickets per month)	Hotline Tickets (unlimited) IM enterprise service group
	Case severity/response time	Business unavailable < 15 minutes Production system exception < 30 minutes Business/system exception < 8 hours General usage consultation < 16 hours	Business unavailable < 15 minutes Production system exception < 30 minutes Business/system exception < 8 hours General usage consultation < 16 hours	Business unavailable < 15 minutes Production system exception < 30 minutes Business/system exception < 8 hours General usage consultation < 16 hours
	Case handling personnel	Customer service engineer	Cloud support engineer	Cloud support expert
	Technical Account Manager	No	No	Designated Technical Account Manager
	Account Support Manager	No	No	Designated Account Support Manager
	Third-party software support	Yes	Yes	Yes

Advanced services	Infrastructure Event Management (IEM)	No	No	Limited
	Intelligent inspection of Tencent Smart Advisor	Yes	Yes	Yes
	Service reports	No	No	Yes
	Communication and training	No	Limited	Limited
Expert services	Architecture optimization	No	No	Limited

**Note:**

The work orders in this plan are questions posed by partners on behalf of their sub-clients. When posing a question, partners should provide the sub-client's account information to facilitate troubleshooting. The partner's sub-clients are serviced by the partner.

Expert service is a special service provided to customers who purchase an enterprise-level support plan for a year or more. If a customer has utilized the expert service, constraints will be imposed when the service is unsubscribed or downgraded.

# Service Scope

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The service scope of the Partner Support Plan includes:

Consultation, troubleshooting, and usage support, and so on related to Tencent Cloud International Website products.

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

Consultation and troubleshooting assistance during the use of Tencent Cloud API and SDK.

Configuration guidance and troubleshooting assistance of relevant third-party software during the use of Tencent Cloud products.

The scope of the Partner Support Plan does not include:

Code development.

Maintenance of the customer's business system.

Routine operation services such as the installation, patch updates, testing, troubleshooting, and optimization of third-party software.



# Service Content

## Standard Service - Self-Service Channels

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Tencent Cloud provides the following self-service channels:

Support	Service Addresses
Documentation	<a href="#">Documentation</a>
Pricing Center	<a href="#">Tencent Cloud Pricing</a>
API and SDK support	<a href="#">Cloud API</a>
Analysis report	<a href="#">Tencent Cloud Analysis Report</a>
Whitepaper	<a href="#">Whitepaper</a>
Industry insights	<a href="#">Industry insights</a>

# Standard Service - Support Channels

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Support	Service Description	Service Time
Ticket	Log in to the <a href="#">Tencent Cloud Console</a> , select <b>Ticket</b> from the top right corner of the page to enter the Ticket Management console.	7 × 24
Hotline	<p>Hong Kong (China) +852 800 906 020 (Toll-free)</p> <p>United States +1 844 606 0804 (Toll-free)</p> <p>Canada +1 888 605 7930 (Toll-free)</p> <p>United Kingdom +44 808 196 4551 (Toll-free)</p> <p>Australia +61 1300 986 386 (Toll-free)</p> <p>EdgeOne Hotline +852 300 80699</p>	7 × 24
IM group (exclusive to Enterprise Partner Support Plan customers)	<p>IM group, providing real-time and efficient communication</p> <p>After the Enterprise Partner Support Plan is purchased, Tencent Cloud will set up an exclusive IM group for the customer, providing real-time and rapid responses to issues such as troubleshooting and technical consultations.</p> <p>The IM group supports the following types: Slack and WeCom</p>	7 × 24

## Note:

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

# Standard Service - Response Time

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The technical support team at Tencent Cloud will prioritize cases based on their severity, providing a swifter response for urgent issues.

Case response time:

Standard	Commercial	Enterprise
Business unavailable < 15 minutes Production system exception < 30 minutes Business/system exception < 8 hours Usage consultation < 16 hours	Business unavailable < 15 minutes Production system exception < 30 minutes Business/system exception < 8 hours Usage consultation < 16 hours	Business unavailable < 15 minutes Production system exception < 30 minutes Business/system exception < 8 hours Usage consultation < 16 hours

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.



