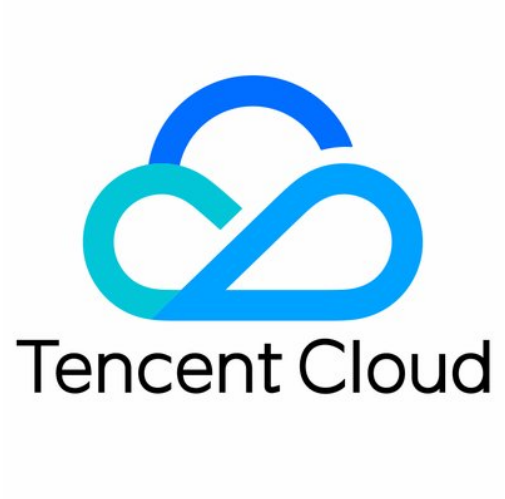
TDMQ for CKafka

Purchase Guide

Product Documentation



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Purchase Guide
Product Specifications

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TDMQ for CKafka instances are categorized by specifications into Professional Edition, Advanced Edition, and Standard Edition (no longer available for new purchases). A comparison of each edition is shown below:

Item	Description	Pro Edition	Advanced Edition
Architecture	Deployment architecture	Dedicated instance.	Shared physical node resources.
Stability	Stability SLA	99.995%.	99.95%.
Specification	Bandwidth range	20~100,000 MB/s. For details, see Billing Overview.	20~360 MB/s. For details, see Billing Overview.
	Storage	Supports fixed storage and elastic storage, where elastic storage offers theoretically unlimited capacity and operates on a pay-as-you-go basis.	Supports fixed storage only.
	Scale-out	High flexibility, allowing for independent scale-out of the bandwidth, Topic/Partition upper limit, and disk.	High flexibility, allowing for independent scale-out of the bandwidth, Topic/Partition upper limit, and disk.
Isolation	Topic traffic throttling	✓	×
Security control	SSL authentication	✓	✓
Intelligent Ops	Disk usage management	Dynamic message retention policy; Automatic disk scale-out.	Dynamic message retention policy.
	Elastic bandwidth	✓	×
	Automatic partition management	✓	×
	One-click diagnostics	✓	×
Monitoring	Advanced monitoring	✓	×

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and alarms	Metric sorting	✓	×
	Event logs	✓	×
	Export to Prometheus	✓	×
High availability	Cross-AZ high availability deployment	✓	✓
	AZ migration	✓	×
Upgrade	Online engine version upgrade	✓	×
	Broker repair and upgrade	Rapid upgrade.	Shared cluster and longer cycles.
Advanced services	Technical support	Provides parameter optimization consulting services with customized parameter configuration available for specific business scenarios. You can submit a ticket to apply.	Basic troubleshooting and issue resolution.

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Professional Edition - Elastic Storage

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Overview

With the development of technology, Serverless architectures and usage patterns offer users the dual benefits of technical sophistication and cost efficiency. On the one hand, commercial PaaS products provide strong technical capabilities to support system architecture design. On the other hand, the billing mode has been shifted from purchasing fixed specifications to flexible, pay-as-you-go pricing, allowing customers to pay based on actual storage utilization. Additionally, storage supports elastic scale-out, which helps customers improve resource utilization and reduce business costs.
For example, a customer purchasing a cluster might need to set a minimum storage size of 200 GB. However, in the initial stages of business, actual utilization may be less than 10%. As business volume grows over time, storage would need to be scaled out continuously without changing specifications.
Therefore, **elastic storage** is introduced in TDMQ for CKafka Pro Edition.

How It Works

The elastic storage in the Pro Edition is achieved through a combination of local storage and remote storage, using a tiered storage approach. This means that a small amount of hot data is stored on local cloud disks, while large amounts of cold data are stored in remote storage.

