

# **Tencent Cloud Enterprise Drive**

## **Purchase Guide**

### **Product Documentation**



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# Purchase Guide

## Billing Overview

Last updated : 2024-01-10 16:35:30

### Billing Modes

The drive adopts a **prepaid** method for collecting all fees. The billing items include user license fees, storage capacity fees, and fees for outbound traffic exceeding the free quota. The outbound traffic is sold in the form of prepaid **resource packages**.

#### Note:

The prepaid method refers to the approach where users purchase the required resources in advance and then use the services.

### Validity Period

The validity period refers to the duration of purchase you select when buying the drive. If you purchase a corporate drive for N months on day B of month A, then the drive will expire at 24:00 on day B of month A+N (target month).

#### Boundary

If the current purchase date exceeds the last day of the target month, the drive will expire on the last day of the target month.

#### Example 1

If you purchased a corporate drive with a duration of 3 months at 10:00:00 on December 1, 2021, then the validity period of the resource pack is from 10:00:00 on December 1, 2021 to 23:59:59 on March 1, 2022. Furthermore, if you renew your subscription at 12:00:00 on January 15, 2022, adding an additional 3 months to the validity period, then the expiration date of the drive will be extended to 23:59:59 on June 1, 2022.

Action	Duration	Purchase time	Effective time	Expiration Time
Purchase	Three months	2021.12.01 10:00:00	2021.12.01 10:00:00	2022.03.01 23:59:59
Renewal	Three months	2022.01.15 12:00:00	2022.01.15 12:00:00	2022.06.01 23:59:59

#### Example 2

If you purchased an enterprise drive with a duration of three months on November 30, 2021, at 10:00:00, the validity period of the resource package is from November 30, 2021, at 10:00:00 to February 28, 2022, at 23:59:59.

Meanwhile, if you carried out a renewal operation on January 15, 2022, at 12:00:00, adding a validity period of three months, the validity period of the drive is extended to May 31, 2022, at 23:59:59.

Action	Duration	Purchase time	Effective time	Expiration Time
Purchase	Three months	2021.11.30 10:00:00	2021.11.30 10:00:00	2022.02.28 23:59:59
Renewal	Three months	2022.01.15 12:00:00	2022.01.15 12:00:00	2022.05.31 23:59:59

## Billable Items and Pricing

Billable Items	Note	Sales Unit Price
User License Fee	This refers to the number of users utilizing the corporate drive. The user license fee is calculated based on the number of users and the duration of use.	1.64 USD/person/month
Storage Usage Fees	This pertains to the total storage space of the drive. The storage usage fees are calculated based on the storage capacity and the duration of storage.	0.03 USD/GB/month
Excess Traffic Fee	Refers to the public network downstream traffic exceeding the free traffic, which is sold by resource pack.	0.1 USD/GB

### Note:

We calculate the complimentary traffic quota based on 10GB of outbound traffic per license user each month. For detailed information, please refer to the [Free Tier](#) document.

Public network upload traffic refers to the traffic generated when data is uploaded from a local source to the cloud drive. No charges are applied for public network upload traffic.

Public network downstream traffic refers to the data traffic generated when data is downloaded from the cloud drive via the public Internet and loaded onto the user's local system or client. Operations such as file download, file preview, and file editing will consume this traffic.

Once the free traffic and self-purchased traffic resource packs are used up, functions involving public network downstream traffic and CDN origin-pull traffic (such as download, preview, and so on) will become unavailable. To avoid any disruption to your regular usage, please promptly purchase additional traffic resource packs.

## Calculation Formula

User license fee = Number of users × User license unit price × Usage duration

Storage capacity fee = Storage capacity × Storage capacity unit price × Storage duration

Traffic Fee = The specification of the traffic resource package you choose × Traffic unit price. For specific prices, please refer to the [Resource Packages](#) document.

