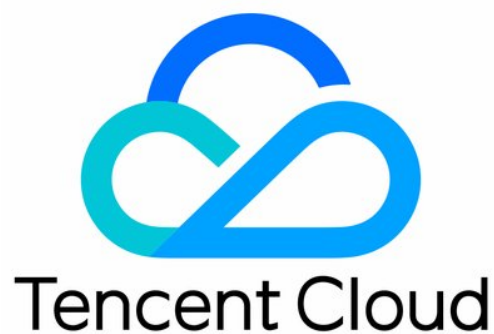


# **Tencent Cloud Observability Platform Purchase Guide Product Documentation**



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# Purchase Guide

## Application Performance Management

## Billing Overview

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This document describes the pricing structure, including the billing modes, billable items, billing cycles, and product pricing of Application Performance Management (APM), for you to quickly know the billing system of APM.

## Billing Introduction

APM accommodates two billing methods: **pay-as-you-go (postpaid)** and **packages (prepaid)**, detailed as follows:

Billing Method	Payment Mode	Billable Items	Target Audience	Billing Cycle	Supported Regions
Purchasing pay-as-you-go instances	Postpaid	Reporting Volume/Storage Capacity	Having not estimated the scale of the system and its consumption capability.	Hourly	Public cloud region/finance region
Package Purchase	Prepaid (Most Favorable)	Number of agents × Usage duration	Knowing of the number of agents of the current system.	Daily	Only Beijing, Shanghai, and Guangzhou are supported.

## Billing Method

APM accommodates two billing methods: **pay-as-you-go (postpaid)** and **packages (prepaid)**, detailed as follows:

Billing Method	Description
Pay-as-you-go (postpaid)	This is the default billing mode for APM in which resources are used first and billed later. Charges are based on the actual usage of various billable items on an hourly basis. The fees are calculated, settled, deducted, and billed hourly. For more information, please see <a href="#">Pay-as-you-go (Postpaid)</a> .
Package (prepaid)	Resources packs of APM are offered based on various billable items. These packs are purchased in advance and used later. At the time of settlement, the system will primarily

deduct the usage from the package plan. Any usage exceeding the package will be billed on a pay-as-you-go basis. For more information, please see [Packages \(Prepaid\)](#).

## Billable Items

The two billing modes supported by APM offer identical product features. The functionality does not vary due to the different billable items of the product.

Billing Method	Payment Mode	Billable Items	Fee Calculation	Storage Duration	Sampling Policy
Purchasing pay-as-you-go instances	Postpaid	Reporting Volume/Storage Capacity	Total cost = Overall reporting volume cost + Cumulative linkage storage duration cost Total reporting volume cost = Reporting quantity (in millions) x Unit price per reporting quantity Total linkage storage duration cost = Reporting quantity (in millions) x Storage duration (in days) x Unit price of linkage storage	You can choose it as needed. The storage duration affects consumption.	Default value is 100%. It is configurable as needed. The sampling rate affects consumption.
Package	Prepaid (More Favorable)	Number of agents x Usage duration	A single billable item accounts for agents multiplied by usage hours, typically with agent indicating the number of processes. An agent is uniquely identified by [Appid, Instance ID, ServiceName, IP, Probe Version].	You can choose it as needed, up to a maximum of 30 days. It does not affect consumption.	It is fixed to 10%, and all abnormal links are maintained. The package offers discounts and cannot be modified.

### Free Quota:

APM offers a 15-day trial period for new users, with a reporting limit of 100 million Spans and a storage duration of 1 day within these 15 days. If this quota is exceeded, you can manually switch to the paid version and be charged based

on the pay-as-you-go mode. Different regions have different billing rates. To switch to the paid version, see [Pay-as-you-go Payment Method](#).

## Billing Cycle

Billing Method	Payment Mode	Billing Cycle
Purchasing pay-as-you-go instances	Postpaid	Billing is conducted on an hourly basis. The total consumption generated in the first hour will be calculated and deducted within 2 to 4 hours.
Package Purchase	Prepaid (Most Favorable)	Daily settlement is conducted for the fees incurred on the previous day, and the bill is issued. If there is no corresponding resource pack, fees will be based on the pay-as-you-go mode.

## Pricing

Billing Method	Payment Mode	Product Pricing
Purchasing pay-as-you-go instances	Postpaid	Public cloud pricing applies to public cloud regions, while financial cloud pricing applies to financial cloud regions. For more details, see <a href="#">Introduction to Pay-as-you-go</a> .
Package	Prepaid (Most Favorable)	Package is only supported in Beijing, Shanghai, and Guangzhou regions. For more details, see <a href="#">Introduction to Packages</a> .