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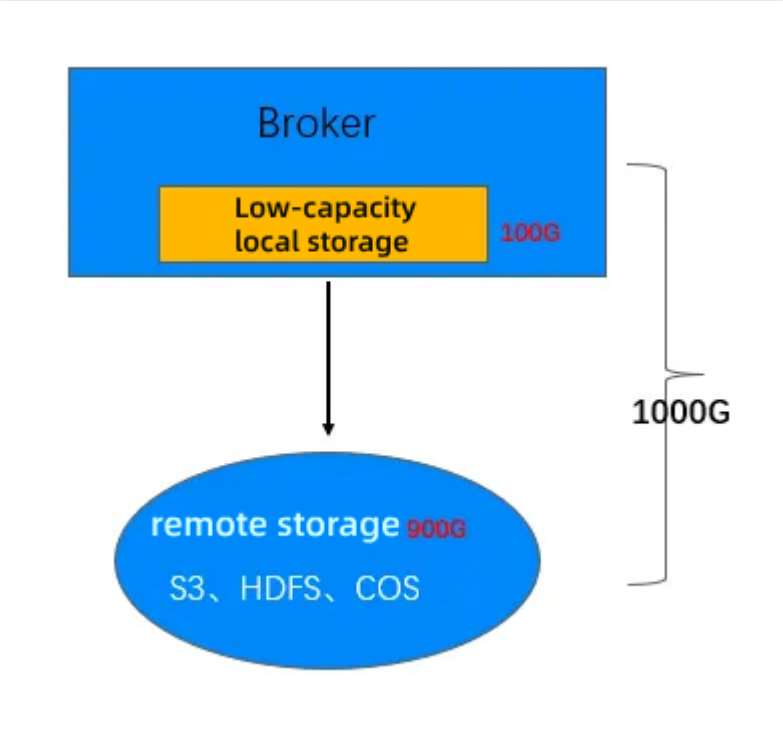

Local Storage

Local storage supports write traffic and Tail-Read operations, delivering the same latency, availability, and consistency as these of the native Kafka.
If remote storage fails or experiences performance degradation, local storage supports elastic scale-out to continue providing read and write services.

Remote Storage

Remote storage supports Catch-Up read with a separation of hot and cold data.
On-demand usage with pay-as-you-go pricing.
Designed for future scalability, it supports multimodal and multi-medium storage.
This technical solution maintains write latency that is consistent with local storage. In cases of remote storage failures or slowdowns, it can fall back to local storage, dynamically scaling out with the support of a sutomatic operation system. Additionally, remote storage is relatively cost-effective, helping to reduce costs to some extent.

Tiered Storage Read and Write Process

Production Process

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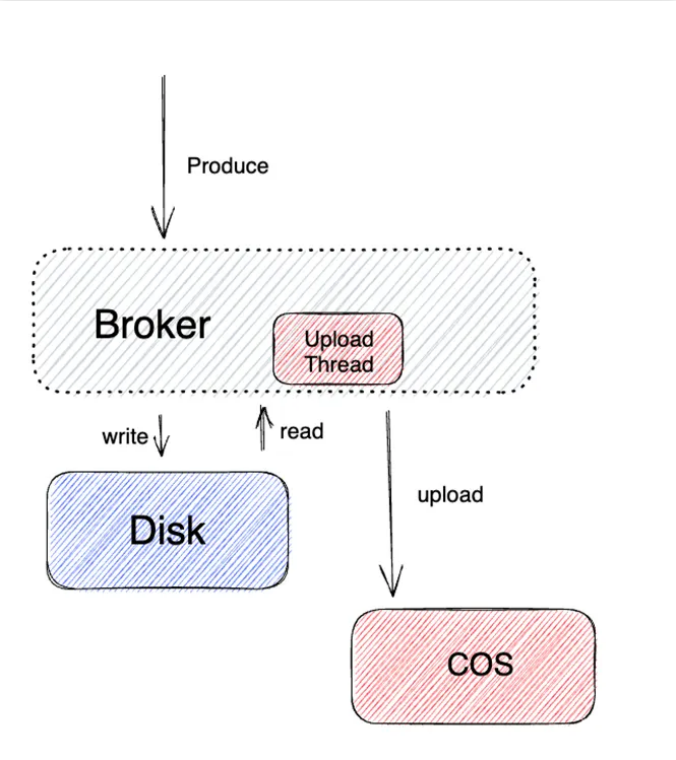
The main production process is similar to that of the native Kafka, where data written to cloud disk is asynchronously synchronized to remote storage on COS.



Consumption Process

The consumption process is also similar, comparing the user's consumer offset to determine the data location. If the data is stored in local storage, it is prioritized and retrieved locally. If it is not available in local storage, the system retrieves it in real time from remote storage, applying different download policies based on specific read requirements to facilitate message consumption.