## Billing Examples

Assume that a company purchases for 30 users, with a storage capacity of 200 GB, for a duration of three months, and selects a 100 GB traffic resource pack, the cost analysis is calculated as follows:

User license fee = 30 users × 1.64 USD/user/month × 3 months = 147.60 USD

Storage capacity fee = 200 GB × 0.03 USD/GB/month × 3 months = 18.00 USD

Traffic resource pack fee = 100 GB × 0.1 USD/GB = 10.00 USD

In conclusion, the total cost is calculated as follows: 147.60 USD + 18.00 USD + 10.00 USD = 175.60 USD. All fees are prepaid.

## Drive Upgrades and Renewals

Should your originally purchased package no longer meet your current needs, and you wish to increase storage capacity, license quantity, and extend the package validity on the basis of the original package, you may proceed to the [Drive](#) page of the Enterprise Drive for upgrade and renewal operations. We will complete the upgrade and renewal of your Enterprise Drive package within 10 minutes.

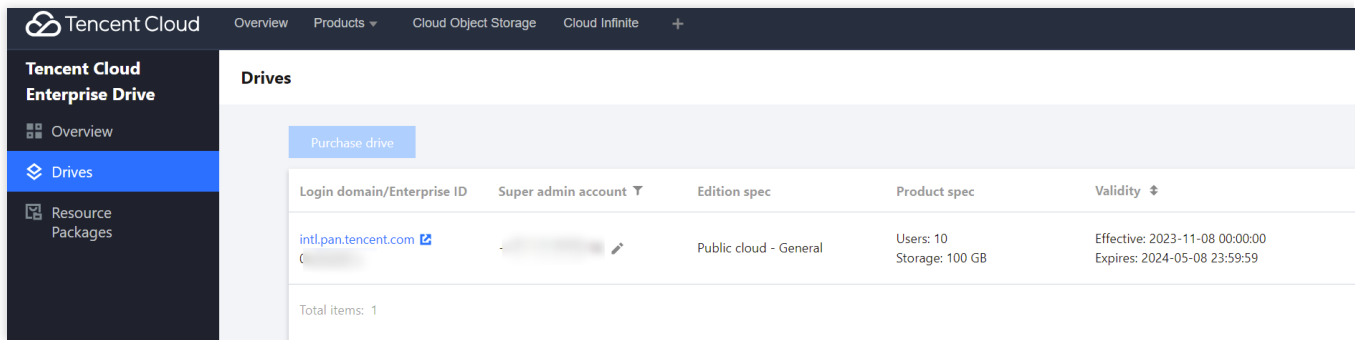
### Note:

If the package you have purchased has expired, in order to upgrade it, you must renew it before it is terminated. If it has already been terminated, you will be unable to upgrade and renew it, and you will need to purchase a new package.