# Pay-as-you-go (Postpaid)

## Introduction to Pay-as-you-go

Last updated : 2024-04-23 11:50:32

APM operates on a pay-as-you-go (postpaid) mode, where resources are applied for on-demand, and you are billed according to your actual usage upon settlement.

## Billing Cycle

Charges are calculated on an hourly basis. The total consumption for the previous hour will be calculated and deducted within the next 2 to 4 hours.

## Pricing

### Fee Calculation

Total cost = Overall reporting volume cost + Cumulative Trace retaining cost

Total reporting volume cost = Reporting quantity (in millions) x Unit price of reporting quantity

Total Trace retaining cost = Reporting quantity (in millions) x Storage duration (in days) x Unit price of Trace retaining

### Billable Items and Free Tier

#### Note:

APM offers a 15-day trial period for new users with a report limit of 100 million Spans and a fixed storage duration of one day. If the quota is exceeded, you can manually upgrade to the paid version. Different regions have different billing rates. To switch to the paid version, see [Purchase Methods](#).

#### Guangzhou, Beijing, Shanghai:

Billable Items	Unit Price	Free Tier	Use Limits
Reporting Quantity	0.014 USD/Million Spans	1 million Spans/day	Peak public network traffic throttling: Cannot exceed 2000 QPS.
Trace retaining	0.0084 USD/Million Spans × Days	1 million Spans/day	A single Span should not exceed 2 KB.

#### Shanghai Finance, Beijing Finance:

Billable Items	Unit Price	Free Tier	Use Limits

Reporting Quantity	0.0279 USD/Million Spans	1 million Spans/day	Peak public network traffic throttling: Cannot exceed 2000 QPS.
Trace retaining	0.0168 USD/Million Spans × Days	1 million Spans/day	A single Span should not exceed 2 KB.

**Hong Kong (China), Singapore:**

Billable Items	Unit Price	Free Tier	Use Limits
Reporting Quantity	0.02 USD/Million Spans	1 million Spans/day	Peak public network traffic throttling: Cannot exceed 2000 QPS.
Trace retaining	0.012 USD/Million Spans × Days	1 million Spans/day	A single Span should not exceed 2 KB.

**Note:**

Definitions of the Trace and Span:

Trace: A Trace represents a transaction or process as it is executed in a (distributed) system. In OpenTracing standards, a Trace is a Directed Acyclic Graph (DAG) composed of multiple Spans. Each Span represents a named and timed continuous execution segment within the Trace.

Span: A Span represents a logical execution unit in the system with a start time and duration. The logical causal relationship between Spans is established by nesting or sequential arrangement. All motion traces with the same Trace ID under one account are considered as one request. A request can include up to ten Spans, and each additional Span will be billed based on the request billing. Each Span must not exceed 2 KB, and excess part will be discarded.

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## Billing Examples

Assume that a user in the Guangzhou region submits 20 million requests (2 billion Spans) daily, with the Trace retaining period being 7 days. The required daily cost is as follows:



Daily cost for reporting volume = (200 million Spans - Free tier) × 0.1 = 2.7807 USD/Day

Daily cost for Trace retaining = (200 million Spans - Free tier) × 0.06 × 7 days = 11.6791 USD/Day (the retaining fee after six consecutive days of reporting)

Total cost = Reporting volume cost + Trace retaining duration cost = 19.9 + 83.58 = 14.4599 USD/Day.

### Trace Retaining Fees:

Trace retaining is calculated based on storage volume. Assume that a user reports 20 million requests (200 million Spans) daily and chooses a Trace retaining duration of 7 days, the storage scenario after eight days of reporting is as follows:

	Storage amount on the first day	Reported on the following day	Storage volume on the third day	Storage amount on the fourth day	Storage volume on the fifth day	Storage amount on the sixth day	Storage amount on the seventh day	Storage amount on the eighth day	Storage amount on the ninth day	Storage amount on the tenth day
Report on the first day	200 million span	200 million span	200 million span	200 million span	200 million span	200 million span	200 million span			
Report the next day		200 million span	200 million span	200 million span	200 million span	200 million span	200 million span	200 million span		
Report on the third day			200 million span	200 million span	200 million span	200 million span	200 million span	200 million span	200 million span	
Report on the fourth day				200 million span	200 million span	200 million span	200 million span	200 million span	200 million span	200 million span
Report on the fifth day					200 million span	200 million span	200 million span	200 million span	200 million span	200 million span
Report on the sixth day						200 million span	200 million span	200 million span	200 million span	200 million span
Report on the seventh day							200 million span	200 million span	200 million span	200 million span
Report on the eighth day								200 million span	200 million span	200 million span
							Store data for 7 days (1.4 billion Span)	Store data for 7 days (1.4 billion Span)		