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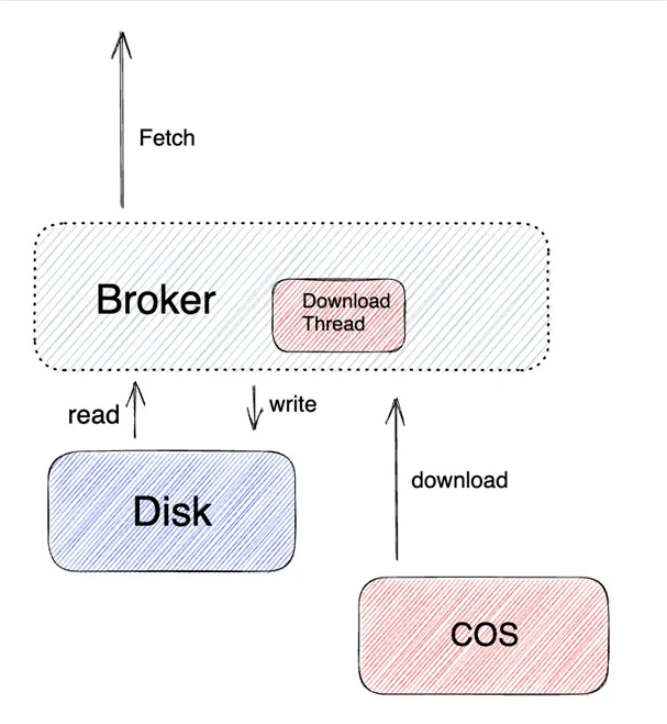

For more information on data lifecycle management, offset constraints, segment status machines, and tiered storage architecture, see The Practice and Evolution of Kafka Hierarchical Storage in Tencent Cloud.

Feature Overview

Usage Instructions

When you purchase a cluster in the console:

Specification type: Select the Pro edition.

Storage type: Select Elastic Storage.

After other options are confirmed, click Create.

Billing Overview

Billing is based on the storage space occupied by message storage and the duration of storage.

Billing method: Pay-as-you-go (postpaid), with the unit of XX CNY/GB/hour.

Billing granularity: By hour, with any period less than one hour rounded up to a full hour. Billing is based on the maximum disk capacity used within each hour.

Monitoring Metrics

The Pro Edition - Elastic Storage instance provides three metrics to help you monitor storage usage.

Instance level: Instance disk usage (MB), representing the storage usage of the current instance, including replica consumption.

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Topic level: Total disk usage for Topics (MB), representing the storage usage of the current Topic, excluding replica consumption.
Partition level: Total disk usage for Partitions (MB), representing the storage usage under the current Topic-partition, excluding replica consumption.

Use Limits

1. **Engine version**
Currently, elastic storage is only supported for the Pro Edition Kafka 2.8.1 engine version.
2. **Region**
This configuration is only available in Beijing, Shanghai, Guangzhou, Singapore, and Hong Kong (China).
3. **Availability**
This feature is on an allowlist basis. If you want to use it, contact an after-sales architect or contact us.

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Billing Overview
Purchasing pay-as-you-go instances

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Pay-as-you-go is a billing mode where billing is based on the actual usage of the resource specifications you purchase. This method is suited for test scenarios or short-term use situations where the traffic peak is uncertain. You can use the resources first and pay later, with costs settled on an hourly basis.
Currently, only CKafka Pro Edition instances support the pay-as-you-go billing mode. This section mainly discusses the billable items, fee calculation, and pricing for CKafka Pro Edition instances under the pay-as-you-go billing mode.

Billable Items

Item	Required or Optional	Description
Peak bandwidth	Yes	Throughput refers to the peak inbound and outbound bandwidth. A 40 MB throughput refers to a peak bandwidth of 40 MB in both inbound and outbound directions. If the number of instance replicas is considered, the throughput needs to be evenly divided. For example, if the client requires a 40 MB throughput and 3 replicas, a throughput bandwidth of 120 MB/s needs to be procured.
Fixed storage	Either Elastic storage or this one	Different instance specifications correspond to different minimum disk capacities. The currently supported disk types are SSD Cloud Block Storage and high-performance cloud block storage. Fixed storage is suitable for scenarios with message durability requirements and stable storage consumption.
Elastic storage	Either Fixed storage or this one	Under the elastic storage status, storage can be used on demand and paid on a pay-as-you-go basis. It is suitable for scenarios where most of the data is deleted after consumption, and for scenarios with small or fluctuating storage consumption.
Disk capacity		Different instance specifications correspond to varying disk capacities. CKafka supports Solid State Drives (SSD) CBS and Pro Edition supports both SSD CBS and Premium cloud disk.
Partition	Yes	Different instance specifications have different numbers of partitions. Users of Pro Edition can purchase additional partitions separately. For