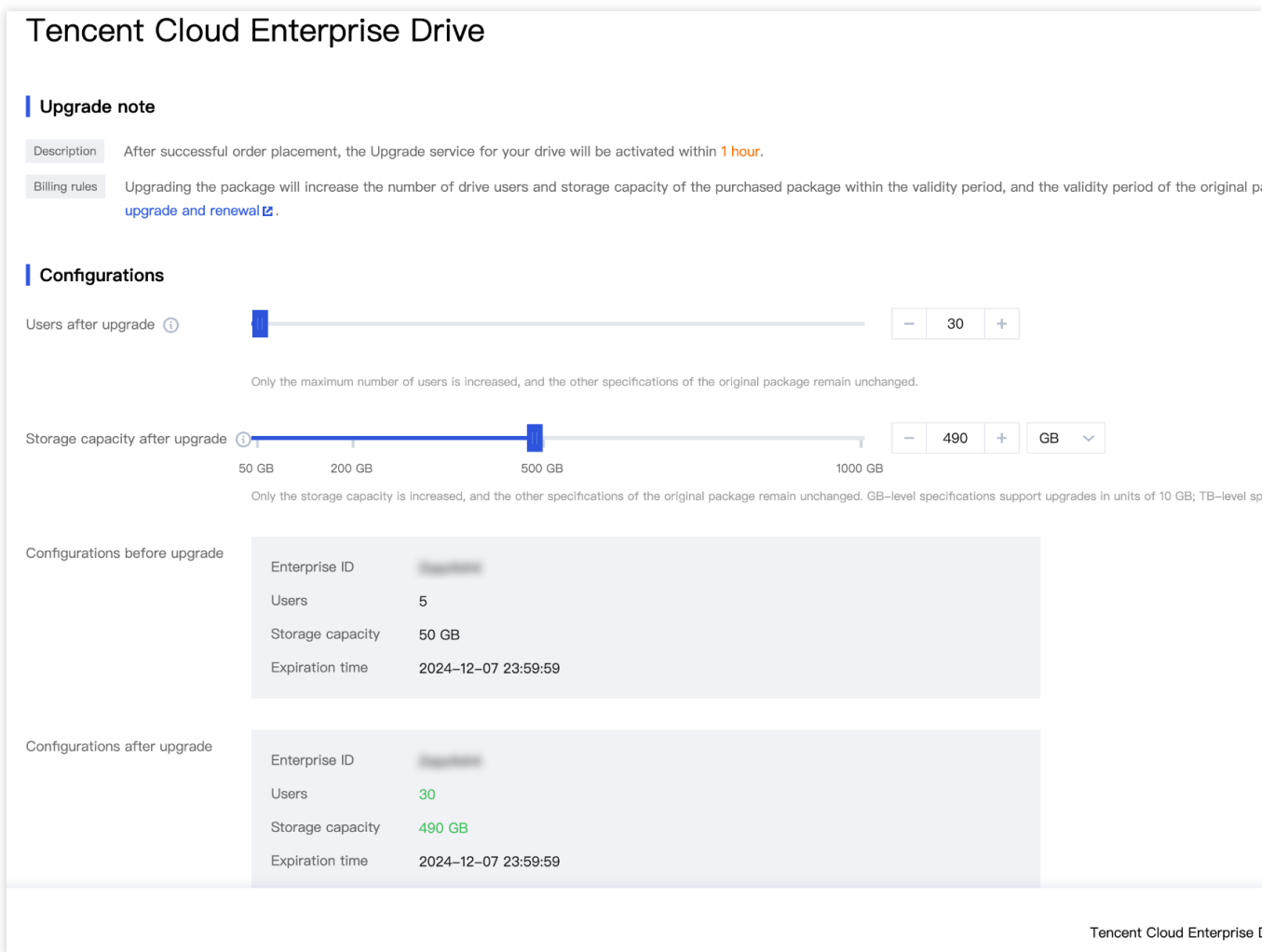
## Upgrade

Follow the steps below to upgrade the package:

1. Log into the Enterprise Drive console and navigate to [Drive](#).
2. Select the package you want to upgrade and click on the corresponding **Upgrade** of the operation column.



3. Navigate to the upgrade configuration page. Based on your needs, you can choose to upgrade only the number of users (license quantity), only the storage capacity, or both simultaneously. You can view the **Configuration Information After Upgrade** section on the page for the overall specifications of the package after the upgrade.



**Upgrade User Count Only:** Increase the number of users while keeping other specifications of the original package unchanged.

Upgrade Storage Capacity Only: Increase the storage capacity while keeping other specifications of the original package unchanged.

Simultaneous Upgrade: Increase both the number of users and the storage capacity while keeping other specifications of the original package unchanged.

4. Click on **Purchase Now** and follow the prompts to complete the payment process.

5. Upon completion of the purchase, the system will configure resources for you. Once the configuration is complete, you will be notified via Message Center, emails, and other means.

