

# Tencent Cloud Distributed Cache (Redis OSS-Compatible) Purchase Guide Product Documentation



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# Purchase Guide

## Billing Overview

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### Overview

Tencent Cloud Distributed Cache offers two billing modes: yearly/monthly subscription and pay-as-you-go. Users can select the appropriate billing mode based on business needs, cost budgets, and resource usage patterns. This document details the features, rules, and selection recommendations for both billing modes.

### Billing Modes

Comparison Item	Yearly/Monthly Subscription	Pay-as-You-Go
Billing method	<p><b>Prepaid:</b> Pay the full fee for the selected duration (such as month and year) in one go.</p> <ul style="list-style-type: none"> <li>● <b>Subscription period:</b> Monthly/Yearly purchase. The minimum subscription period is 1 month, and the maximum is 5 years.</li> <li>● <b>Product pricing:</b> Priced on a monthly basis. The longer the subscription period, the more pricing discounts you get. For specific pricing, see <a href="#">Pricing Center</a>.</li> </ul>	<p><b>Postpaid:</b> Billed hourly. Pay after usage.</p> <ul style="list-style-type: none"> <li>● <b>Settlement cycle:</b> Upon activation, one hour's fee will be frozen in your cloud account. At the top of every hour (UTC+8), the fee for the previous hour will be settled automatically.</li> <li>● <b>Product pricing:</b> Tiered pricing based on usage duration. The hourly unit price decreases progressively with each tier. For specific pricing, see <a href="#">Pricing Center</a>. <ul style="list-style-type: none"> <li>○ Tier 1: 0 days &lt; Duration ≤ 4 days, Hourly price = Monthly price/30/24 x 2.</li> <li>○ Tier 2: 4 days &lt; Duration ≤ 15 days, Hourly price = Monthly price/30/24 x 1.5.</li> <li>○ Tier 3: Duration &gt; 15 days, Hourly price = Monthly price/30/24.</li> </ul> </li> </ul> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>! Note:</b></p> <ul style="list-style-type: none"> <li>● After instance scale-out, scale-in, or isolation, the pricing calculation restarts from Tier 1.</li> </ul> </div>

		<ul style="list-style-type: none"> <li>The price of pay-as-you-go tier 3 is basically the same as that of yearly/monthly subscription.</li> </ul>
Key rules	<ul style="list-style-type: none"> <li><b>Renewal:</b> Instances can be renewed manually or automatically upon expiration. For specific renewal operations, see <a href="#">Renewal</a>.</li> <li><b>Return:</b> Instances can be unsubscribed at any time, with remaining fees settled according to applicable rules. For specific refund policies, see <a href="#">Refund</a>.</li> <li><b>Overdue Payments:</b> If an instance expires without renewal and remains in arrears beyond the grace period and retention period, the instance will be released. For details on how to deal with overdue payments, see <a href="#">Overdue Payments</a>.</li> </ul>	<ul style="list-style-type: none"> <li><b>Termination:</b> Instances can be terminated at any time, with fees settled per second based on usage.</li> <li><b>Overdue Payments:</b> If the account balance is insufficient, the instance will be released after overdue payments exceed the grace period and retention period.</li> </ul>
Core strengths	Lower unit prices, and more favorable long-term usage costs.	Highly flexible, with on-demand resource purchase and release to adapt to business fluctuations.
Application scenarios	Production environments or core business that is stable and operates over the long term.	Business with significant traffic fluctuation and temporary needs (such as development and testing and promotional campaigns).

## Billable Items

- Billing basis:** Billing is based on the instance's **memory capacity** (such as 1 GB, 4 GB, 16 GB, 64 GB, and so on).
- Cost coverage:** The cost covers the consolidated costs of the following core resources.
  - Computing resources: CPU resources that support the operation of the Tencent Cloud Distributed Cache service.
  - Memory resources: Data storage space.

- Network and maintenance: Private network access for instances, and underlying platform maintenance.
- **Pricing policy:** Linear pricing, where cost is proportional to memory capacity. The larger the capacity, the higher the cost.
  - Regional variations: Infrastructure costs differ across regions, and pricing varies accordingly.
  - Architectural differences: Pricing varies across product series based on performance, features, and complexity.

## Billing Formula

### Standard Architecture

Cost = Per-node memory x Per-node pricing x Number of nodes

#### Note:

The standard architecture supports primary-secondary replication mode, such as a 1-master-1-replica architecture that includes 2 nodes. During billing, the total memory capacity of all nodes must be accounted for.

Assume that you select the standard architecture and 1-master-1-replica mode, with per-node memory of 8 GB and per-node pricing of 5.30 USD/GB/month: Yearly/monthly subscription cost calculation: 8 GB x 5.30 USD/GB/month x 2 nodes = 84.8 USD/month.

### Cluster Architecture

Cost = Per-shard memory x Per-shard pricing x Number of nodes x Number of shards

#### Note:

The cluster architecture is composed of multiple shards, with each shard supporting primary-secondary replication. During billing, the total memory capacity of all shards and their nodes must be accounted for.

Assume that you select the cluster architecture, 3 shards, with each shard in 1-master-1-replica mode, per-shard memory of 8 GB, per-node pricing of 5.86 USD/GB/month:

Yearly/monthly subscription cost calculation: 8 GB x 5.86 USD/GB/month x 2 nodes x 3 shards = 281.28 USD/month.

## Cost Estimation

To estimate costs, first determine the product series and billing mode based on your business scenarios., Then, select the required memory specifications, and query the detailed pricing details for the target region.

# Pricing Center

Last updated: 2026-01-12 19:10:09

## Scenarios

To provide a more transparent and flexible pricing inquiry experience, comprehensive product pricing details are now available at the official Pricing Center. Through this page, you can conveniently perform the following operations:

- **Query price:** Directly select the required product series, region, and memory specifications. The system will display the corresponding price in real time.
- **Accurate estimation:** Use the built-in price calculator to quickly calculate estimated costs for different configurations and durations, helping achieve precise budget planning.

## Yearly/Monthly Subscription

Log in to [Pricing Center](#). Select the Yearly/Monthly Subscription billing mode, and configure instance specifications and purchase duration. The corresponding product pricing is displayed in real time in the lower-right corner of the page, as shown in the figure below.

The screenshot displays the 'Price Calculator' interface for TencentDB for Redis. The 'Billing Mode' is set to 'Monthly Subscription'. The 'Region' is 'Guangzhou'. The 'Instance Edition' is 'Redis Edition'. The 'Compatible Version' is '7.0'. The 'Architecture' is 'Cluster Architecture'. The 'Mode' is 'Custom Shard'. The 'Shard Quantity' is '8 shards', 'Shard Capacity' is '4GB', and 'Replica Quantity' is '1 (1 master, 1 replica)'. The 'Time Span' is '1 Month'. The 'Quantity' is '1'. The 'Configuration Fees' are shown as 'USD' with a '+ Add to List' button.