# Purchasing Method

Last updated : 2024-02-01 10:00:11

After you have created the business system and integrated the application, and the application reports a specific volume of data, APM will begin charging in according to the **pay-as-you-go postpaid pricing mode**.

## Initial Purchase

Once the free trial period has expired, you must activate the paid version by following the steps below, in order to maintain normal data reporting. If this is not your first purchase, please create a business system.

1. Log in to the [APM console](#).
2. On the left sidebar, click **Resource Management** to open the resource management page.
3. Click **Trial > Upgrade to Paid Version** in the upper right corner.
4. Carefully read the payment instructions in the pop-up box, check relevant agreements, and click **Confirm**.

## Creating a Business System

1. Navigate to the [Resource Management](#) page and click **Create**.
2. Follow the prompts to enter a business name and select the desired storage duration (note that the longer the storage duration, the higher the fees). After the settings are completed, check relevant agreements and click **OK**.

### Create business system ✕

Business system name \*

Please enter a business system name

Up to 40 Chinese characters, letters, digits, or symbols (".", "\_", "-")

Billing mode

Free trial

Reporting region \*

Singapore ▼

- Data is isolated in different regions, and the reporting region cannot be changed once the business system is created.

- To uniformly monitor applications of a business system in different regions, you can report all the cross-region data to the same region.

Retention period \*

1 day

3 days

7 days

15 days

30 days

Custom period

The trace data storage period, which determines your storage cost, is set to 7 days by default and can be adjusted as needed. The default storage period is a cost-effective option that can meet your basic requirements.

Business system overview

Describe your business system

Please enter a description within 100 characters

Add tag

Please select ▼

=

Please select ▼

+

☒

I've read and agree to [Tencent Cloud Terms of Service](#)

OK

Cancel

3. After it is created, click **Enable Billing** in the operation column.

# Packages (Prepaid)

## Introduction to Packages

Last updated : 2024-02-01 10:00:27

To satisfy different reporting needs, packages are offered for Application Performance Management (APM). By purchasing these packages, you can offset your report volumes to APM. These packages come with considerable discounts. Currently, packages are available only for domestic non-financial regions (Guangzhou, Beijing, Shanghai, and so on) within the domestic site, and you can choose to purchase accordingly.

## Billable Item Description

Packages are billed according to the number of agents and usage hours. The individual billable item is agents multiplied by hour. Typically, an agent indicates the number of processes. An agent is uniquely determined by [Appid, Instance ID, ServiceName, IP, Probe Version].

## Package Pricing

Package Type	Validity Period	Recommended Scenarios	Specification (Number of Probes * Per Hour)	Price (USD)
Developer - Experience Edition	One month	Providing an introductory trial package for users experiencing APM for the first time.	3,600	150 USD
Developer - Standard Edition	One month	Recommended for individual users and startup teams, ensuring the operation of core business.	28,800	887 USD
Enterprise - Basic Edition	One year	Recommended for small enterprises with stable daily operational requirements.	273,600	6,022 USD
Enterprise - Professional Edition	One year	Recommended for medium-sized enterprises requiring comprehensive and stable operational health.	1,080,000	17,215 USD
Flagship	One	Recommended for large corporations,	3,600,000	51,508 USD

Edition	year	Internet, travel, and e-commerce industries, requiring comprehensive assurance of stable operations and a strong demand for thorough link analysis.		
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## Purchase Notice

During the validity period of your package, if your package quota is used up, the portion exceeding the package quota will be settled on a pay-as-you-go basis. Postpaid billing is calculated based on the reporting volume (number of Spans) and the duration of link storage. For details, see [Pay-as-You-Go](#).

The current package is only available for domestic regions on the domestic site, not for financial regions and overseas regions. The package can only be used in Beijing, Shanghai, and Guangzhou and does not support cross-regional use. It can only be used across different business systems.

