

Alibaba Cloud

CDN
Pricing

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Document conventions









Style	Description	Example
 Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
 Note	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings > Network > Set network type .
Bold	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	This format is used for a required value, where only one item can be selected.	<code>switch {active stand}</code>

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1. Billing overview

This topic describes the billable items, billable regions, and billing rules for Alibaba Cloud CDN.

Notice

- If Business Type is set to **DCDN** when you add a domain name to Alibaba Cloud CDN, the domain name is billed based on the billing rules of Dynamic Route for CDN (DCDN). You can log on to the [DCDN console](#) to view and manage domain names accelerated by DCDN.
- Outbound data transfer plans can be shared between Alibaba Cloud CDN and DCDN.

Billable items

Alibaba Cloud CDN is billed for **basic services** and **value-added services**. Basic services are required and value-added services are optional.

- Basic services (required): You can choose between pay-by-data-transfer and pay-by-bandwidth.
- Value-added services (optional): You can enable one or more value-added services, such as HTTPS requests for static content and QUIC requests.

$$\text{CDN fees} = \text{Basic service fee (required)} + \text{Value-added service fees (optional)}$$

Service type	Billable item	Metering method	Description
Basic services	Data transfer	Pay-by-data-transfer (default)	You are charged based on tiered pricing in each billable region. The billing cycle is one calendar month. Within a billing cycle, the amount of data transfer that exceeds the quota in the current pricing tier is billed based on the next pricing tier. Billing method: pay-as-you-go or subscription (data transfer plans).
	Bandwidth	Pay-by-peak-bandwidth	You are charged based on the daily peak bandwidth values in each billable region. Bandwidth is measured in Mbit/s. Billing method: pay-as-you-go. <div> ? Note By default, the basic services of Alibaba Cloud CDN use the pay-by-data-transfer metering method. If you want to change to the pay-by-peak-bandwidth metering method, you can submit a ticket or contact Alibaba Cloud customer service. </div>

Service type	Billable item	Metering method	Description
Value-added services	HTTPS requests for static content	Billed based on the number of HTTPS requests for static content	After you enable HTTPS, you are charged based on the number of HTTPS requests for static content. HTTPS is disabled by default. Billing method: pay-as-you-go.
	QUIC requests	Billed based on the number of QUIC requests for static or dynamic content	After you enable QUIC, you are charged based on the number of QUIC requests for static or dynamic content. QUIC is disabled by default. Billing method: pay-as-you-go.
	Real-time log delivery	Billed based on the number of log entries	After you enable real-time log delivery, you are charged based on the number of log entries delivered to the specified service. Billing method: pay-as-you-go.

Billable regions

Regions inside and outside mainland China are classified into different billable regions, as listed in the following table.

Billable region	Region/Country	
Mainland China	Regions inside mainland China are in the same billable region.	
Outside mainland China	North America	Canada and US
	Europe	Russia, Ukraine, UK, France, Netherlands, Spain, Italy, Sweden, and Germany
	Asia Pacific 1	Hong Kong (China), Macao (China), Taiwan (China), Japan, and other Southeast Asia countries and regions except for Vietnam and Indonesia
	Asia Pacific 2	India, Indonesia, South Korea, and Vietnam
	Asia Pacific 3	Australia and New Zealand
	Middle East and Africa	Dubai, Kuwait, Oman, and South Africa
	South America	Brazil

Pricing

For more information about the pricing of Alibaba Cloud CDN, see [CDN pricing](#).

References

计费项与计费方式

[基础服务计费](#)[增值服务计费](#)[变更计费方式](#)[CDN定价详情](#)

资源包介绍

[资源包选购](#)[资源包抵扣规则](#)[查询资源包明细](#)[设置资源包预警](#)[资源包退款说明](#)

更多参考

[欠费说明](#)[用量查询](#)[查询账单明细](#)[高额账单风险警示](#)[计费常见问题](#)

Billing methods

[Billing of basic services](#)[Billing of value-added services](#)[Change the metering method](#)[CDN pricing](#)

Resource plans

[Choose resource plans](#)[Deduction rules](#)

[Query details](#)[Configure low capacity alerts](#)[Money-back guarantees](#)

Other related topics

[Overdue payments](#)[Query resource usage](#)[Query bills](#)[High bill alerts](#)[FAQs about billing](#)


2. Billing of basic services

The basic services of Alibaba Cloud CDN supports the **pay-by-data-transfer** and **pay-by-peak-bandwidth** metering methods. You can select a metering method based on your business requirements. This topic describes the metering methods and considerations for the basic services of Alibaba Cloud CDN.