Billing Mode	Monthly Subscription	Pay-as-You-GO
Region	Guangzhou, Nanjing, Shanghai, Beijing, Chengdu, Chongqing, Hong Kong (China), Bangkok, Jakarta, Singapore, Seoul, Tokyo, Silicon Valley, Virginia, Frankfurt, Sao Paulo, Riyadh	
Instance Edition	Redis Edition, Memcached Edition	
Compatible Version	7.0, 6.2, 5.0, 4.0	
Architecture	Standard Architect..., Cluster Architecture	
Mode	Quick Selection, Custom Shard	
Shard Quantity	8 shards	
Shard Capacity	4GB	
Replica Quantity	1 (1 master, 1 replica)	
Time Span	1 Month	
Quantity	1	
Configuration Fees	USD	

# Pay-as-You-Go

Log in to [Pricing Center](#). Select the Pay-as-You-Go billing mode, and configure instance specifications and purchase duration. The corresponding product pricing is displayed in real time in the lower-right corner of the page, as shown in the figure below.

The screenshot shows the 'Price Calculator' interface for TencentDB for Redis. The 'Product Configuration' section is active, and the 'Pay-as-You-Go' billing mode is selected and highlighted with a red box. Below this, various configuration options are shown:

- Region:** A grid of region buttons including Guangzhou, Nanjing, Shanghai, Beijing, Chengdu, Chongqing, Hong Kong (China), Bangkok, Jakarta, Singapore, Seoul, Tokyo, Silicon Valley, and Virginia.
- Instance Edition:** 'Redis Edition' and 'Memcached Edition' buttons. A note below states: 'Redis Edition High-performance version based on the open-source Redis engine that is compatible with Redis 4.0, 5.0, 6.0, and 7.0. Memcached Edition compatible with Memcached v1.6. [Click here to view documentation](#)'
- Compatible Version:** Buttons for versions 7.0, 6.2, 5.0, and 4.0.
- Architecture:** 'Standard Architect...' and 'Cluster Architecture' buttons. A link for 'Architecture Description' is provided.
- Mode:** 'Quick Selection' and 'Custom Shard' buttons.
- Shard Configuration (highlighted with a red box):**
  - Shard Quantity: 8 shards
  - Shard Capacity: 4GB
  - Replica Quantity: 1 (1 master, 1 replica)
- Time Span (highlighted with a red box):** A control with minus, plus, and 'Hour(s)' buttons, currently set to 1.
- Quantity (highlighted with a red box):** A control with minus, plus, and 'Quantity' buttons, currently set to 1.
- Configuration Fees:** A visual bar showing costs in USD, with a '+ Add to List' button.

At the bottom of the configuration area, a note reads: 'Multiple replicas can provide master-replica high availability to enhance data security, and read-only replicas can improve database read performance.'

# Instance Purchasing

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## Scenarios

You can refer to this guide to purchase and set up your first Tencent Cloud Distributed Cache instance. Tencent Cloud provides two purchasing methods:

- Console: You can configure instance parameters and place an order directly on the web page of the console.
- API: You can create an instance by calling an API in the client program.

## Purchase Preparations

- You have registered a Tencent Cloud account and completed identity verification.
  - To register a Tencent Cloud account: [click here](#).
  - To complete identity verification: [click here](#).
- Regions and availability zones (AZs) for the database instance have been planned. See [Regions and AZs](#).
- The specifications and performance required for the database instance have been planned. See [Memory Edition \(Standard Architecture\)](#) and [Performance](#).
- Virtual Private Cloud (VPC) and security group have been planned for the database instance. See [Building Up an IPv4 VPC](#) and [Configuring Security Group](#).
- To deploy instances across multiple AZs in the same region, you can first learn about the architecture of [Multi-AZ Deployment](#).
- To enable read/write separation, please first understand the implementation principles of [Read/Write Separation](#).
- You have understood the billing details for the database instance. See [Billing Overview](#). When a pay-as-you-go database is created, one hour's database fee will be frozen. Please ensure sufficient balance in your account before purchasing.

## Purchase in the Console

1. Log in to the [Distributed Cache purchase page](#) using your Tencent Cloud account.
2. See the parameter descriptions in the following table and select the instance configuration based on your actual requirements.

Parameter Name	R e q u i r e d	Parameter Description
----------------	--------------------------------------	-----------------------

	re d or N ot	
<b>Billing Mode</b>	Yes	Supported billing modes include <b>yearly/monthly subscription</b> and <b>pay-as-you-go</b> . For how to choose a billing mode, see <a href="#">Billing Overview</a> .
<b>Region</b>	Yes	<p>Select a region for the instance. You can select the nearest region to reduce access latency.</p> <ul style="list-style-type: none"> <li>Once an instance is created successfully, the region cannot be changed. Please select the region with caution.</li> <li>Please select the same region as the Cloud Virtual Machine (CVM) instance; otherwise, communication via the private network cannot be established directly.</li> <li>Cloud products in different regions cannot communicate via the private network, and the region cannot be changed after purchase. Please select the region with caution. For example, Cloud Virtual Machines (CVM) in the Guangzhou region cannot access Tencent Cloud Distributed Cache databases in the Shanghai region via the private network. For cross-region private network communication, see <a href="#">Cloud Connect Network (CCN)</a>.</li> </ul>
<b>Instance Edition</b>	Yes	<ul style="list-style-type: none"> <li><b>Redis Edition:</b> a high-performance edition based on the open-source Redis storage engine.</li> <li><b>Memcached Edition:</b> an edition based on the Memcached storage engine.</li> <li><b>Valkey Edition:</b> an edition based on the ValKey storage engine.</li> </ul>
<b>Compatible Version</b>	Yes	<ul style="list-style-type: none"> <li><b>Redis Edition:</b> compatible with Redis versions 7.0, 6.2, 5.0, 4.0, and 2.8. Redis version 2.8 is no longer available for purchase. It is recommended to choose version 4.0 or later. If you need to purchase version 2.8, please <a href="#">submit a ticket</a> to apply.</li> <li><b>Memcached Edition:</b> compatible with Memcached protocol version 1.6.</li> <li><b>Valkey Edition:</b> compatible with ValKey version 8.0.</li> </ul>
<b>Architecture</b>	Yes	<p>Select a deployment architecture. For details, see <a href="#">Memory Edition (Standard Architecture)</a> and <a href="#">Memory Edition (Cluster Architecture)</a>.</p> <ul style="list-style-type: none"> <li><b>Redis Edition:</b> Version 4.0 or later supports Standard Architecture and Cluster Architecture. Version 2.8 only supports Standard Architecture.</li> <li><b>Memcached Edition:</b> only supports Cluster Architecture.</li> <li><b>Valkey Edition:</b> supports Standard Architecture and Cluster Architecture.</li> </ul>
<b>Memory</b>	Yes	When selecting <b>Standard Architecture</b> , you need to configure the required memory specifications in the range of 256 MB to 64 GB.