#### Note:

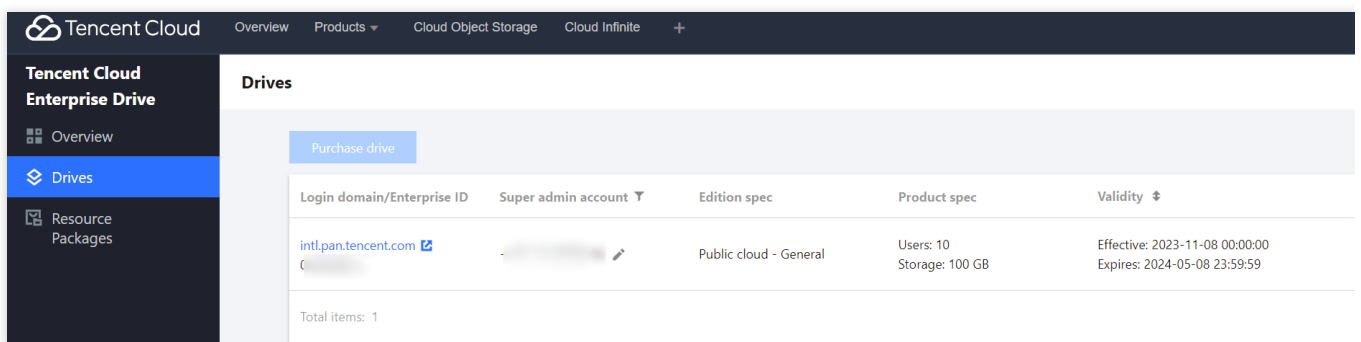
Upgrading the package will increase the number of user licenses and storage capacity within the validity period of the purchased package, while the original package's validity remains unchanged.

Upon increasing the number of users, the system will also provide an additional 10GB of free traffic quota per month for the new users within the validity period. For details on the free quota, please refer to the [Free Tier](#) document.

## Renewal

1. Log into the Enterprise Drive console and navigate to [Drives](#).

2. Select the plan you want to renew and click on corresponding **Renew** in the operation column.



3. Navigate to the renewal configuration page and select the extension period based on your requirements.



## Tencent Cloud Enterprise Drive

Renew note

Description

After successful order placement, the Renew service for your drive will be activated within **1 hour**.

Billing rules

Renewal extends the validity period of the purchased package, without changing its specifications. For billing details, see [Edition upgrade and renewal](#).

Configurations

Select a renewal period

3 months6 months1 year2 years3 years5 years

Configurations before renewal

Enterprise ID	Enterprise ID
Users	5
Storage capacity	50 GB
Expiration time	2024-12-07 23:59:59

Configurations after renewal

Enterprise ID	Enterprise ID
Users	5
Storage capacity	50 GB
Expiration time	2025-03-07 23:59:59

Free traffic details

Free traffic 150 GB

2024/12/07 3 month(s) for free 2025/03/07

Terms and conditions

☐ I have read and agree to [Tencent Cloud Enterprise Drive Service Level Agreement](#)

Tencent Cloud Enterprise Drive

4. Click on **Purchase Now** and follow the prompts to complete the payment process.

5. Upon completion of the purchase, the system will configure resources for you. Once the configuration is complete, you will be notified via Message Center, emails, and other means.

#### Note:

The renewal operation will extend the validity period from the expiration date of the purchased plan, while the other specifications of the original package remain unchanged.

After the package renewal, a free traffic quota of 10 GB per license per month will be provided.

## Billing for Upgrades and Renewals

The billable items, pricing, and billing effective duration after upgrade and renewal are consistent with the rules of initial purchase. For details, see [Billable Items and Pricing](#) in the preceding section.

## Calculation Method for Upgrade and Renewal

### Calculation Method after Upgrade

User License Fee = Number of Additional Users x User License Unit Price x Remaining Valid Duration

Storage capacity fee = Additional storage capacity x Storage capacity unit price x Remaining valid duration

### Calculation Method after Renewal

User license fee = Number of users × User license unit price × Usage duration

Storage capacity fee = Storage capacity × Storage capacity unit price × Storage duration

## Billing Examples

### Upgrade Case

Assume that a certain enterprise wants to increase the number of users in the original package from 30 to 50 (adding 20 user licenses), and upgrade the storage capacity from 200 GB to 500 GB (adding 300 GB of storage capacity), with a remaining valid period of one month at the time of upgrade. The cost analysis for the upgrade is calculated as follows:

User license fee = 20 users × 1.64 USD/user/month × 1 months = 32.8 USD

Storage capacity fee = 300 GB × 0.03 USD/GB × 1 month = 9 USD

In conclusion, the total cost is: 32.8 USD + 9 USD = 41.8 USD.