Pay-by-data-transfer (default)

Scenario	Billing rule
The network traffic fluctuates and the bandwidth usage spikes. The daily bandwidth usage is lower than 30%.	<ul style="list-style-type: none">• Description: You are charged based on the amount of daily outbound data transfer of CDN edge nodes based on tiered pricing strategies.• Billable item: data transfer.• Payment method: pay-as-you-go and subscription (resource plans).• Billing cycle: You are charged on an hourly basis. A bill is issued about 3 hours after a billing cycle ends. The time when bills are issued is determined by the system.

Pay-by-peak-bandwidth

 **Notice** If you want to use the pay-by-peak-bandwidth metering, you must [submit a ticket](#) or contact Alibaba Cloud customer service. To use this metering method, the peak bandwidth value within the last 30 days must exceed 5 Gbit/s.

Scenario	Billing rule
The network traffic is relatively flat and the daily bandwidth usage exceeds 30%.	<ul style="list-style-type: none">• Description: You are charged based on the daily peak bandwidth values. A bandwidth value is collected every 5 minutes. A total of 288 values are collected every day. The highest bandwidth value is used as the daily peak bandwidth value.• Billable item: peak bandwidth.• Payment method: pay-as-you-go.• Billing cycle: You are charged on a daily basis. The amount due is deducted from your account balance accordingly. The bill of the current day is issued and the amount due is deducted after 00:00 on the following day. The time when bills are issued is determined by the system.

Usage notes

The amount of data transfer that is actually billed is higher than the amount of data transfer recorded in logs. The amount of data transfer recorded in CDN logs equals the amount of data transfer captured at the application layer. However, an extra amount of data is consumed to transmit the additional bytes inserted into TCP or IP packet headers and to retransmit TCP packets. Therefore, the actual amount of data transfer is higher than the amount of data transfer captured at the application layer. For more information, see [Why is the actual billed network traffic different from the network traffic reported by the logging feature?](#)

3. Billing of value-added services

In addition to basic services, Alibaba Cloud CDN also supports value-added services, such as HTTPS requests for static content and real-time log delivery. This topic describes the billable items and billing rules for the value-added services of Alibaba Cloud CDN.

HTTPS requests for static content

After you enable HTTPS, you are charged for HTTPS requests for static content.

Billing rule	Billing cycle	Pricing
<ul style="list-style-type: none">• Metering method: Pay by the number of HTTPS requests for static content.• Billing method: pay-as-you-go.	You are charged on an hourly basis. The amount due is deducted from your account balance accordingly.	Value-added services - HTTPS requests for static content

QUIC requests for static content

After you enable QUIC, you are charged for QUIC requests for static content.



Notice Billing details about dynamic requests are generated only if a domain name uses Dynamic Route for CDN (DCDN) to accelerate content delivery and requests for dynamic content are sent to the domain name.

Billing rule	Billing cycle	Pricing
<ul style="list-style-type: none">• Billable item: QUIC requests for static content.• Billing method: pay-as-you-go.	You are charged on an hourly basis. The amount due is deducted from your account balance accordingly.	Value-added services - QUIC requests.

Real-time log delivery

After you enable real-time log delivery, you are charged for log entries that are delivered to the specified service.

Billing rule	Billing cycle	Pricing
<ul style="list-style-type: none">• Billable item: log entries delivered to the specified service.• Billing method: pay-as-you-go.	You are charged on an hourly basis. The amount due is deducted from your account balance accordingly.	Please contact our sales. Value-added services - Real-time log delivery.

4.Resource package introduction


4.1. Guidelines for choosing resource plans

Alibaba Cloud CDN provides you with cost-effective resource plans. This topic describes how to choose and purchase resource plans.

Guidelines

We recommend that you choose resource plans based on the features and services that you want to use, business volume, and accelerated region.

- You can purchase resource plans on the [buy page](#).
- For more information about the pricing of resource plans, see [CDN Pricing](#).

 **Note** If you want to purchase an outbound data transfer plan, select the pay-by-data-transfer metering method. If the metering method of Alibaba Cloud CDN is not pay-by-data-transfer, you can change it based on your business requirements. For more information, see [Change the metering method](#).