Replica Quantity	Yes	<p>Select the number of database replicas.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>Multiple replicas provide primary/secondary high availability and enhance data security. You can also scale read-only performance by using replicas.</li> <li>The number of replicas in different regions or editions may vary. It is subject to the default settings in the console.</li> </ul> </div>
Shard Quantity	Yes	<p>When selecting <b>Cluster Architecture</b>, you need to set the number of shards. Increasing the number of shards can enhance the cluster's storage capacity. Please select based on your needs.</p>
Shard Capacity	Yes	<p>When selecting <b>Cluster Architecture</b>, you need to set the capacity for each shard.</p>
Specs Preview	-	<p>Preview the currently selected specifications and the supported maximum number of connections and maximum network throughput to confirm whether they meet your expectations.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <p>For newly purchased instances, the maximum network throughput here already includes the default additional bandwidth. The additional bandwidth for Standard Architecture is consistent with that of Cluster Architecture 1 shard.</p> </div>
Read-Only Replica	No	<p>Please select whether to enable the read/write separation feature. This feature is only supported in the Redis edition and is currently not available for the Memcached and Valkey editions.</p> <ul style="list-style-type: none"> <li>Enabling read/write separation routes write operations to the primary node and read operations to replica nodes. Data read from replica nodes will lag behind the primary node.</li> <li>If you disable the feature when you purchase instances, you can enable it later based on actual business needs. For details, see <a href="#">Read/Write Separation</a>.</li> </ul>
Network	Yes	<p>Supports only <b>VPC</b>.</p>

AZ	Yes	<p>Multi-AZ Deployment is selected by default. Compared to single-AZ instances, multi-AZ instances offer higher availability and disaster recovery capabilities. See Multi-AZ Deployment.</p> <ul style="list-style-type: none"> <li>Multi-AZ deployment: You need to specify specific AZs for the master node and replicas respectively, where x indicates the replica number, such as replica 1, replica 2.</li> <li>Single-AZ deployment: Specify a specific AZ for the master node.</li> </ul>
IPv4 Network	Yes	<p>Select the specific VPC and subnet. We recommend that you select the same <a href="#">VPC</a> as your CVM instance in the same region.</p> <ul style="list-style-type: none"> <li>A VPC has a region attribute (such as Guangzhou), while a subnet has an AZ attribute (such as Guangzhou Zone 1). A VPC can be divided into one or more subnets. Different subnets in the same VPC are communicable on the private network by default, and different VPCs (regardless of whether they are in the same region) are isolated on the private network by default.</li> <li>After purchasing an instance, you can switch its VPC. For specific operations, see <a href="#">Switching VPCs</a>. You can also click <b>Create VPCs</b> and <b>Create Subnets</b> to rebuild the required network environment. For specific operations, see <a href="#">Creating VPC</a>.</li> </ul>
Port	Yes	<p>Custom port number in the value range of [1024,65535]. The network port can be modified after the instance is purchased.</p> <ul style="list-style-type: none"> <li><b>Redis Edition:</b> The default port number is 6379.</li> <li><b>Memcached Edition:</b> The default port number is 11211.</li> <li><b>Valkey edition:</b> The default port number is 6379.</li> </ul>
Parameter Template	No	<p>Select the <b>Redis Edition</b>-related parameter template. Memcached Edition and ValKey Edition do not support selecting parameter templates.</p> <ul style="list-style-type: none"> <li>The system automatically adapts the corresponding default template based on the selected compatible version and architecture, and configures parameter attributes for instances in batches. For details about parameter templates, see the default system templates in <a href="#">Managing Parameter Templates</a>.</li> <li>If you want to create a template, click <b>Create Parameter Template</b>. For specific operations, see <a href="#">Managing Parameter Templates</a>.</li> </ul>
Project	Yes	<p>Assign the corresponding project to the instance in the dropdown list. You can manage the instance by project.</p> <ul style="list-style-type: none"> <li>By default, the project is <b>Default Project</b>.</li> <li>Click <b>Create Project</b> on the <b>Project Management</b> page, where you can customize the project name to manage cloud resources.</li> </ul>
Tag	No	<p>Set a tag to the instance. You can manage the instance by tag. Click <b>Add</b> to</p>

	o	select the tag key and value.
<b>Security Group</b>	Yes	<p>Configure security group rules for the instance to control inbound traffic to the database.</p> <ul style="list-style-type: none"> <li>You can select an existing security group in the <b>Please select</b> dropdown list, or click <b>Custom Security Groups</b> to set new inbound rules for a security group. For details, see <a href="#">Configuring Security Group</a>.</li> <li>After selecting a security group in the dropdown list, click <b>Preview Rules</b> to view its protocol rules and policies.</li> </ul>
<b>Alarm Policy</b>	Yes	<p>Select an alarm policy for monitoring metric items.</p> <ul style="list-style-type: none"> <li>If not selected, Distributed Cache provides a default alarm policy. You can navigate to the alarm management page of <a href="#">Tencent Cloud Observability Platform (TCOP)</a> to view the default policy.</li> <li>Select a custom alarm policy. Log in to the <a href="#">Tencent Cloud Observability Platform (TCOP)</a> and configure alarm policies on the <b>Alarm Management</b> page in advance. For specific operations, see <a href="#">Creating Alarm Policies</a>.</li> </ul>
<b>Instance Name</b>	Yes	Enter only Chinese characters, English letters, digits, hyphens "-", and underscores "_" with a length less than 60 characters.
<b>Set Password</b>	Yes	Select the password authentication method. You can choose between <b>Password Authentication</b> and <b>Password-Free Authentication</b> . The default is set to <b>Password Authentication</b> . For Memcached Edition, only password-free authentication is supported, which is <b>Password-Free Access</b> .
<b>Password</b>	No	<p>When <b>Set Password</b> is set to <b>Password Authentication</b>, you need to set an access password for the instance. The password complexity requirements are as follows:</p> <ul style="list-style-type: none"> <li>The number of characters should be between 8 and 64.</li> <li>The password should contain at least two types of the following characters: lowercase letters, uppercase letters, digits, and special characters (<code>()~!@#\$%^&amp;*~+=_[]{};&lt;&gt;.,?/.</code>)</li> <li>The password cannot start with "/".</li> </ul>
<b>Confirm Password</b>	No	Re-enter the access password of the instance.
<b>Quantity</b>	Yes	<ul style="list-style-type: none"> <li>Pay-as-you-go: A maximum of 50 instances can be purchased at a time, with a limit of 200 instances per region.</li> <li>Yearly/monthly subscription: A maximum of 50 instances can be purchased at a time, with no limit per region.</li> </ul>

