

# FAQs

## • ECS FAQs

1. Will I be charged if exceed the usage of free trial?

Yes, you will simply pay standard service rates for the extra usage if you exceed the dollar value or allotted time during the free trial period.

2. Will the free trial instance stop automatically after the free trial expires?

Yes. For pre-paid products, when your free trial expires, the pre-paid instances will stop automatically and immediately. If you want to continue using them, please renew or upgrade before they expire.

3. How can I continue using an instance used during free trial?

You can renew or upgrade the instance when the free trial expires, using the same purchase process as for any other instances.

4. Is the outbound traffic generated by the Free Trial ECS instance free?

We provide a certain amount of free outbound traffic for free trial ECS instances. Depending on the instance model you choose, you can enjoy a fixed bandwidth of 1Mbps or 5Mbps peak. For details, please refer to the "Free Trial Offers" section on the Free Trial page.

5. Can I change the traffic bandwidth limit of the Free Trial ECS?

Yes, you can upgrade the bandwidth of your Free Trial instance, but you will be charged for the price difference. If you want to select pay-as-you-go billing, you will be charged according to the actual usage data from the time of the change, and the free fixed-bandwidth traffic that was originally given will immediately expire. We recommend you to not make any changes unless you are completely sure. For more details on changing the bandwidth of your instance, please refer to [this document](#).

## ▪ Why is it that after clicking on the free trial of OSS, SLB and Table Store, their buy pages still display price information?

For Pay-As-You-Go products like OSS, SLB and Table Store, you will receive dedicated product credits, which will be deducted automatically when you use the resources. Please note that if your usage exceeds the free trial offer, you will be charged at the standard rate. You may however, choose to stop using the resources if you don't want to get billed.

## ▪ How long is the valid period of the product credit for free trial?

The credits for trialing the Pay-As-You-Go products will be valid for a period of 60 days.

## ▪ Which regions are included in the free trial offer?

All regions except for Dubai are included in this free trial offer. In some cases, you may find that some regions may temporarily be out of resources. If this is the case, we recommend trying other regions instead.

## ▪ Do free trial instances support upgrades?

Yes, your free trial instances can be upgraded just like any other instances.

▪ **I chose the account type as “individual” when registered, how can I upgrade to “enterprise” account?**

Currently we don't support account self-upgrade, you can [file a work order](#) to get assistance from our post-sales team.

▪ **Can customers of resellers join this campaign?**

Sorry, this campaign is currently not open to reseller users.