

About Billing

Announcements

Product Documentation



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Signing Entity Change Description

Last updated : 2024-12-23 14:29:08

To provide better services, Tencent Cloud will gradually change the signing entities for customers in certain countries starting from December 2024. The signing entity change will not affect your daily business and contract fulfillment with our company. The entity after the change is the current entity, and the entity before the change is the historical entity.

1. You can log in to [Billing Center - Account Info](#) to query available credit information.

If your account has undergone a change in our signing entity, the available credit information of both the current entity and the historical entity will be displayed separately as follows:

Please be assured that our provision of Services to you remains unaffected.

We will be conducting the entity transition for our customers in phases. During this transition period, you may notice that Aceville Pte. Ltd. is still indicated as the contracting entity on our online Terms of Service. For clarity, this Notice to you shall supersede and take precedence over the corresponding provisions under the current Terms of Service. The entity transition is expected to be completed by January 2025, by which time, we shall update our Terms of Service accordingly.

This Notice is drafted in the English language. If it is translated to any other language versions, the English language version shall prevail, to the extent permitted under applicable laws.

If you have any queries or concerns, please feel free to [contact us](#).

Thank you for your understanding.

Yours faithfully,
Tencent Cloud
 Aceville Pte. Ltd.
 Tencent Cloud International Pte. Ltd.

Outstanding Amount ⓘ

0 USD
 Pay Now
Monthly Expense Alert

Due Amount
0 USD ⓘ

+

Amount Overdue
0 USD

Promo voucher Use V

0

voucher(s)

0.00

USD

Available Credit ⓘ

0.00

USD (Credit Limit ⓘ: 0 - Unsettled Amt.: 0 - Outstanding Amount: 0 - Frozen Amount: 0)

Account Details

Entity Name	TENCENT CLOUD INTERNATIONAL PTE. LTD. Current Entity	Aceville Pte Limited Historical Entity
Cash Balance ⓘ	0 USD	0 USD
Unsettled Amt.	0 USD	0 USD
Outstanding Amount	0 USD	0 USD
Frozen Amount	0 USD	0 USD

If there is no change in our signing entity, it will be displayed as follows:

Account Info Available Cred

Outstanding Amount ⓘ

USD Pay Now Monthly Expense Alert

Due Amount USD + Amount Overdue USD

Promo voucher Use Vou

46 voucher(s) (23 expiring within 7 days)

USD

Available Credit ⓘ

USD (Credit Limit: ⓘ - Unsettled Amt.: ⓘ - Outstanding Amount: ⓘ - Frozen Amount: ⓘ)

Account Details

Entity Name	Tencent Cloud LLC. Current Entity
Cash Balance ⓘ	USD
Unsettled Amt.	USD
Outstanding Amount	USD
Frozen Amount	USD

2. If there is an outstanding amount under the historical entity, you need to use the bank account of the historical entity to make a corporate remittance or online top-up to clear the outstanding amount under the historical entity. You can log in to [Billing Center > Payment Management > Payment](#) to proceed with the repayment of the outstanding amount for the historical entity. If you have bound a bank card and meet the conditions for automatic repayment, the system will automatically process the repayment for the outstanding amount under the historical entity. If there is a cash balance under the historical entity and the current entity's fees have been paid off, you can [submit a ticket](#) to request a withdrawal for the historical entity.

3. When you purchase new monthly subscription resources, the deducted amount will be reflected in the current entity's account.

4. When you activate pay-as-you-go resources, if a portion of the amount needs to be frozen, the frozen amount will be reflected in the current entity's account.

5. When you settle charges for pay-as-you-go resources, the corresponding entity's account will be matched according to the end time of resource usage, and the settled amount will be reflected in the corresponding entity's account.

6. When you unsubscribe from monthly subscription resources purchased before the entity change, the funds will be refunded to the historical entity's account via the original route. If there is still a cash balance after deduction of unpaid amounts under the historical entity and the current entity's fees have been paid off, you can [submit a ticket](#) to request a withdrawal. When you unsubscribe from monthly subscription resources purchased after the entity change, the funds will be refunded to the current entity's account via the original route.

7. When you voluntarily release pay-as-you-go resources activated before the entity change, the frozen amount will be unfrozen to the historical entity's account. If there is still a cash balance after deduction of unpaid amounts under the historical entity and the current entity's fees have been paid off, you can [submit a ticket](#) to request a withdrawal. When

you voluntarily release pay-as-you-go resources activated after the entity change, the frozen amount will be unfrozen to the current entity's account.

Announcement on Upgrade of Bill Fields

Last updated : 2024-10-15 11:28:05

To provide better bill service experience, we will add/change/delete fields for bills of the Billing Center, providing richer bill fields to help you better understand your fee information. Bills will be upgraded in batches from November 6 to November 14, 2024 Beijing Time (UTC+8).

Content of This Upgrade

The following fields in the bills will be added/changed/deleted:

Add the [Order ID] field: order ID.

Add the [Region Code] field: the code corresponding to the Region field.

Add the [Availability Zone Code] field: the code corresponding to the Availability Zone field.

Add the [Discount Object] field: the discount object for the current consumption item, such as official website discount, user discount, and event discount.

Add the [Discount Type] field: the discount type for the current consumption item, such as discount and contract price.

Add the [Discount Content] field: supplementary description of the discount type, such as 20% business discount which indicates that the discount type is discount and the discount content is 0.8.

Add the [Bill Month] field: used to record the billing month, such as 2024-01.

Rename the [SavingsPlanDeduction] field: The original SavingsPlanDeduction field will be renamed to SP Deduction.

Rename the [SavingsPlanDeductionRate] field: The original SavingsPlanDeductionRate field will be renamed to SP Deduction Rate.

Rename the [Configuration Description] field: The Configuration Description field in the original L3 bill details will be renamed to Component Configuration, while the Configuration Description field in the original L2 bills by instance will remain unchanged.

Delete the [Additional Attribute] field: The Additional Attribute field in the L2 bills by instance will be deleted.

Impact Range of This Upgrade

This upgrade will neither affect your online business operations nor impact the actual billing and settlement amounts with Tencent Cloud. It only involves upgrading the data display of bills by instance and bill details. If you obtain and locally process bill data through methods such as COS subscription, it is recommended to check whether adjustment is required for obtaining the bill data in your local applications after this upgrade is completed.

Data entries involved in this upgrade: Billing Center console >> Bills >> Bill Viewing/Bill Download Center, Billing Center console >> Bills >> Bill Viewing >> Bill Storage (namely Bill COS Subscription feature), API for obtaining the resource summary of bills, API for obtaining bill details, and API for obtaining the download link of a bill file.

Data range affected by this upgrade: bill data for the billing period of November 2024 and later.

Details of Field Changes for Each Level of Bills

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Bill Type	Change Method	Name Before Change	Name After Change
L3 bill details	Add	-	Order ID
		-	Region Code
		-	Availability Zone Code
		-	Discount Object
		-	Discount Type
		-	Discount Content
		-	Bill Month
	Change	SavingsPlanDeduction	SP Deduction
		SavingsPlanDeductionRate	SP Deduction Rate
		Configuration Description	Component Configuration
L2 bill by instance	Add	-	Region Code
		-	Availability Zone Code
		-	Bill Month
	Delete	Additional Attribute	-
	Change	SavingsPlanDeduction	SP Deduction

If you have any questions, feel free to contact us by submitting a [ticket](#). Thank you for your understanding and support.