<b>Validity Period</b>	No	When the <b>yearly/monthly subscription</b> billing mode is selected, you need to choose the validity period for the instance. Greater discounts are applied for longer validity periods. Select the period based on actual business needs.
<b>Auto-Renewal</b>	No	When selecting the <b>yearly/monthly subscription</b> billing mode, you can choose whether to enable the <b>automatic renewal</b> feature, which means Tencent Cloud will automatically deduct fees from your account monthly upon expiration.
<b>Terms of Service</b>	Yes	<ul style="list-style-type: none"> <li>Click <b>Terms of Service</b> to read and fully understand the relevant terms regarding service content, fees, usage rules, intellectual property, and other aspects of using the cloud database service.</li> <li>Click <b>SLA</b> to learn about the agreements to be complied with when Tencent Cloud Distributed Cache is used.</li> <li>Select <b>I have read and agreed to Terms of Service and Service Level Agreement</b>.</li> </ul>

3. Confirm that the parameters are correctly configured, click **Buy Now**, and you will be notified of the successful purchase. Then click **Go to Console** to return to the instance list. Once the instance status shows **Running**, the instance can be used normally.

**Note:**

After activating Tencent Cloud Distributed Cache, make sure your account has sufficient balance. Insufficient balance may lead to overdue payments and even instance reclamation. See [Overdue Payments](#).

## Purchasing API

API Name	API Feature
<a href="#">CreateInstances</a>	Create a Tencent Cloud Distributed Cache instance

# Renewal (Yearly/Monthly Subscription)

Last updated: 2026-03-17 22:23:59

To ensure that your business can run stably on a continuous basis and avoid service interruptions caused by instance expiration, it is recommended that you promptly renew your yearly/monthly subscription instances before they expire. Tencent Cloud provides two renewal options: manual renewal and auto-renewal. Please choose the method that best suits your business scenarios to complete the renewal.

## Renewal Methods

Description Item	Auto-Renewal	Manual Renewal
<b>Definition</b>	In this billing mode, the system automatically charges for the next renewal cycle before the instance expires.	In this billing mode, users proactively initiate renewal operations as needed before the instance expires to flexibly extend the instance's validity period.
<b>Features</b>	<ul style="list-style-type: none"> <li>Offers flexible renewal cycle settings, supporting monthly or yearly auto-renewal.</li> <li>Supports enabling or disabling the auto-renewal feature at any time.</li> </ul>	<ul style="list-style-type: none"> <li>Supports flexible selection of the renewal period based on business scenarios.</li> <li>Supports completing renewal operations in the console or through the API.</li> </ul>
<b>Billing Rules</b>	<ul style="list-style-type: none"> <li><b>Sufficient balance:</b> The system automatically deducts the fee for the next renewal cycle within 7 days before the instance expires.</li> <li><b>Insufficient balance:</b> Within 7 days before expiration, the system pushes an insufficient balance notification every other day until the renewal is completed.</li> <li><b>Renewal result:</b> Upon successful deduction, the system automatically extends the instance's expiration time.</li> </ul>	<ul style="list-style-type: none"> <li><b>Expiration reminder:</b> Within 7 days before the instance expires, the system pushes a reminder notification every other day about the impending resource expiration.</li> <li><b>Operation Guide:</b> Upon receiving resource expiration notifications, manual renewal needs to be performed either in the <a href="#">Distributed Cache console</a> or via the manual renewal API <a href="#">RenewInstance</a>. For details, see <a href="#">Manual Renewal</a>.</li> <li><b>Renewal result:</b> Upon successful payment, the instance's expiration time will be extended accordingly.</li> </ul>
<b>Scenarios</b>	Suitable for instances that require long-term stable operation, such as production environments and core	Suitable for temporary projects, short-term testing tasks, or scenarios with specific budget management requirements.

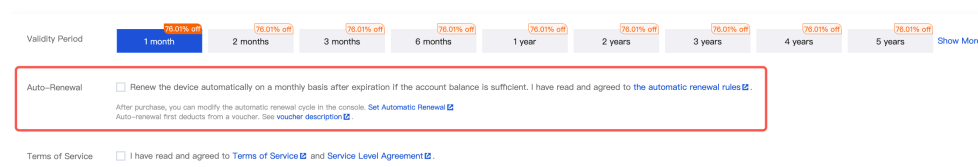
business scenarios. This mode can prevent service interruptions caused by forgetting to renew.

### Note:

If an instance expires without a successful renewal and remains overdue beyond both the grace period and retention period, it will be released. For details on the overdue payment handling mechanism, see [Overdue Payments](#).

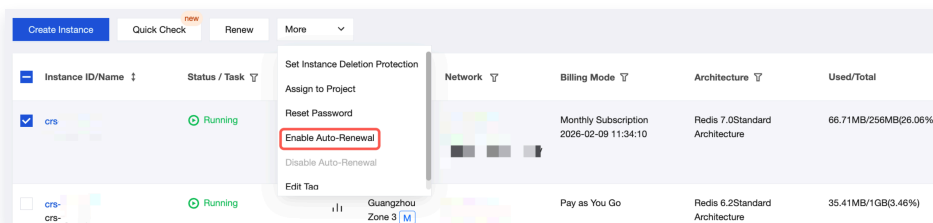
## Enabling Auto-Renewal for Newly Purchased Instances

Log in to the [Distributed Cache purchase page](#) to create an instance. In the **Auto-Renewal** configuration item, select **When the account balance is sufficient, the instance will be automatically renewed monthly upon expiration** to enable auto-renewal. For specific operations, see [Purchase Instances](#). The instance is created successfully, and there is a mark **续** next to the instance ID.