### Renewal Case

Assume that a certain enterprise's original package includes 30 users and 200 GB of storage capacity and the enterprise wants to extend the validity period of this package by three months, the cost analysis for the renewal is calculated as follows:

User license fee = 30 users × 1.64 USD/user/month × 3 months = 147.60 USD

Storage capacity fee = 200 GB × 0.03 USD/GB × 3 month = 18 USD

In conclusion, the total cost is: 147.6 USD + 18 USD = 165.6 USD.

# Packages

Last updated : 2024-01-10 16:35:51

## Resource Packages Overview

The current Enterprise Drive offers traffic resource packs for users to purchase, which are used to offset the outbound traffic that exceeds the free quota consumed by the user. The resource pack (prepaid) method involves purchasing processing resources in advance, and then using the service. Users can pre-purchase resource packs for the corresponding service to offset the costs incurred by the processing service used.

### Note:

Upon purchase, the Enterprise Drive **resource pack takes effect immediately and its validity period aligns with that of the drive**. The resource pack will become invalid and unusable once the drive expires.

Resource packs support cumulative purchases, that is, the resource usage is cumulative within the validity period.

Multiple resource packs are deducted in the order of purchase time. For specific details on the free quota, please refer to the [Free Tier](#) document.

Within the validity period of the resource pack, the system's default deduction logic will settle in the order of **Free Tier > Resource Pack**.

After the free traffic and self-purchased traffic resource packs are fully deducted, functions involving public network downstream traffic and CDN origin-pull traffic (such as download, preview, and so on) will become unusable. To avoid affecting your normal use, please purchase additional traffic resource packs in a timely manner.

Traffic resource packs correspond to the Enterprise Drive. If you have purchased multiple Enterprise Network Drives, you need to purchase the corresponding traffic resource packs separately for deduction.

## Pricing

The specifications and pricing of the resource packs are as follows:

Types	Specifications	Sale Price
Public Network Downstream Traffic Package	100GB	10 USD
Public Network Downstream Traffic Package	200GB	20 USD
Public Network Downstream Traffic Package	500GB	50 USD
Public Network Downstream Traffic Package	1000GB	100 USD
Public Network Downstream Traffic Package	2000GB	200 USD

Public Network Downstream Traffic Package	5000GB	500 USD
Public Network Downstream Traffic Package	10000GB	1000 USD

## Purchasing

### Adding a Resource Pack to the Cart

You may click on **Add to Cart** when purchasing the enterprise drive, select the required resource pack specifications, and place the order together. For specific operations, please refer to the [Purchasing Guide](#) document.

### Purchasing a New Resource Pack

1. Log in to the enterprise drive console and enter the [Drives](#).
2. Select the enterprise drive for which you need to add a traffic resource pack, and click on **Traffic Purchase** in the operation column.
3. Navigate to the traffic resource pack purchase page, select the specifications and quantity of the resource packs you need, and click on **Buy Now**.
4. After verifying the configuration information, click on Submit Order and complete the payment by following the page prompts. The system will allocate resources within 30 minutes.

## Management

1. Log in to the enterprise drive console and enter the [Resource Package](#) page.

2. You can view all your resource pack information and perform related operations:

**Domain and Enterprise ID:** This displays the drive to which the resource pack belongs. The traffic resource pack corresponds to the enterprise drive. If you have purchased multiple enterprise drives, you need to purchase the corresponding traffic resource packs separately for deduction.

**Resource Pack Type:** Indicates the type of resource pack. Currently, only public network downstream traffic packs are available.

**Source:** Divided into **Purchased** and **Gifted**. Purchased refers to the traffic resource pack that you have purchased yourself; Gifted refers to the traffic resource pack given by the system.

**Usage Description:** Displays the specifications and usage of the resource pack.

**Validity Period:** The validity period of the resource pack is consistent with that of the drive.

**Action:** For purchased traffic resource packs, you can request a refund if the refund conditions are met. For specific restrictions and procedures, see [Refund Instructions](#).

