

# Alibaba Cloud SSL Certificates Service

## Product pricing

Issue: 20190806

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## Generic conventions

Table -1: Style conventions

Style	Description	Example
	This warning information indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 <b>Danger:</b> Resetting will result in the loss of user configuration data.
	This warning information indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 <b>Warning:</b> Restarting will cause business interruption. About 10 minutes are required to restore business.
	This indicates warning information, supplementary instructions, and other content that the user must understand.	 <b>Notice:</b> Take the necessary precautions to save exported data containing sensitive information.
	This indicates supplemental instructions, best practices, tips, and other content that is good to know for the user.	 <b>Note:</b> You can use Ctrl + A to select all files.
>	Multi-level menu cascade.	Settings > Network > Set network type
<b>Bold</b>	It is used for buttons, menus, page names, and other UI elements.	Click OK.
<code>Courier</code> font	It is used for commands.	Run the <code>cd / d C :/ windows</code> command to enter the Windows system folder.
<i>Italics</i>	It is used for parameters and variables.	<code>bae log list --instanceid Instance_ID</code>
[ ] or [a b]	It indicates that it is a optional value, and only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
<b><code>{}</code> or <code>{a b}</code></b>	It indicates that it is a required value, and only one item can be selected.	<code>swich {stand   slave}</code>



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# 1 Billing method

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Alibaba Cloud provides a wide range of SSL digital certificate services.

Certificate pricing is CA-specific. Factors that affect certificate pricing include root certificate brand, certificate type, number of domains, number of wildcard domains, and the service duration.

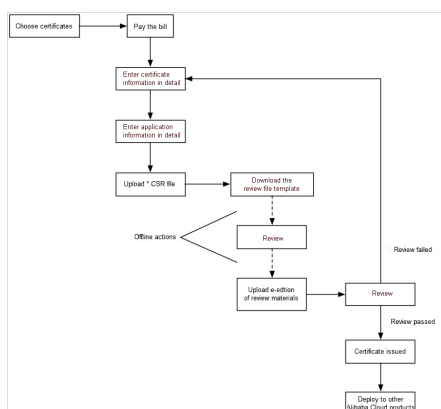
For more information about the certificate pricing, see [Detailed Pricing of Certificate Services](#).

## 2 Purchase guide

After SSL certificate is paid, you are required to submit an application and pass review before you can apply the certificate to cloud product. You may visit SSL certificate console to purchase and apply for SSL certificate.

### Context

To purchase digital certificates with Alibaba Cloud Certificates Service, follow these steps:



### Procedure

1. Log on to [Alibaba Cloud Certificates Service purchase page](#).

2. Select the Region, Category, Brand, Type of Domain, and the number of Domains to be added.

Alibaba Cloud Certificates Service

Basic Configuration

Region

Asia Pacific SE 2

EU Central 1

Middle East 1

Category

OV SSL

OV SSL offers encryption to implement strict identity verification for applicants. It certifies trusted identity.

Select Brand

Entrust

Entrust Datacard provides the most stringent organization validation certificate

Type of Domain

Wildcard Domain

Single Domain

Multiple Domain

Protection of one domain name with a wildcard (covering all the domain names at the same level as the "\*" wildcard). When you apply for a certificate for a domain name such as \*.example.com, the certificate issued will support a.example.com, a1.example.com, a2.example.com and so on, but does not support b.a.example.com, b1.a.example.com and so on

Domains

1	2	3	4	5	10
20	50	100			

1 Domain(Sans/Subdomain/FQDN/Wildcard)

Purchase Plan

Quantity

1

Duration Purchased

1 Year

2 Years

Expired after one year

For certificate brands and categories, please refer to [SSL certificate configuration table](#)

3. Select the Quantity of the certificates.
4. Select the Duration, that is, the validity of the certificate.
5. Click Buy Now and complete the payment.
6. In the [Alibaba Cloud Certificates Service console](#), complete the certificate order information.
  - Enter the information of the domains to add.



Note:

The number and type of domains must be the same as those on the purchased certificate order.

- Enter your application information.
  - Upload the certificate request file (CSR file).
7. Download the review file template.
  8. Prepare the required review materials. and please refer to [Apply for and validate certificates](#)
  9. Upload electronic copies of the review materials and submit the application.

## 3 New purchase upon expiration

The validity period of an Alibaba Cloud SSL certificate is one or two years, depending on the type of the certificate. Once your SSL certificate expires, you need to purchase a new one.

### Payment

Post-payment is not accepted. You must pay first to activate the service.

To request a fee-based certificate, you must select the certificate type, the number of domain names, and the certificate brand. Then, you must pay for the certificate, enter the details for the certificate, and submit it for review. If your account balance is insufficient to cover the cost of the certificate, the follow-up operations will fail, and you will be unable to use Alibaba Cloud SSL Certificates Service.

### New purchase upon expiration

SSL certificates cannot be renewed, and can only be purchased. Before your certificate expires, you need to log on to the Alibaba Cloud [SSL Certificates console](#) to purchase and apply for a new certificate.