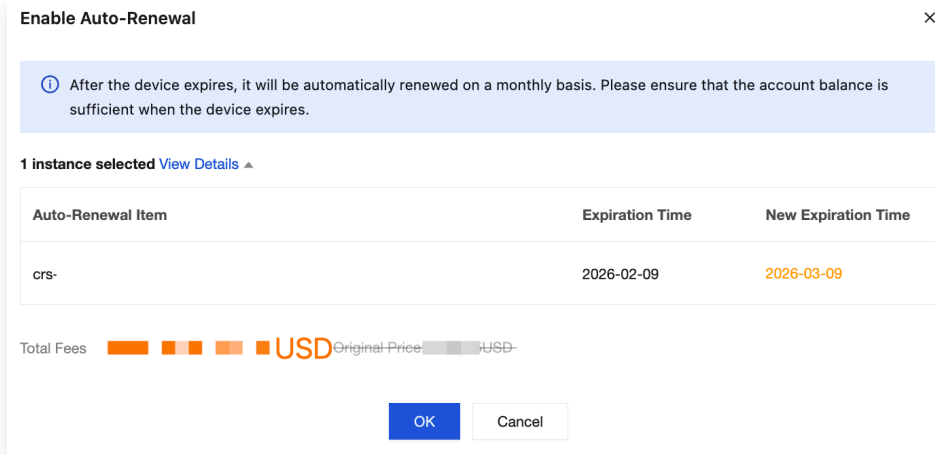



## Enabling Auto-Renewal for Purchased Instances

1. Log in to the [Tencent Cloud Distributed Cache console](#).
2. At the upper part of the Instance List page on the right, select the target region.
3. In the instance list, select one or more instances for which you want to enable auto-renewal.
4. Above the list, choose **More > Enable Auto-Renewal**.



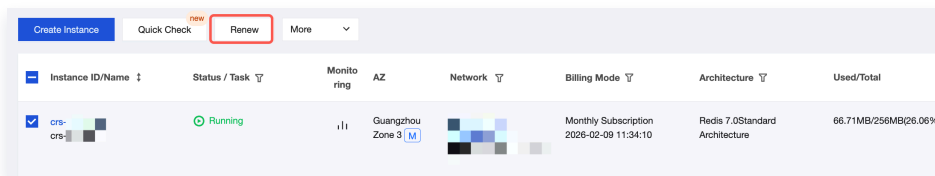
5. In the **Enable Auto-Renewal** dialog box, confirm information about the instance for auto-renewal and the **Expiration Time** and **New Expiration Time** of the instance. The default renewal period is set to the next renewal cycle's expiration time. Verify the amount next to **Total Fees**, and click **OK**.



- In the upper-right corner of the page, choose **Fees > Bills** to view the order payment information and confirm successful payment.
- Return to the instance list. In the **Billing Mode** column, instances with auto-renewal enabled are marked with , and the instance expiration time has been updated to the next renewal cycle's expiration time.

## Manual Renewal

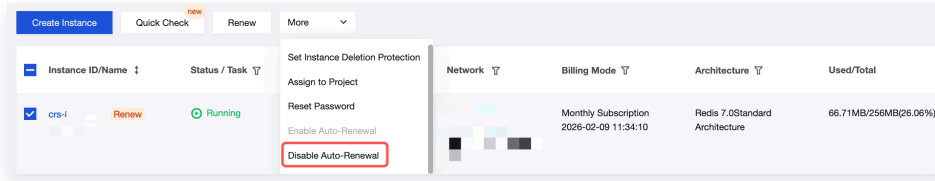
- Log in to the [Tencent Cloud Distributed Cache console](#).
- At the upper part of the Instance List page on the right, select the target region.
- In the instance list, select the instance to be renewed, and click **Renew** above the instance list.



- In the **Renew Selected Instance** dialog box, you need to perform the following operations.
  - Click **View Details** to confirm the name, ID, architecture and its edition, expiration time, and post-renewal expiration time of the instance.
  - In **Renewal Period**, select the duration of the instance renewal by full month or full year.
  - Next to **Total Fees**, confirm the total amount for the instance renewal.
- Click **OK**. On the **Please confirm the following product information** page, confirm information in **Product List**, and verify the renewal order amount.
- Click **Submit Order**, select a payment method, and click **Next**. The renewal is completed after successful payment.
- Return to the console. In the **Billing Mode** column of the instance list, you can confirm that the instance expiration time has been updated to the new expiration time.

## Disabling Auto-Renewal

1. Log in to the [Tencent Cloud Distributed Cache console](#).
2. At the upper part of the Instance List page on the right, select the target region.
3. In the instance list, select one or more instances for which you want to disable auto-renewal.
4. Above the list, choose **More > Disable Auto-Renewal**.



5. In the pop-up dialog box, confirm the instance information and click **OK** to disable auto-renewal.

## Renewal Management

1. In the [Tencent Cloud Distributed Cache console](#), click **Billing** in the upper-right corner of the page to go to the [Billing Center](#).
2. On the [Renewal Management](#) page, search for Tencent Cloud Distributed Cache to view Distributed Cache instances under your account that have expired, are expiring in 7 days, 15 days, or 30 days. As shown in the following figure, you can centrally manage instance renewal. For specific operations, see [Renewal Management](#).

## Related APIs

API Name	API Description
<a href="#">RenewInstance</a>	Renews an instance.
<a href="#">StartupInstance</a>	Deisolates an instance.
<a href="#">DescribeInstanceDealDetail</a>	Queries order information.
<a href="#">InquiryPriceRenewInstance</a>	Queries the renewal price for an instance (yearly/monthly subscription).

# Refund (Yearly/Monthly Subscription)

Last updated: 2026-03-18 15:14:46

Tencent Cloud allows users to initiate self-service returns for yearly/monthly subscription database instances. After you initiate a refund request, the system will calculate the refundable amount based on the actual usage of your instance and refund it to your original payment account.

## Note:

Pay-as-you-go (postpaid) resources of Tencent Cloud Distributed Cache are released directly without the need to apply for a refund.

## Return Notes

Before submitting a refund request, note the following:

- Resource status:** A self-returned instance will be moved to the recycle bin and isolated. The instance cannot be accessed, its status changes to Isolated, and billing stops.
- Recycle bin mechanism:** Instances retained in the recycle bin for 7 days can be renewed to restore service. For specific restoration operations, see [Restoring Isolated Instance](#).
- Resource impact:** Instances isolated in the recycle bin will be permanently terminated after the 7-day retention period expires, and their associated IP address resources will be immediately released.
- Refund arrival:** All refunds will be returned to your Tencent Cloud account balance. The voucher portion is non-refundable.

## Note:

- In case of suspected abnormal or malicious returns, Tencent Cloud reserves the right to reject your return request.
- Self-service return is not supported by some event resources. See the official website for details.

## Refund Rules

Feature Dimension	Refund Rules
Core Rules	At any time during the service period of the order, you may initiate self-service subscription cancellation. The system will deduct fees for used resources and provide a pro-rated refund of the remaining value.