# Purchase Guide

Last updated : 2024-01-10 16:36:22

## Directions

You can select the configuration of the enterprise drive according to your actual needs and complete the purchase operation.

Follow the steps below:

1. Log in to your Tencent Cloud account. If you don't have an account, please refer to the [Signing Up Guide](#).
2. Navigate to the [Enterprise Drive Purchase page](#). As per the page instructions, you need to select the number of users, storage capacity, and purchase duration. Additionally, you can choose whether to purchase an external network downstream traffic package, enable automatic renewal, etc., based on your actual needs.

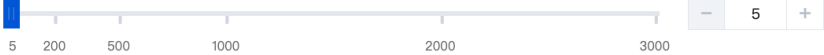

## Tencent Cloud Enterprise Drive [Back to product details](#)

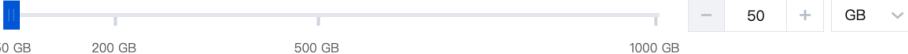


### Purchase Notes


- Description** After successful order placement, your drives will be deployed within **10 minutes** . Once the deployment is completed, the access information will be sent to your **Message Ce**
- Billing rules** You can use the enterprise drive by purchasing **number of users** and **storage capacity** . To avoid business interruptions after the free traffic is used up, you can purchase **tra**
- Other** To upgrade and renew the purchased drives, go to [Drives](#) .


### Configurations

Edition **Enterprise**


Users  **5**   
Range of users: [5, 3000]. You can set it to only multiples of five.


Storage capacity  **50**  **GB**   
Range of storage capacity: [50 GB, 100 PB]

Purchase period   
The discount you will receive depends on the maximum number of users, storage capacity, and purchase period you select.

Free traffic details   
**Free traffic 600 GB**  
2023/12/08 — 1 year(s) for free — 2024/12/08

Auto renewal ☐ If your account has sufficient credit, the service will be auto-renewed every month.  
The minimum renewal period is 3 months

Terms and conditions ☐ I have read and agreed to [《Tencent Cloud Enterprise Drive Service Level Agreement》](#) 

Super admin mobile number **Verified successfully**. The bound mobile number 188\*\*\*\*8888 has been **changed to**  .


### Purchase traffic package

Public network downstream traffic package ☒ Add to cart

Available packages

Public network downstream traffic 100 GB **(9.5 off)**

 **SD**  **1**

Edition cost  **SD**  **SD**

Name	Required	Description
User count	Yes	This refers to the number of users utilizing the drive. The minimum selectable user count is 5, while the maximum is 3000. If the number of users you require exceeds the selectable quantity, please <a href="#">submit a ticket</a> to contact us.
Storage usage	Yes	This refers to the storage space of the drive. The purchased storage capacity represents the peak usable storage capacity of the drive. For

		instance, if you purchase 1TB of storage capacity, the total globally available capacity for the entire organization is 1TB. The minimum selectable storage capacity is 50GB, while the maximum is 100PB. If the storage capacity you require exceeds the selectable quantity, please <a href="#">submit a ticket</a> to contact us.
Duration	Yes	This refers to the usage duration of the drive. The shortest purchase duration is three months, while the longest is five years.
Auto-Renewal	Not required	When you select this option, if your account balance is sufficient, the drive will automatically renew on a monthly basis after it expires. Subsequently, you can cancel the auto-renewal at any time on the <a href="#">Drive Management</a> page or the Tencent Cloud <a href="#">Renewal Management</a> page.
Binding Super Administrator's Mobile Phone Number	Yes	This is used for the initial login to the drive and for managing drive data. After purchase, it can be changed in the Drive Console > <a href="#">Drive Management</a> .
Public Network Downstream Traffic Resource Package	Not required	You may purchase additional traffic resource packages as needed. The packages you purchase will be used to offset the public network downstream traffic that exceeds the complimentary quota. Please refer to the <a href="#">Free Tier</a> document for details on the complimentary quota.