#### Note:

Purchase the replacement certificate three to ten working days before certificate expiration so that the new certificate can be reviewed before the existing certificate expires.

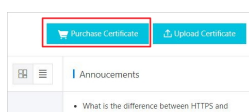


#### Note:

You need to re-bind the domain name for the new certificate.

### Procedure

1. Log on to the [Alibaba Cloud SSL Certificates console](#).
2. Click Purchase Certificate in the upper-right corner to go to the certificate purchase page.



3. Select the parameter values and complete payment.



**Note:**

If the brand and domain type of the new certificate are exactly the same as the previous certificate, the system automatically synchronizes the application information and review materials that were submitted previously. This will not shorten the duration of the review process.

4. Apply for an SSL certificate and re-bind the domain name.

5. Submit the material for review.

6. Install the newly purchased certificate on your server to replace the certificate that is about to expire.



**Note:**

If you do not install the new certificate on your server, the HTTPS will become unavailable once the previous certificate expires.

## 4 Refund instructions

You can request a full refund of a purchased SSL certificate any time before it is submitted for verification or after it fails the verification. You can apply for a refund in the Alibaba Cloud SSL Certificates console.

### Prerequisites

You can apply for a full refund in the following situations:

- Your purchased certificate has not been submitted for verification.
- Your purchased certificate fails the verification.
- After your purchased certificate is issued, you have up to 30 days to revoke the certificate and then apply for a refund.

You can view the issue date of the certificate on the certificate details page.

The screenshot displays the Alibaba Cloud SSL Certificates console. On the right, the 'Certificate Details' sidebar is open, showing fields for Instance, Certificate Name, Certificate Source (Purchase), Certificate Type (DV), Bound Domains, Certificate Authority, Validity Period (1 Year), Issued On (Jul 24, 2019), Expiry On (Jul 23, 2020), Location, Detailed Address, Applicant Name, Applicant's Phone, and Applicant's Email Address. The main dashboard on the left features a flowchart for the certificate process: Purchase an SSL Certificate → Enter Request Information, Submit for Review → DV Certificate / OV&EV Certificate → Domain Validation / Organization Validation → Installation & Download. Below the flowchart, a summary table shows: Total 868, Issued 735, Pending Application 78, Will Expired 1, and Check Fail 35. At the bottom, there are buttons for 'Purchase Certificate', 'Upload Certificate', and 'Site HTTPS', along with filters for 'All Status 868' and 'All Brands'. A table lists certificates with columns for Certificate, Brand, Status, Bound Domains, Validity Period, and Deployed Products.



### Note:

After 30 days from the issue date, you can no longer apply for a refund for your issued certificate.

### Procedure

You can see the following steps for refund operation.

1. Log on to the Alibaba Cloud [SSL Certificates console](#).

## 2. Locate the certificate that you want to apply for a refund for and then click Refund.

Unsigned						
Certificate	Brand/Type	Status	Bound Domains	Validity Period	Deployed Products	Operate
		Paid		1 Year(s)	--	<a href="#">Refund</a>   <a href="#">Apply</a>
		Refund		1 Year(s)	--	
		Paid		1 Year(s)	--	<a href="#">Apply</a>
		Paid		1 Year(s)	--	<a href="#">Refund</a>   <a href="#">Apply</a>
		Verification Failed		1 Year(s)	--	<a href="#">Refund</a>   <a href="#">Modify</a>
		Pending Verification		1 Year(s)	--	<a href="#">Apply</a>   <a href="#">Withdraw</a>

Signed						
Certificate	Brand	Status	Bound Domains	Validity Period	Deployed Products	Operate
		Issued		1 Year(s) Jul 23, 2020Expired	--	<a href="#">Details</a>   <a href="#">Deploy</a>   <a href="#">Download</a>   <a href="#">Revoke</a>
		Issued		1 Year(s) Jul 18, 2020Expired	--	<a href="#">Details</a>   <a href="#">Refund</a>   <a href="#">Deploy</a>   <a href="#">Download</a>   <a href="#">Revoke</a>
		Issued		1 Year(s) Jul 18, 2020Expired	CDN	<a href="#">Details</a>   <a href="#">Refund</a>   <a href="#">Deploy</a>   <a href="#">Download</a>   <a href="#">Revoke</a>



### Note:

You can find the certificates eligible for refund on the Unsigned and Signed tab pages.

## 3. Enter your Refund reason for the refund in the Refund text box on the Refund application page.

## 4. Click Submit.

After you submit your application, the console displays a message indicating "Applied, please wait for the verification."



### Note:

It takes from 3 to 5 business days to complete the refund application process. The refund is returned to the Alipay account, online bank account, or Alibaba Cloud account that is used to pay for the order.

## View the refund verification progress

You can view the refund verification progress and status on the Refund page in the SSL Certificates console. You can view related prompts and instructions on this page if the refund verification fails.

Refund				
Certificate	Application time	Refund reason	Status	Approval results
	2019-08-05T14:35Z		Verifying	
	2019-06-27T18:03Z		Refund successfully	success