<p><b>Calculation Method</b></p>	<p><b>Refund amount = Current effective order amount + Unstarted order amount – Used resource value</b></p> <ul style="list-style-type: none"> <li>● Current effective order amount: Refers to the payment amount of orders in effect, excluding discounts and vouchers.</li> <li>● Unstarted order amount: Refers to the payment amount for future-effective orders, excluding vouchers.</li> <li>● The value of used resources shall be calculated according to the following policies: <ul style="list-style-type: none"> <li>○ For the used portion, full months prior to the refund request date are deducted at the monthly rate, while any remaining period less than a full month is deducted at pay-as-you-go rates.</li> <li>○ The used portion is calculated with second-level precision.</li> <li>○ If the refund amount is less than or equal to 0, it will be calculated as 0, and the resources will be eliminated.</li> </ul> </li> </ul> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>● Up to <b>199</b> instances can be returned through regular self-service.</li> <li>● Self-service return is not supported by some event resources. See the official website for details.</li> </ul> </div>
<p><b>Special Notes</b></p>	<ul style="list-style-type: none"> <li>● Vouchers or discount coupons used for product purchases are non-refundable. Non-discounted fees paid will be refunded to the paying party's Tencent Cloud account based on the original payment method (cash, credit, or cash coupon) and on a pro rata basis.</li> <li>● For products purchased as part of an event, if the refund rules conflict with the event rules, the event rules shall prevail. If the event rules state that refunds are not supported, you are not able to apply for a refund.</li> </ul>

## Examples of Refund Calculation

Guangzhou Zone 2, Standard Edition with 2 GB memory, USD 21.11/month, using a USD 13.89 voucher, and purchased for 1 year with a 17% discount for yearly subscription. The discounted price is  $21.11 \times 12 \times 0.83 =$  USD 210.27. The payment amount is  $210.27 - 13.89 =$  USD 196.38.

- Example 1: Refund is requested within 5 days of purchase, and it is not the first refund for this account. The total usage duration is 48 hours.  
Refund amount =  $196.38 - 48 \times 0.04$  (where 0.04 is the unit price per hour for the same configuration at pay-as-you-go rates) = USD 194.46.
- Example 2: Purchased within 5 days, and it is not the first refund for this account. The usage duration is 48 hours; among which, renewed for 1 year with a 17% discount for yearly subscription on the official website. The actual payment amount for renewal is USD 210.27.

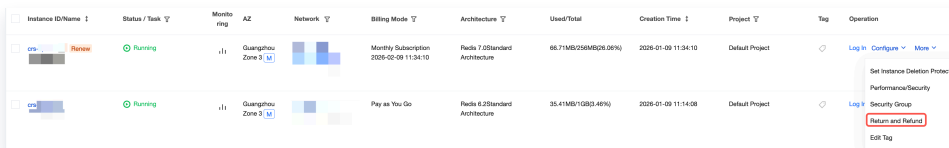
The cash refund amount =  $196.38 - 48 \times 0.04$  (where 0.04 is the unit price per hour for the same configuration at pay-as-you-go rates) (effective order refund amount) + 210.27 (unstarted order amount) = USD 404.73.

## Return Operation

1. Log in to the [Tencent Cloud Distributed Cache console](#).
2. At the upper part of the Instance List page on the right, select the target region.
3. In the instance list, select the yearly/monthly subscribed instance to be returned. In the **Operation** column, choose **More > Return and Refund**.

### Note:

When the **Return and Refund** button is unavailable, it means the account has exhausted the self-service return quota for yearly/monthly subscription instances. This indicates that yearly/monthly subscription instances cannot be manually terminated and will be automatically terminated upon expiration.



Instance ID/Name	Status / Task	Monthing	AZ	Network	Billing Mode	Architecture	Used/Total	Creation Time	Project	Tag	Operation
ops-...	Running		Guangzhou Zone 3		Monthly Subscription 2020-02-09 11:34:10	Redis 7.0 Standard Architecture	66.71MB/256MB(26.05%)	2020-01-09 11:34:10	Default Project		Log In Configure More Set Instance Deletion Protection Performance/Security Security Group <b>Return and Refund</b> Edit Tag
ops-...	Running		Guangzhou Zone 3		Pay as You Go	Redis 6.2 Standard Architecture	35.41MB/1GB(3.46%)	2020-01-09 11:14:08	Default Project		Log In

4. In the **Return and Refund** pop-up window, click **View Details** to confirm information about the instance to be returned and understand precautions for instance termination. Click **Termination Rules** to understand the calculation method for refund amounts. Select **I have read and agree**, and click **View Refund Information**.

### Return and Refund ×

Are you sure you want to terminate the selected 1 instance? [View Details](#) ▲

Instance Name	Instance ID	Instance Edition
crs-███	crs-███	7.0 Standard Architecture

**ⓘ** Before terminating instance, it is recommended that you **create a backup file on the backup and recovery page and download it for later use.** After the instances are terminated, **they will be retained in the recycle bin for 7 days.** You can repossess them at recycle bin immediately, please back up the data in advance.

After the resources are terminated, the refund amount will be returned to your account by the proportion of the cash and free credits paid for the purchase.

If you have used discount or voucher for purchase, the discount and voucher amounts **cannot be refunded.**

I have read and agreed to [Termination Rules](#) ↗

View Refund Information
Cancel

5. On the **Please confirm the refund information below** page, confirm the refund list, including the instance information, network information, region and availability zone (AZ), refund method, and so on, and verify the refund amount. Then, click **Confirm Refund**.

### Please confirm the refund information below

ⓘ: After the order is submitted, refund will be initiated and the resources will be terminated (the product information and usage information of the old devices may not be fully displayed).

#### Refund List

<ul style="list-style-type: none"> <li>███ ap-guangzhou-3</li> <li>███ Default-VPC default-subnet</li> <li>███ 256 MB</li> <li>███ 1</li> <li>███ 1</li> </ul>	<p>Order Type: Purchase</p> <p>Payment Mode: █ subscription</p> <p>Quantity: 1</p> <p>Term: 1 months</p> <p>Usage Period: 3 days5 hours17 minutes37 seconds</p> <p>Payment amount (USD): █</p>
--	--

#### Review Refund Information

Resource ID: crs-███ USD

Tax: 0.00 USD

Refund Amount: █ USD

Confirm Refund

6. In the pop-up dialog box, reconfirm the refund method and amount, and click **Confirm Refund**.
7. On the **Transaction succeeded** page, you can perform the following operations.

- Click **View My Orders** to go to the **Billing Center's Order Management** page. On the **Prepaid Order** tab, you can track refund progress at any time. As shown in the following figure, click **Details** in the **Operation** column to view order specifics. Click **Transactions** in the right sidebar to view the refund receipt.