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		Pro Edition, topics are not charged, and the maximum number of usable topics equals the number of partitions divided by the number of copies. Decreasing the number of partitions is not supported. The instance-level partition limit includes the number of replicas. For example: If an instance has 1 topic with 2 replicas and 4 partitions, and 2 topics each with 3 replicas and 3 partitions, then the total number of partitions for that instance is calculated as follows: (1 × 2 × 4) + (2 × 3 × 3) = 26

Fee Calculation

CKafka is sold by instance, and the fee calculation in the pay-as-you-go billing mode is as follows:
If you purchase Pro Edition instances, you will need to estimate the peak bandwidth, number of partitions, and disk capacity required for your business. Total cost of the Pro Edition instances you purchase = (Base package costs + Unit price of partition package × Number of additional partitions/100 + Unit price of disk capacity × Disk capacity/100) × Hours

Note：
When you create topics in CKafka, you can choose either 3-replica storage or 2-replica storage. The actual business storage is the purchased disk space divided by the number of replicas. For example, if a 300 GB disk is purchased, the actual business storage is 150 GB for 2-replica storage and 100 GB for 3-replica storage.

Instance Price

Pro Edition

CKafka Pro Edition provides a more flexible parameter selection approach and a more stable upgrade capability. You can purchase and scale instances according to your specific business needs.

Basic Package

After you select the peak bandwidth value for an instance, it will be automatically matched with a corresponding basic package. The basic package in each tier includes a certain number of partitions, and topics are not billed separately. The number of available topics in the package is equal to the number of partitions/the number of replicas.
The tiers of peak bandwidth (x) are as follows:

Peak Bandwidth Tier (MB/s)	Number of Partitions in the Package
x = 20	400
40 ≤ x＜60	800

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60 ≤ x＜120	900
120 ≤ x＜180	1,200
180 ≤ x＜240	1,400
240 ≤ x＜320	1,600
320 ≤ x＜400	1,800
400 ≤ x＜500	2,000
500 ≤ x＜600	2,200
600 ≤ x＜800	2,400
800 ≤ x＜1,000	2,600
1,000 ≤ x＜1,200	2,800
x = 1,200	3,200
x = 1,600	4,000
x = 2,000	4,500
x = 2,400	5,000
x = 2,800	5,500
x ≥ 3,200	6,000

Note：

The fees for the partitions in a package are already included in the package fees, so they will not incur additional fees.

If you need CKafka instances with higher specifications, please contact your Tencent Cloud rep or go to Online Consultant for assistance.

The price of the basic peak bandwidth package varies by tier, as detailed below:

Peak Bandwidth Range (MB/s)	Price (Pay-as-You-Go)
20	0.26USD/h
40–100	Starting at 0.42 USD/hour and 0.063 USD/hour for each extra 20 MB/s
120–300	Starting at 0.71 USD/hour and 0.062 USD/hour for each extra 20 MB/s

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320–600	Starting at 1.29 USD/hour and 0.059 USD/hour for each extra 20 MB/s
620–900	Starting at 2.45 USD/hour and 0.052 USD/hour for each extra 20 MB/s
920–1,200	Starting at 3.23 USD/hour and 0.041 USD/hour for each extra 20 MB/s
1,600–20,000	Starting at 4.3 USD/hour and 1.02 USD/hour for each extra 400 MB/s

Example: A 180 MB/s instance falls into the tier with 60 MB/s added to the base rate of 120 MB/s, so the price of this package is 0.71 + 0.062 × (60/20) = 0.896 USD/hour.

Partition package pricing

After you select the peak bandwidth value, if the number of partitions in the corresponding basic package cannot meet your needs, you can purchase additional partition packages separately. The number of partitions can be increased in increments of 100, as priced below:

Tier	Unit Partition Quantity	Partition Package Price (Pay-as-You-Go)
Any tier	100	0.043 USD/hour

Disk expansion pricing

To purchase a CKafka Pro Edition instance, you need to purchase a disk of a certain minimum size. The disk capacity can be expanded in increments of 100 GB, as priced below:

Tier	Disk Type	Disk Capacity (GB)	Disk Price (Pay-as-You-Go)
Any tier	SSD CBS	100	0.034 USD/hour
Any tier	Premium cloud disk	100	0.012 USD/hour

For CBS types, see CBS Types.