3. Click on **Buy Now** and follow the prompts to complete the payment process. Once the purchase is complete, we will deploy your drive environment within **10 minutes**. Upon completion of the deployment, you will be notified via **email and in-app messages**. At that point, you can log in and start using the enterprise drive as per the instructions in the notification.

# Free Tier

Last updated : 2024-01-10 16:36:44

## Free Traffic Description

The drive will calculate the gifted data allowance based on 10GB of outbound internet traffic per license each month.

The formula for calculating the complimentary data allowance is as follows:

Initial purchase of drive gifted data allowance = 10GB x number of licenses x purchase duration

Renewal free traffic = 10 GB x Number of licenses x Renewal duration

Free traffic for adding licenses = 10 GB x Number of added licenses x Remaining months (rounded up to the nearest integer, that is, less than one month is calculated as one month, not exceeding the purchase duration)

### Note:

The complimentary data allowance is gifted in a lump sum, shared across the entire drive. This means that all users can utilize the gifted data, with no monthly usage limit. For instance, if a company is gifted 1000GB of complimentary data, all users within the company are free to use the gifted data until it is completely consumed.

The complimentary data allowance takes effect synchronously with the order, its validity period aligns with the drive's validity period. Once the drive expires, the complimentary allowance will no longer be accessible.

The free traffic is cumulative. That is, within the validity period, each renewal or addition of licenses can receive the free traffic multiple times, which will be deducted in the order of the gifting time.

The system's default deduction logic is the order of free traffic > resource package.

Once both the complimentary data and self-purchased data resource packages are fully deducted, functions involving outbound traffic and CDN back-to-source traffic (such as downloading, previewing, etc.) will become unavailable. To avoid affecting your normal usage, please promptly visit the [Drive Management](#) page to purchase data resource packages.

The complimentary allowance corresponds to the company's drive. If you have purchased multiple drives, the complimentary allowance can only be used to offset the outbound traffic consumed by the corresponding drive.

## Free Traffic Example

### Purchase

Assume a company has purchased a drive for 30 users, with a duration of 3 months. The calculation of the complimentary allowance is as follows:

Initial Drive Purchase Complimentary Data = 10GB/person/month x 30 people x 3 months = 900GB

Hence, the company is eligible for a complimentary 900GB of outbound internet traffic allowance, the validity of which aligns with the drive's validity period.



## Renewal

Assume that an enterprise has an existing package for 30 users and wants to extend the validity period of this package by 6 months. The calculation of the free traffic upon renewal is as follows:

Added traffic upon renewal = 10 GB/user/month × 30 users × 6 months = 1,800 GB

Therefore, the company, due to the renewal operation, is eligible for an additional 1800GB of complimentary outbound internet traffic allowance, the validity of which aligns with the drive's validity period.

## Specification Upgrade

Assume that an enterprise wants to increase the user count of the original package from 30 to 50, and the remaining validity period at the time of upgrade is more than 3 months but less than 4 months. The calculation of the free traffic upon upgrade is as follows:

Added traffic upon license addition = 10 GB/user/month × (50-30) users × 4 months = 800 GB

Therefore, the company, due to the upgrade configuration operation, is eligible for an additional 800GB of complimentary outbound internet traffic allowance, the validity of which aligns with the drive's validity period.

## Traffic Deduction Example

Assume a user possesses an 800GB traffic free allowance and has also purchased a traffic resource package of 1000GB. The user's actual traffic usage is 1500GB. During traffic settlement, following the deduction order of **Free Allowance > Resource Package**, the free allowance is prioritized to offset 800GB of traffic usage, and the resource package continues to offset the remaining 700GB of traffic. After the deduction, the remaining available balance of the traffic resource package is 300GB.

The calculation formula is as follows:

Traffic to be offset by the resource pack = 1,500 - 800 = 700 GB

Remaining available quota of the traffic resource pack = 1,000 - 700 = 300 GB

# Overdue Policy

Last updated : 2024-01-10 16:37:02

## Service Suspension Upon Expiration

Upon expiration of the drive, all services will become inaccessible. If you extend the validity period of the drive within 30 days of its expiration, you can continue to use the drive as usual. For details on the extension operation, please refer to the Billing Overview > [Package Renewal documentation](#).