Billing Center

- Account Info
- Order Management
- Resource Package Management
- Reserved Instance
- Payment Management

#### Order Management

Prepaid Order Postpaid Order

ⓘ For orders purchased with a promo voucher, the voucher value will not be refunded if you request a refund.

2025-10-12 - 2026-01-12
All products
Please choose one product
Order no./Instance ID/master ID

Order No.	Product	Subproduct	Type	Creation Date	Status	Order Amount (USD)	Operation
███	Tencent	Cloud Database Redis	Return	2026-01-12 16:58:13	Finished	███	Details

- Click **Go to Console**. In the left sidebar, select **Recycle Bin** to view refunded instances isolated there with status **Isolated**. Click **Start Up** to recover the instance, or click **Eliminate Now** to terminate instance resources directly. For details, see [Recycle Bin](#).

Instance ID/Name	Status / Task	Monthly Price	AZ	Network	Billing Mode	Architecture	Used/Total	Creation Time	Project	Tag	Operation
etc- cpe	Isolated Isolated		Guangzhou Zone 1		Monthly Subscription	Redis 7.0Standard Architecture	66.71MB(256MB/28.09%)	2026-01-09 11:34:10	Default Project		Start Up Eliminate Now

## Related APIs

API Name	API Description
<a href="#">DestroyPrepaidInstance</a>	Returns yearly/monthly subscription instances.
<a href="#">DescribeInstanceDealDetail</a>	Queries order information.

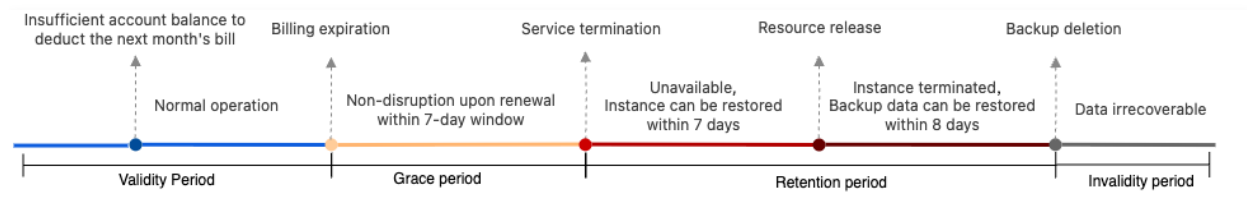
# Overdue Payments

Last updated: 2026-03-17 16:36:36

When cloud database resources in yearly/monthly subscription mode expire or the available balance of your cloud service account in pay-as-you-go billing mode is less than the billing amount (account in arrears), cloud database instance resources will be gradually shut down and finally released and terminated. To avoid service suspension, top up your account promptly for renewal to ensure continuous and stable operation.

## Yearly/Monthly Subscription

When instances are purchased in yearly/monthly subscription billing mode, you need to prepay for an entire month or a whole year. Instances will be released and terminated after expiration if they are not renewed in time. For the handling mechanism upon resource expiration, see the following figure and table.



Stage	Duration	Status and Handling Mechanism
Validity period	Within 7 days before expiration	<ul style="list-style-type: none"> <li>● <b>Cloud resources with auto-renewal disabled:</b> Tencent Cloud will send a notification about resource expiration every other day until a successful renewal is made, regardless of whether the account balance is sufficient.</li> <li>● <b>Cloud resources with auto-renewal enabled:</b> When the account balance is insufficient, Tencent Cloud will send a notification every other day reminding the user to recharge the account for auto-renewal, until the renewal is successfully completed.</li> </ul> <div style="border: 1px solid #add8e6; padding: 10px; margin-top: 10px;"> <p><b>ⓘ Note:</b></p> <p>If no renewal is made on the day before cloud database resource expiration or the day of expiration, Tencent Cloud will notify the user of the service expiration time and resource release time via voice call (the actual receiving method is subject to the subscription configuration in <a href="#">Message Center</a>). In this way, the user can take timely measures.</p> </div>

Grace period	Within 7 days after expiration	<ul style="list-style-type: none"> <li>● <b>Cloud database resources can still be accessed normally, and the service is not suspended.</b> <ul style="list-style-type: none"> <li>○ Cloud resources with auto-renewal disabled: Tencent Cloud will send a notification about resource suspension every other day until a successful renewal is made.</li> <li>○ Cloud resources with auto-renewal enabled: The system will retry auto-renewal every day. If the account balance is insufficient, the user will be notified of the auto-renewal failure until the service is suspended. After the service is suspended, no more auto-renewal attempts will be made.</li> </ul> </li> <li>● <b>If no successful automatic or manual renewal is made before the end of the 7th day after resource expiration, cloud database resources will be suspended and retained in the recycle bin.</b></li> </ul> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>ⓘ Note:</b></p> <ul style="list-style-type: none"> <li>● If cloud database resources are renewed within the grace period, the billing start time will be <b>the end time of the original billing cycle.</b></li> <li>● Upon resource suspension, Tencent Cloud will notify the user of the resource release time via voice call (the actual receiving method is subject to the subscription configuration in <a href="#">Message Center</a>). In this way, the user can take timely measures.</li> </ul> </div>
Retention period	Within 7 days after shutdown	<ul style="list-style-type: none"> <li>● <b>Cloud database resources become unavailable after shutdown. The instances are isolated in the recycle bin.</b></li> <li>● <b>Restorable:</b> Instances can be restored from the recycle bin. For detailed operations, see <a href="#">Restoring Isolated Instances</a>.</li> <li>● <b>At the end of the 7th day after shutdown, they will be cleared from the recycle bin and can no longer be manually restored.</b></li> </ul> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>ⓘ Note:</b></p> <ul style="list-style-type: none"> <li>● If cloud database resources are renewed within the retention period, the billing start time will be <b>the end time of the original billing cycle.</b></li> </ul> </div>

		<ul style="list-style-type: none"> <li>On the 7th day after shutdown, Tencent Cloud will notify the user of the resource release time via voice call (the actual receiving method is subject to the subscription configuration in <a href="#">Message Center</a>). On the 8th day after shutdown, the user will be notified of resource release.</li> </ul>
	From the 8th day to the 15th day after shutdown	<ul style="list-style-type: none"> <li>Cloud resource instances will be cleared from the recycle bin 7 days after shutdown, and the instance backups will be stored in the backend for 8 days. To restore instances, contact Tencent Cloud engineers.</li> <li>At the end of the 15th day after shutdown, all backup data will be deleted and cannot be restored.</li> </ul>
Invalidity period	15 days after shutdown	Cloud database resources are completely terminated, and all data is deleted and cannot be restored.

## Pay-as-You-Go

If instances are purchased in pay-as-you-go billing mode, the billing system performs settlement every hour on the hour. If the available balance of your account is insufficient (less than 0) at the time of settlement, the fees of the previous hour cannot be deducted. In this case, your account is considered in arrears. For the specific handling mechanism, see the following figure and table.