The APM package is a discounted package that samples 10% of the links while retaining all abnormal links, ensuring that alarms are not affected. **If you need to retain all link data or customize the sampling percentage, please do not purchase the package.** In postpaid-to-prepaid situations, the sampling rate will be adjusted in the next hour. The duration of data storage can be selected as needed. You can select up to 30 days. This will not impact consumption.

Restarting the pod may result in additional charges. Please do not frequently restart the pod.

Time to Take Effect and Rules of Taking Effect:

The package takes effect at the rounded-off time of purchase. For more details, please see [Package Validity Period](#).

If the package quota has not been used up but its validity period has been exceeded, the package will be displayed as expired and will be not usable.

Deduction Rules:

You can purchase multiple packages for a single business system. The respective quotas in the packages will accumulate. However, the overlapped time periods will not be accumulated.

Packages are deducted in order of expiration time, from the nearest to the furthest. When the expiration time are the same, they are deducted in order of effective time, from the furthest to the most nearest.

The quota consumed on each day is settled and deducted on the next day.

The current package is shared across all business systems under a single account. If a prepaid package is purchased, the quota of the purchased package will be deducted for the consumption generated by all business systems with billing enabled.

## Package Validity Period

The package takes effect immediately upon purchase. Multiple packages can be purchased, with their respective quotas accumulating. However, overlapped time periods will not be accumulated.

**Example 1:** Assume that you have purchased a package with a validity period of 12 months on February 15, 2022 at 13:00:00, the validity period of this package will be from February 15, 2022 at 13:00:00 and to February 15, 2023 at 12:59:59.

#### **Example of Multiple Packages:**

Assume that you have purchased a one-month developer experience package on October 10, 2022 at 10:00:00, then its validity period will be from October 10, 2022 at 10:00:00 to November 10, 2022 at 09:59:59.

If you add a one-month developer trial package on October 20, 2022, then its validity period will be from October 20, 2022 at 11:00:00 to November 20, 2022 at 10:59:59.

Thus, the effective period for these packages will be from October 10, 2022 at 10:00:00 to November 20, 2022 at 10:00:00. During the effective period, your quota will be  $3600 \times 2$  (the number of probes per hour).

## Deduction Order

Packages are deducted in the order of their expiration time, from the nearest to the furthest. If two packages have the same expiration time, the one purchased earlier is deducted first.

#### **Example Description:**

Assume that the following three packages have been purchased within the same business system:

Package A:

A basic enterprise package has been purchased, with the effective period being from October 1, 2021 at 00:00:00 to September 30, 2022 at 23:59:59.

Package B:

A developer experience package has been purchased, with the effective period being from September 1, 2022 at 00:00:00 to September 30, 2022 at 23:59:59.

Package C:

A developer standard package has been purchased, with the effective period being from August 15, 2022 at 00:00:00 to September 15, 2022 at 23:59:59.

Thus, the order of deduction for the three packages is: C to A to B.

## Refund Instructions

For APM package support, please [submit a ticket](#).

## Overdue Payment

If your account has overdue payments, any package that is still within its validity period can be used as a normal deduction.

## Expiration Reminder

When the resource package quota is insufficient, APM will send you notifications through channels such as SMS and email.

Notifications will be sent when the package quota remaining is 5%, 15%, or 30%.

Notifications will be sent when the validity period of the package is left with 1 day, 3 days, or 7 days.

Notifications will be sent when your package resources are consumed and the billing mode is automatically converted to pay-as-you-go.

# Purchasing Method

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APM offers a variety of package options for purchase. You need to activate pay-as-you-go first, and then purchase packages. The package varieties consist of five versions: **Developer - Experience Edition**, **Developer - Standard Edition**, **Enterprise - Basic Edition**, **Enterprise - Professional Edition** and **Flagship Edition**. You can select and combine different packages based on your business requirements.

## Directions

### Step 1: Activate Pay-as-you-go

For more details, see the Purchase Methods for [Pay-as-you-go](#).

### Step 2: Purchase Packages

Proceed to the [APM Package Purchase page](#), select the appropriate configuration based on your business requirements, and complete the payment.



## Application Performance Management [Product Details](#)

[Documentation](#)

⚠ Notice: APM packages are prepayment discount packages with billing based on agentxhour. Among your stored data, 10% of the total links will be sampled, and the data of all abnormal links will retained billing based on the span traffic or want to retain the data of all links, please use the pay-as-you-go mode.