Settlement Details

After you purchase pay-as-you-go instances, the system allocates the corresponding resources to you. **You will be billed on an hourly basis irrespective of whether you actually use the instances and their related resources**.

Fees for pay-as-you-go instances are calculated on an hourly basis, with any usage less than an hour rounded up to one hour.

The fees are automatically deducted on a monthly basis from the account balance. That is, at the beginning of a new month, services used in the previous month are measured and corresponding charges are deducted from your

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account.

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Monthly Subscription

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Monthly subscription is a prepaid billing method that allows you to use resources after payment. It is mainly applicable for **business scenarios with stable and long-term usage**. Before purchasing, you need to estimate the performance requirements of your business, such as peak bandwidth, number of partitions, and disk capacity. You pay for one month, multiple months, or multiple years in advance. Once payment is successful, the resources are allocated by the system. If the resources are not renewed after the validity period, they will be reclaimed.
This document mainly introduces the billing items, billing formula, and pricing of TDMQ for CKafka under the monthly subscription billing mode.

Note:

For differences between the Standard and Professional Edition instance specifications, see Product Specifications.

Billing Items

Item	Professional Edition	Advanced Edition	Description
Peak bandwidth	✓	✓	Throughput refers to the peak of outbound or inbound bandwidth. When you purchase, choose the private network bandwidth based on the maximum of either the outbound or inbound peak bandwidth. Taking the number of instance replicas into consideration, the throughput needs to be distributed evenly. For example, if a customer requires 40 MB of throughput and there are 3 replicas, 120 MB/s of throughput bandwidth needs to be purchased.
Disk capacity	✓	✓	Different instance specifications correspond to different disk capacities. Supported disk types are Cloud SSD and Premium Cloud Disk.
Partition	✓	✓	Different instance specifications correspond to different numbers of partitions. Partitions for the Professional Edition can be purchased separately. The maximum number of topics that can be used = Number of partitions/Number of replicas. Reducing the number of partitions is not supported. Instance-level partition limitations include the number of replicas. For example, if an instance has 1 topic with 2 replicas and 4 partitions, and 2 topics with 3 replicas and 3 partitions, the total

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			number of partitions for that instance is (1 x 2 x 4) + (2 x 3 x 3) = 26 partitions.

Billing Formula

CKafka is sold in the form of instances. The billing formula for the monthly subscription mode is as follows:
When purchasing Advanced and Professional Edition instances, you need to estimate your business peak bandwidth, number of partitions, and disk capacity. Total cost of the purchased instances = (Basic package fee + Partition package unit price x Additional partition quantity / 100 + Disk capacity unit price x Disk capacity / 100) x Number of months.

Note:

When creating a topic in CKafka, you can choose between triple-replica storage or dual-replica storage. The actual business storage is the purchased disk space divided by the number of replicas.
For example: When a 300 GB disk is purchased, if dual-replica storage is chosen, the actual disk size of the storage business will be 150 GB; if triple-replica storage is chosen, the actual disk size of the storage service will be 100 GB.

Instance Pricing

Advanced Edition

The CKafka Advanced Edition offers a flexible parameter configuration method, allowing you to purchase and scale out as needed based on your specific business situation.

Basic Package

After you select the peak bandwidth size, it will automatically correspond to a tier of the basic package. Each tier includes a certain number of partitions. Number of available topics in the package = Number of partitions/Number of replicas.
The correspondence between peak bandwidth (x) and the partition specification included in the package is as follows:

Peak Bandwidth Tier (MB/s)	Package Partition Specification
x = 20	400
40 ≤ x＜60	800
60 ≤ x＜120	900
120 ≤ x＜180	1,200
180 ≤ x＜240	1,400

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240 ≤ x＜320	1,600
320 ≤ x ≤ 360	1,800

Note:

The number of partitions included in the package is covered by the package fee, with no additional charges.

For TDMQ for CKafka instances of higher specifications, contact your business manager or Online Consultation for activation.

The price of the peak bandwidth basic package is billed according to different tiers. The price tiers are as follows:

Peak Bandwidth Range (MB/s)	Price (Monthly Subscription)
20	63.57 USD/month
40 to 100	Starting from 142.14 USD/month, the price increases by 7.14 USD/month for every additional 20 MB/s of bandwidth.
120 to 300	Starting from 241.21 USD/month, the price increases by 6.43 USD/month for every additional 20 MB/s of bandwidth.
320 to 360	Starting from 439.07 USD/month, the price increases by 5.71 USD/month for every additional 20 MB/s of bandwidth.