Should you fail to extend your drive within 30 days of its expiration (including the 30th day), it will be deemed that you no longer wish to renew. Tencent Cloud will commence resource release at 0:00 on the 30th day post-expiration, resulting in the destruction of all your data, which will be irretrievable.

## Service Suspension Due to Violations

The drive offers a link-sharing feature. When accessing and disseminating link data over the public network, compliance with relevant legal and regulatory requirements is mandatory. If the disseminated content violates these regulations, Tencent Cloud will take legal action, which may result in a permanent ban on the account in severe cases.

# Refund

Last updated : 2024-01-10 16:37:23

## Note:

Partial refunds within 30 days are supported: You understand and agree that, due to the unique nature of Tencent Cloud's Enterprise Drive service product, we only support refunds initiated within 30 days of purchase. That is, if you need to apply for a refund, you should initiate the application within 30 days of purchase, beyond which we will not be able to process your refund. After you initiate a refund, this service will cease on the day of the refund, and we will prorate the remaining value from the time the service stops to the end of your original order to calculate your refund amount. You can use this service normally from the time you initiate a refund until the service stops.

If you encounter issues while processing a refund, you may [submit a ticket](#).

1. The unit price and discount are subject to the final generated order description.
2. For products purchased during promotional events, if there is a conflict between the refund policy and the event rules, the event rules will prevail. If the event rules state that refunds are not supported, you cannot apply for a refund.
3. You agree that Tencent Cloud reserves the right to reject refund applications in cases of abnormal or malicious refund situations. You acknowledge that Tencent Cloud has the right to judge and identify abnormal or malicious refunds based on general and reasonable understanding.

## Refund Amount

**Refund amount calculation:**  $\text{Refund amount} = \text{Payment amount} - (\text{Used duration} / \text{Total duration}) \times$

### Payment amount

**Payment amount:** The actual payment amount of the order (the real payment amount after discounts or voucher deductions have been applied).

**Service termination time:** The time point when the cloud storage is cleared after refund is initiated.

**Monthly used duration:** The number of days from the time the current order was placed to the service termination time (intervals less than 24 hours are calculated as one day).

**Total duration:** The total number of days for the service purchased in the current order (1 year is calculated as 365 days).

## Note:

Deductions or vouchers will not be refunded.

The refund amount will be returned to your Tencent Cloud account balance or refunded back to the other account from which you made the payment.

For orders that have not taken effect, a full refund will be issued.

# Refund Process

**Before initiating a refund request, please ensure that you meet the conditions outlined in the refund policy, and that all data and materials generated from Tencent Cloud's enterprise drive service have been backed up and migrated.** Any loss incurred after the refund due to failure to backup or migrate will be borne by you and is not related to Tencent Cloud.

1. Log in to the Tencent Cloud official website, go to the [Submit a Ticket](#) page, find the product category that needs a refund, fill in the reason for the refund and the problem description, and then submit the ticket.
2. After you submit a refund ticket, the ticket will enter the review stage. Tencent Cloud customer service personnel will process your application within two working days.
3. You can view the returned orders on the [Order Management](#) page. If the order status is "Refunded", you can view the funds on the [Cost Center](#) page. If the review is not approved, you can view the review results in the ticket.

## Requesting Refund on a Resource Packages

### Restrictions on Resource Packages Refunds

The following conditions must be met for a resource pack refund:

For newly purchased resource packs, the order type must be "Self-purchased".

The quota of the resource pack has not been used. That is, no usage has been generated from the resource pack.

The resource pack is still within its validity period, which is consistent with the validity period of the cloud drive.

#### Note:

If a discount or voucher was applied upon purchase, the discount and voucher will not be refunded.

The total refunded amount will be returned to your Tencent Cloud account balance.

### Refund Process

1. Click to enter the Enterprise Cloud Drive Console [Resource Packages](#) interface.
2. Select the resource pack for which you require a refund.
3. Click on **Refund**.
4. In the displayed window, click on **Confirm**. If the refund conditions are met, the system will initiate a refund.