### Purchase Notes

**Instructions for Use** APM packages are preferential packages. 10% of the link data will be sampled, but the data of all abnormal links will be retained, which will not affect alarms. If you want to retain all link do not purchase any package. For details, refer to [\[Prepayment Document\]](#).

**Billing Rules** The billing of APM packages is based on agentxhour, indicating the number of probesxthe hours of use. Generally, the number of processes is taken as the number of probes. If you still want to please select the pay-as-you-go mode. The packages do not support regions outside China or financial cloud regions. **Deductions across business systems are supported while those across r**

### Configuration

Effective Region	<div>Singapore</div> <p>The current package only supports Chinese regions (non-financial cloud). For other regions, please select the pay-as-you-go mode.</p>			
Billing Item	<div>agent*hour</div> <p>The number of probes is generally equal to that of processes. Package billing is based on the number of probes x the hours of use.</p>			
Package Type	<div>Developer – Experience Edition (Valid for 1 Month)</div>	<div>Developer – Standard Edition (Valid for 1 Month)</div>	<div>Enterprise – Basic Edition (Valid for 1 Year)</div>	<div>Enterprise – Professional Edi</div>
	<div>Flagship Edition (Valid for 1 Year)</div>			
Duration	<div>1 Month</div> <p>No other options</p>			
Specifications	<div>3600 agent*hour</div>			
Quantity	<div>– 1 + agent*hour</div>			
Description	<ul style="list-style-type: none"><li>• The experience-edition package is recommended for those who use APM for the first time.</li><li>• Total amount of resources purchased = 3,600 (agentxhour) x quantity of purchased packages</li><li>• You can use the <b>Developer – Experience Edition</b> package on APM in [1 month] starting from the date of purchase. No additional fees for reporting or storing spans are required. If resources used exceed <b>the total amount purchased</b>, the excess part will be charged on a pay-as-you-go basis.</li></ul>			
Service Terms	<input type="checkbox"/> I have read and agree to <a href="#">Tencent Cloud Service Agreement</a> , <a href="#">Tencent Cloud APM Service Level Agreement</a> , <a href="#">Billing Overview</a> , and <a href="#">Instructions on Arrears</a> .			

[Configuration](#)

## Step 3: Manage Usage

You can go to the [Application Performance Management Console > Resource management > Package management](#) page to view your purchased packages and their usage.

# Payment Overdue

Last updated : 2024-02-01 10:00:54

APM supports two modes: Pay-as-you-go (postpaid) and package (prepaid). If your package quota is used up within the validity period of the package, the portion exceeding the package quota will be settled by pay-as-you-go (postpaid) billing. Please see the following for explanations on overdue payment in the pay-as-you-go (postpaid) mode.

## Billing Cycle

APM employs a pay-as-you-go mode where you are billed daily based on your actual usage. After each day's midnight, the costs generated by your usage from the previous day are calculated, and a bill is generated with the fee deducted from your account balance. To ensure the smooth operation of APM services, please make sure you have sufficient balance in your account.

## Service Suspension Mechanism

1. APM service is still available within 24 hours after the moment your account has overdue payments, with a service suspension notification displayed in the console. Please top up your account to a positive balance to avoid impact on your business operations.

2. Within 7 days but over 24 hours after your account has overdue payments, your APM service will be suspended, but you can still view the reported application data in the console, and the service will be automatically resumed after your account balance becomes positive. Following the service suspension, the following restrictions will apply to all business systems:

Service Suspended Due to Overdue Payment will be displayed in the status of the business systems, but the reported application data can still be viewed in the console.

All data reporting from applications will cease, while charges will still be incurred for the storage usage of your already reported data until it is terminated. The amount of overdue payment will accumulate until the data is deleted.

### Service Suspension Example:

Assume that you have selected a storage duration of seven days when creating the business system, and overdue payment occurs for your APM service after two days of use. Billing will continue for the remaining five days.

Assume that when you create the business system, you have selected a storage duration of 30 days and overdue payment occurs after 15 days of the APM service usage. Although you have 15 days of storage duration remaining, the business system will be terminated when overdue payments exceed 7 days. Therefore, billing will continue only for those 7 days in the remaining 15 days.

## Termination Mechanism

If your account has overdue payments for more than 7 days, your business system will be automatically terminated, and the data cannot be recovered.

## Service Resumption

After you top up your account balance to positive, the service will automatically be resumed:

The status of all business systems will switch to Normal.

Data reporting from all applications will be resumed.