Example: For an instance with 180 MB/s, if it increases by 60 MB/s on the basis of 120 MB/s, the package price will be 241.21 + 6.43 x (60 / 20) = 260.5 (USD/month).

Partition Overlay Package Price

After the peak bandwidth size is selected, if the partition specification in the corresponding basic package still does not meet requirements, you can purchase additional partition overlay packages separately. The partition overlay package is added in units of 100 partitions. The partition overlay package price is as follows:

Tier	Number of Partitions per Unit	Unit Price for Partition Packages (Monthly Subscription)
Any tier	100	28.57 USD/month

Price for Scaling out Disks

Purchasing CKafka Professional Edition requires the minimum purchase of a certain disk size. Disks are scaled out in units of 100 GB. The disk prices are as follows:

Tier	Disk Type	Disk Capacity per Unit (GB)	Unit Price for Disks (Monthly

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			Subscription)
Any tier	SSD	100	14.29 USD/month
Any tier	Premium Cloud Disk	100	5 USD/month

For cloud disk types, see Cloud Disk Types.

Professional Edition

CKafka Professional Edition offers flexible parameter configuration method and more stable upgrade capabilities. You can purchase and scale out based on your specific business needs.

Basic Package

After the peak bandwidth size is selected, it will automatically correspond to a tier of the basic package. Each tier includes a certain number of partitions, and topics are no longer charged separately. Number of available topics in the package = Number of partitions / Number of replicas.
The correspondence between the peak bandwidth (x) and the partition specification included in the package is as follows:

Peak Bandwidth Tier (MB/s)	Package Partition Specification
x = 20	400
40 ≤ x＜60	800
60 ≤ x＜120	900
120 ≤ x＜180	1,200
180 ≤ x＜240	1,400
240 ≤ x＜320	1,600
320 ≤ x＜400	1,800
400 ≤ x＜500	2,000
500 ≤ x＜600	2,200
600 ≤ x＜800	2,400
800 ≤ x＜1,000	2,600
1,000 ≤ x＜1,200	2,800

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x = 1,200	3,200
x = 1,600	4,000
x = 2,000	4,500
x = 2,400	5,000
x = 2,800	5,500
x ≥ 3,200	6,000

Note:

The number of partitions included in the package is covered by the package fee, with no additional charges.

For CKafka instances of higher specifications, contact your business manager or Online Consultation for activation.

The price of the peak bandwidth basic package is billed according to different tiers. The price tiers are as follows:

Peak Bandwidth Range (MB/s)	Price (Monthly Subscription)
20	167 USD/month
40 to 100	Starting from 360 USD/month, the price increases by 53 USD/month for every additional 20 MB/s of bandwidth.
120 to 300	Starting from 630 USD/month, the price increases by 51 USD/month for every additional 20 MB/s of bandwidth.
320 to 600	Starting from 1200 USD/month, the price increases by 49 USD/month for every additional 20 MB/s of bandwidth.
620 to 900	Starting from 2340 USD/month, the price increases by 43 USD/month for every additional 20 MB/s of bandwidth.
920 to 1,200	Starting from 3090 USD/month, the price increases by 34 USD/month for every additional 20 MB/s of bandwidth.
1,600 to 20,000	Starting from 4150 USD/month, the price increases by 428 USD/month for every additional 20 MB/s of bandwidth.

Example: For an instance with 180 MB/s, categorized under 120 to 300, if it increases by 60 MB/s on the basis of 120 MB/s, the package price will be 630 + 51 × (60 / 20) = 783 (USD/month).

Partition Overlay Package Price

After the peak bandwidth size is selected, if the partition specification in the corresponding basic package still does not meet requirements, you can purchase additional partition overlay packages separately. The partition overlay

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package is added in units of 100 partitions. The partition overlay package price is as follows:

Tier	Number of Partitions per Unit	Unit Price for Partition Packages (Monthly Subscription)
Any tier	100	28.57 USD/month

Price for Scaling out Disks

Purchasing CKafka Professional Edition requires the minimum purchase of a certain disk size. Disks are scaled out in units of 100 GB. The disk prices are as follows:

Tier	Disk Type	Disk Capacity per Unit (GB)	Unit Price for Disks (Monthly Subscription)
Any tier	SSD	100	14.29 USD/month
Any tier	Premium Cloud Disk	100	5 USD/month

For cloud disk types, see Cloud Disk Types.