# Standard Service - Third-Party Software Support

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Tencent Cloud's third-party software support service aims to share its experience in using third-party software with clients. By offering advices, we aim to assist clients in resolving issues encountered during business deployment and operation processes. Our service assurance team provides advices concerning third-party software to system administrators or other relevant IT professionals. However, Tencent Cloud is not responsible for the implementation of such advice. If you encounter issues related to third-party applications during business deployment and operation, we will make every effort to provide troubleshooting advice.

The following table lists the scope of the third-party software support service:

Category	Third-Party Software Name	System and Software Version Range	Support Scope: Example
Remote access and file copy tools	SSH	Native SSH on various Linux distribution versions' images provided by Tencent Cloud	Troubleshooting assistance for SSH service startup failures Troubleshooting assistance for SSH service connection startup failures
	MSTSC	Native MSTSC on various Windows versions' images provided by Tencent Cloud	Troubleshooting assistance for issues of start failures of the server-side Remote Desktop Service (RDS) Troubleshooting assistance for service-side issues of login issues after RDS service startup
	SCP&Rsync	Native SCP&Rsync on various Linux distribution versions' images provided by Tencent Cloud	Troubleshooting assistance for SCP&Rsync connection failures and reported errors
	SFTP	Native SFTP on various Linux distribution versions' images provided by Tencent Cloud	Assistance in configuring SFTP for system account login Troubleshooting assistance for service-side SFTP connection failures

	FTP	- Native yum-installed vsftpd software with the version of 3.0 or higher installed on the native yum on various Linux distribution versions' images provided by Tencent Cloud- FileZilla Server with the version of 0.9.60.2 or higher installed on various Windows versions provided by Tencent Cloud	Troubleshooting assistance for FTP server installation and startup failures Troubleshooting assistance for service-side FTP connection failures
Security policy tools	Linux iptables&firewalld	Various Linux distribution versions' images provided by Tencent Cloud	Assistance with basic syntax allowing rules for Iptables and firewalld
	Windows firewall	Various Windows versions' images provided by Tencent Cloud	Assistance with adding basic inbound and outbound rules

# Advanced Service - Infrastructure Event Management

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The Infrastructure Event Management (IEM) service is led by a dedicated team of technical experts from Tencent Cloud. This team is committed to ensuring the stable and efficient operation of customers' cloud systems and address the demands during peak business periods. During the deployment of customers' new services, promotional operation activities, version updates, and other service peak times, the team provides exclusive IEM services to assist customers smoothly navigating through business peaks.

**Note:**

We recommend submitting your support initiation request at least 10 business days in advance to ensure sufficient preparation time for both parties. Partners who purchase our Enterprise Support Services are granted up to 8 natural days of additional IEM services per year. If you require longer service time, please purchase the [IEM Service](#) separately.

# Advanced Service - Intelligent Inspection of Tencent Smart Advisor

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Tencent Smart Advisor, a ready-to-use cloud resource risk assessment product. Based on the authorization mechanism of the CAM service role, it can analyze the risks present in cloud resources, application architecture, business performance, and security through one click. It provides online optimization suggestions to enhance system security, business stability, and service reliability based on the actual usage of the business. Additional services are offered to customers who have purchased the Enterprise Partner Support Plan, including inspection report interpretation by dedicated technical service managers and provision of governance solutions to assist customers in risk optimization.

**Note:**

Rest assured that the inspection process of Tencent Smart Advisor will not scan your machines, nor will it have any impact on your system. It is safe to use.



# Advanced Service - Service Reports

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The Tencent Cloud after-sales team can provide customized monthly or annual reports to customers based on their specific requirements. These reports cover a variety of content, including a prioritized presentation of the progress of requirements, key issues, fault reviews, cost analyses, account overviews, ticket data, important change notifications, TSA report analysis, proactive service optimizations, progress on collaborative projects, and so on. This service aims to help customers gaining a comprehensive understanding of their cloud resource usage and the progress of their key projects.

# Advanced Service - Communication and Training

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For customers using the Enterprise Partner Support Plan, four communication activities with Tencent Cloud's senior product experts can be arranged every year. These communications will empower and engage customers in various aspects such as business architecture, usage plans, key issues, product requirements, and industry experience, thereby providing more professional product consultation services.

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# Expert Service - Architectural Optimization

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The expert team at Tencent Cloud Services, with industry best practices and the Tencent Smart Advisor, assists clients in evaluating and identifying issues in performance, capacity, availability, and reliability in their cloud-based system architectures. They formulate architectural optimization strategies and provide assistance in their implementation.