**Note:** The system will notify the Tencent Cloud account creator, global resource collaborator, and financial collaborator via email and SMS message (the actual receiving method is subject to the subscription configuration of [Message Center](#)).



Stage	Duration	Status and Handling Mechanism
Grace	Within 24 hours after	<ul style="list-style-type: none"> <li>Cloud database resources can still be accessed normally, and the service is not suspended.</li> </ul>

period	the account enters arrears	<ul style="list-style-type: none"> <li>● <b>Normal billing:</b> Cloud database resources can still be accessed normally within 24 hours after the account balance is less than 0, and billing continues.</li> <li>● <b>At the end of the 24th hour after the account enters arrears, if the balance has not been successfully topped up to zero or above, cloud database resources will be suspended and retained in the recycle bin.</b></li> </ul> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <p>When the Tencent Cloud account enters arrears, an overdue payment notification will be sent, which contains the overdue payment amount, the expected service suspension time for all pay-as-you-go resources under the account, and the final termination time.</p> </div>
Retention period	Within 7 days after shutdown	<ul style="list-style-type: none"> <li>● <b>Cloud database resources become unavailable after shutdown. The instances are isolated in the recycle bin.</b></li> <li>● <b>Restorable:</b> If the balance has not been successfully topped up to zero or above, instances can be restored from the recycle bin. For detailed operations, see <a href="#">Restoring Isolated Instances</a>.</li> <li>● <b>At the end of the 7th day after shutdown, they will be cleared from the recycle bin and can no longer be manually restored.</b></li> </ul> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <p>When the Tencent Cloud account enters arrears, a service suspension notification will be sent, which contains the overdue payment amount, all the suspended services under the account, and the final termination time.</p> </div>
	From the 8th day to the 15th day after shutdown	<ul style="list-style-type: none"> <li>● <b>Cloud resource instances will be cleared from the recycle bin 7 days after shutdown, and the instance backups will be stored in the backend for 8 days.</b> To restore instances, contact Tencent Cloud engineers.</li> <li>● <b>At the end of the 15th day after shutdown, all backup data will be deleted and cannot be restored.</b></li> </ul>
Invalidity period	15 days after shutdown	<p>All backups of the cloud database resources are completely terminated and cannot be restored.</p> <div style="border: 1px solid #00aaff; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> </div>

When the resources are terminated, a notification will be sent, which contains the overdue payment amount and all the terminated services under the account.

# Switching from Pay-as-You-Go to Yearly/Monthly Subscription

Last updated: 2026-03-17 16:36:35

## Scenarios

When pay-as-you-go instances are in stable operation and have been confirmed to have long-term usage requirements, it is recommended that you convert them to the yearly/monthly subscription billing mode. This operation can effectively optimize long-term operational costs and ensure the stability of business resources.

- **Cost Optimization:** The yearly/monthly subscription billing mode offers significant discounts compared to pay-as-you-go, which can substantially reduce your cloud service costs over long-term usage.
- **Budget Stability:** By locking resource costs through prepaid, it avoids cost fluctuations caused by business traffic volatility, making budget management clearer.

## Switching Rules

Rules	Description
Billing Rules	<ul style="list-style-type: none"> <li>● <b>Pay-as-you-go Billing Settlement:</b> When switching to yearly/monthly subscription, the system will automatically settle all pay-as-you-go charges incurred before the conversion from your account balance. The billing duration is accurate to the second, and any period less than one minute is calculated based on the actual number of seconds.</li> <li>● <b>Yearly/Monthly Subscription Billing:</b> When switching to a yearly/monthly subscription instance, you need to prepay the fee for the entire billing cycle (such as 1 month or 1 year) of the selected specification for the billing mode switch to take effect. <ul style="list-style-type: none"> <li>○ If the payment is not made or fails, a pending order will appear in your <a href="#">Order Center</a>.</li> <li>○ Before the payment is completed, the billing mode of the instance cannot be repeatedly switched.</li> <li>○ Before the payment is successfully completed, if the instance configuration changes (such as capacity expansion: adjusting specifications/nodes/shard), the amount of the new order will not match the instance. The unpaid order will be prohibited from payment. You need to first cancel the current unpaid order in the Order Center and then perform a new conversion operation.</li> <li>○ After successful payment, the billing mode will be switched to yearly/monthly subscription, and the instance will be billed immediately under the yearly/monthly subscription billing mode.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Auto-Renewal:</b> When the switch from pay-as-you-go to yearly/monthly subscription is performed, <b>auto-renewal can be set</b>. Upon expiration, fees will be automatically deducted from your Tencent Cloud account for the entire month. If auto-renewal is not set during the conversion, you can still configure monthly auto-renewal after the switch. Please monitor the instance expiration time and renew promptly to avoid service disruption.</li> <li>● <b>Refund Policy for Yearly/Monthly Subscription:</b> For cloud databases whose billing mode is switched from pay-as-you-go to yearly/monthly subscription, <b>no reason refund within five days is not supported</b>. <b>Standard self-service refund</b> is supported. The system will deduct the used fees (full months are deducted as entire months; partial months are calculated based on <b>pay-as-you-go</b> rates, accurate to the second), then refund the remaining value proportionally. For specific refund details, see <a href="#">Refund Policy (Yearly/Monthly Subscription)</a>.</li> </ul>
<b>Upgrade Time</b>	After the billing mode switch and successful payment, the new yearly/monthly subscription billing mode will take effect immediately. The start time of the new billing cycle is based on the time when you successfully complete the payment and receive system confirmation.
<b>Switch Back Directly to Pay-as-You-Go</b>	After an instance is switched from pay-as-you-go to yearly/monthly subscription, <b>it can be switched back to pay-as-you-go</b> . For specific operations
<b>Service Unaffected</b>	During the conversion from pay-as-you-go to yearly/monthly subscription, business access will not be affected, and the service can be used with confidence.

## Prerequisites

- The Tencent Cloud Distributed Cache instance is running properly.
- The instance billing mode is pay-as-you-go.

## Operation Steps

1. Log in to [Distributed Cache console](#).
2. At the upper part of the Instance List page on the right, select the target region.
3. In the instance list, locate the pay-as-you-go instance to be switched to a yearly/monthly subscription instance.
4. In the **Operation** column, select **Pay-as-You-Go to Monthly Subscription** from the **More** dropdown list.
5. In the **Pay-as-You-Go to Monthly Subscription** dialog box, confirm the instance information to be switched.
  - Confirm the instance ID, instance edition information, memory configuration, and the expiration time of the yearly/monthly subscription mode.