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Converting Pay-As-You-Go Instances to Monthly Subscription

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Overview

To make it more convenient for you to use, CKafka has enabled the feature to convert pay-as-you-go instances into monthly subscription instances, converting temporary use pay-as-you-go instances into long-term and stable use of monthly subscription instances. You can perform the conversion operation in the CKafka console.

Note:

The standard version has stopped new purchases since March 6, 2024. The control features of existing cluster instances, such as upgrading and renewal, are not affected. However, the feature of subcontracting annual and monthly packages for pay-as-you-go instances has been decommissioned. Recommend you select the advanced edition or professional edition.

Conversion Rule

The billing mode conversion feature is provided by the CKafka console. The specific rules are as follows:

A renewal order will be generated when a pay-as-you-go instance is converted to a monthly subscription. You must complete the payment process of this order for the billing mode changes to take effect. If the order is not paid or the payment fails, it can be viewed and handled on your Order Center page.

Instances with a billing mode converted from pay-as-you-go to monthly subscription do not support unconditional refunds within five days.

After the billing mode conversion is successful and payment is successful, the instance will immediately be billed on a monthly subscription basis. The start time of the new monthly subscription instance is the conversion successful time.

Before payment is completed, the billing mode of this instance cannot be converted repeatedly.

Before payment is completed, if the instance configuration information changes (for example, adjusting configuration, reinstalling system, adjusting bandwidth, adjusting disk, etc.), and the amount of the newly purchased order does 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.

The transition from pay-as-you-go to monthly subscription feature supports synchronously converting the billing modes of instances and disks. **The instance billing mode conversion is irrelevant to the public network bandwidth billing mode conversion**.

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After a pay-as-you-go instance is converted to a monthly subscription, the monthly subscription instance cannot be converted back to pay-as-you-go.
Batch conversion is not supported currently.

Operation Steps

1. Log in to the CKafka console.
2. In the operation column on the instance list page, select a pay-as-you-go instance and select **More** > Transition from Pay-As-You-Go to Monthly Subscription.
3. In the pop-up **Transition from Pay-As-You-Go to Monthly Subscription** window, set the renewal duration and whether to auto-renew according to actual needs.

4. Click **Confirm** and complete the conversion operation as prompted on the page.

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Purchase Method

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Operation Steps

1. Log in to the TDMQ CKafka Edition console of Tencent Cloud.
2. On the instance list page, click **Create** to go to CKafka purchase page.
3. On the CKafka purchase page, select the region, availability zone, product model, disk capacity, and other information.
4. After information filling completed, click **Buy Now**. Complete the payment according to the system prompts. The purchase will be successful.

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Payment Overdue

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Note:
If you are the customer of a Tencent Cloud partner, your agreement with the partner will be applied to handle product resources under an account with overdue payments.

Payment Overdue for Pay-as-You-Go Instances

The CKafka instance is billed on a pay-as-you-go basis, with the fee automatically deducted from the account balance once a month. Your service usage in the previous month will be billed at the start of the next month, and any costs incurred will be deducted from your account.
If your account balance is insufficient, but the current usage is within the free tier, you can continue to use the service.
If your account balance becomes insufficient and your account isn't eligible for the non-stop feature, you can continue to use CKafka for 24 hours, and we will continue to bill you for this period. After 24 hours, the CKafka service will be stopped, you cannot send/receive messages or use the console and TencentCloud API, but resource usage fees will still be incurred.
After the service is stopped, the system will process CKafka as follows:

Time After Service Suspension	Description
≤7 days	If your account is topped up to a positive balance, the billing will continue, and you can restart CKafka.
	If your account balance remains negative, CKafka cannot be restarted.
＞7 days	If your account is not topped up to a positive balance, your pay-as-you-go CKafka resources will be terminated. All data will be deleted and cannot be recovered. When your resources are terminated, your Tencent Cloud root account and subscription sub-accounts and collaborators will be notified by email and SMS.

Payment Overdue for Monthly Subscribed Instances

Expiration alert

Seven days before your monthly subscribed CKafka instance expires, the system automatically pushes an expiration alert message to you every other day. All alert messages are sent to the Tencent Cloud account creator and all

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collaborators by **email and SMS**.

Overdue payment alert

From the day when your CKafka instance expires, an alert message of isolation due to overdue payment is sent to you every other day. All alert messages are sent to the Tencent Cloud account creator and all collaborators via **email and SMS**.

Repossession

Seven days before the Ckafka instance expires, you will receive a renewal reminder.
If your account balance is sufficient and auto-renewal is enabled, the device will be automatically renewed on the expiry date of the CKafka instance.
After a monthly subscription instance expires or becomes overdue, it will be retained in the CKafka console for a maximum of 7 calendar days. Renewing within this 7-day period will recover the access.
If your CKafka instance is not renewed within 7 days of expiration (including the 7th day), the system will release the resources approximately within 24 hours after the expiration, and **all data in the expired instance will be cleared and cannot be recovered**.

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Refund

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Pay-as-You-Go Instance Refund

Pay-as-you-go instances can be released at any time, and then the billing will stop.

Monthly Subscribed Instance Refund

To improve your experience with TDMQ for CKafka, we offer a 5-day self-service refund if you are not satisfied after purchasing a monthly subscribed instance.
You are eligible for a full refund within 5 days for **1** CKafka instance, with the paid amount returned to your Tencent Cloud account. Additionally, you can enjoy general self-service refund quotas for **3** monthly subscribed CKafka instances, with fees returned to your Tencent Cloud account based on the proportion of cash and free credits used for the purchase. All of these operations can be performed directly through the CKafka console.

5-Day Unconditional Self-Service Refund

TDMQ for CKafka adheres to Tencent Cloud's Cloud Service Return Policy. If you are not satisfied with your CKafka instances after purchase, you are eligible for a unconditional self-service refund within five days. Specific refund rules are as follows:
For a single account, within five days (including the fifth day) from the purchase date of the CKafka instance, you are eligible for a 5-day unconditional refund for **1** CKafka instance.
For orders meeting the criteria for a 5-day unconditional refund, the refund amount will be the **total amount paid at the time of purchase** , including the cash account amount, earnings transferred to the account, and gift account amount.
In case of suspected abnormal or malicious returns, Tencent Cloud reserves the right to reject your return request.
Note
Discounts or vouchers are non-refundable.
The **refund amount** will be returned entirely to your **Tencent Cloud account balance**.

General Self-Service Refund

For orders not meeting the criteria for a 5-day unconditional refund, the refund policy is as follows:
If you have already taken advantage of the 5-day unconditional refund, we support self-service refunds for **3** monthly subscribed CKafka instances through the console. General self-service refund amount will be returned to your Tencent Cloud account based on the proportion of cash and free credits used for the purchase.

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Refund amount = Payment amount - (Used duration/Total duration) x Applicable discount on original order price
If the usage duration is less than one day, it will be calculated as one day. The current discount will match the system's current discount based on the used duration.
For specific examples of the refund rules, see Self-service return example.

Monthly subscribed instance return

After a monthly subscription instance is returned, once its status has changed to **Terminating** or **Terminated**, it will no longer incur fees.
After a monthly subscription instance is returned, all its configurations will be cleared and cannot be recovered.
After a monthly subscription instance is returned, it will remain isolated for **7 days**. Back up its configurations in advance.
Tencent Cloud has the right to reject any suspected abnormal or malicious application for return.

Return examples

Note:
The following prices are for demonstration purposes only and do not reflect the actual pricing shown on the official website. If you make a return, the actual unit prices at the time of purchase shall apply, which may vary by region, promotional campaign, or policy.

Background

You purchase a CKafka instance in Guangzhou Zone 3 for one month with a 17% discount, and you use a 100 USD voucher.
The discounted price is 1200 * 0.83 = 996 USD.
The paid amount is 996 - 100 = 896 USD.

5-Day Unconditional Self-Service Refund

Example I

If you are not satisfied within 5 days of purchase and want to apply for a refund, and this is the first refund application for your account:
Refund amount = Actual payment amount = 253.64 (USD)

General Self-Service Refund

Example I

If you apply for a refund within 5 days of purchase and this is the first refund application for your account:
Refunded cash amount = Actual payment amount = 253.64 (USD)

Example II

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If you apply for a refund within 5 days of purchase and this is not the first refund application for your account, with a total usage duration of 48 hours:
The unit price for the same configured billing instance = 322.8 / 365 / 24 = 0.037 (USD)
Refunded cash amount = Actual payment amount - Value of used resources = 253.64 - 48 x 0.037 = 251.86 (USD)

Example III

A voucher of 100 CNY used at the time of purchase is non-refundable. The purchase was made 10 days ago, and there are still refund quotas available, with a total usage duration of 241 hours:
Refunded cash amount = Actual payment amount - Value of used resources = 253.64 - (241/720) x 267.92 = 163.96 (USD)

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