Examples

Scenario

Alice wants to accelerate content delivery for a small-sized community website. The information about the website is:

- Website type: small-sized community website. Website content: images, text, and on-demand videos.
- Accelerated region: mainland China.
- Other services: Image and video files are stored in an **Object Storage Service (OSS)** bucket. **HTTPS secure acceleration** is used to encrypt data transmission.
- Resources expected to be consumed:

Resource	Expected amount
Outbound data transfer	<ul style="list-style-type: none">◦ Daily peak bandwidth: about 1 Gbit/s◦ Outbound data transfer: 3.16 TB per day, 95 TB per month, 570 TB per six months, and 1,140 TB per year
HTTPS requests for static content	<ul style="list-style-type: none">◦ Daily maximum number of queries per second (QPS): about 3,000◦ Number of requests: about 78 million per day, 2.33 billion per month, and 27.96 billion per year
OSS storage capacity	<p>The OSS storage capacity is based on the cache hit ratios of Alibaba Cloud CDN. The higher the cache hit ratios, the lower the fees charged by OSS.</p> <p>For example, the byte hit ratio and request hit ratio of Alibaba Cloud CDN are both 90%. In this case, 10% of the network traffic and requests are redirected to the origin server, which is an OSS bucket. OSS charges fees for the data transfer generated during back-to-origin routing. For more information, see OSS Pricing.</p>

Analysis on how to choose resource plans

1. Determine billable items based on required features and choose resource plan types

Feature and billable item	Resource plan
Basic features: outbound data transfer	Outbound data transfer plans (can be shared by Alibaba Cloud CDN and DCDN)

2. Determine the capacity and subscription duration of the resource plans

Select outbound data transfer plans for Alibaba Cloud CDN and DCDN based on the expected amount of data transfer of your domain name and the capacity options listed on the buy page, as described in the following table.

Expected amount	Capacity	Subscription duration	Benefit and drawback
95 TB per month	50 TB	1 month	This solution consumes two data transfer plans every month, which requires frequent purchases.
570 TB per six months	200 TB	6 months	This solution consumes three data transfer plans every six months, but has discounts available.
1,140 TB per year	1 PB	1 year	In this example, Alice runs a small-sized community website. The website may attract more visitors and experience fluctuations in outbound data transfer. Data transfer resources may be wasted if Alice purchases an outbound data transfer plan of one year.

3. Recommended resource plans

Outbound data transfer plans for Alibaba Cloud CDN and DCDN:

- Commodity type: resource plan for Alibaba Cloud CDN and DCDN
- Resource plan type: outbound data transfer plan
- Capacity: 200 TB
- Accelerated region: mainland China
- Subscription duration: six months

References

- [Query details about resource plans](#)
- [Configure alerts for resource plans](#)
- [Why am I still charged for resources after I purchase resource plans of Alibaba Cloud CDN?](#)

4.2. Rules for applying resource plans

This topic describes the rules for using resource plans to offset resources fees.

Rules for applying individual resource plans

- A resource plan takes effect immediately after you complete the payment for the resource plan.
- Each type of resource plan can be used only to offset a specified type of fee.

Outbound data transfer plans can be used to offset only outbound data transfer fees. They cannot be used to offset fees of other billable items such as HTTPS requests.

- Outbound data transfer plans can be used to offset outbound data transfer fees only if the metering method of Alibaba Cloud CDN is pay-by-data-transfer. Each data transfer plan is effective only in the accelerated region that is specified when you make the purchase.
For example, an outbound data transfer plan for the mainland China accelerated region can be used to offset outbound data transfer fees only in mainland China. You cannot use it to offset outbound data transfer fees in China (Hong Kong), China (Macao), China (Taiwan), or other regions outside mainland China.
- If a resource plan expires or is exhausted, consumed resources are automatically billed on a pay-as-you-go basis.
- After a resource plan takes effect, it may take 3 to 4 hours to offset the resource fees.
For example, Alice purchased an outbound data transfer plan of 1 TB for the mainland China accelerated region at 10:30:30 (UTC+8) on August 12, 2021. The data transfer plan was valid for one month. In this case, the time when outbound data transfer fees were offset was around 14:00:00 (UTC+8) on August 12, 2021. Outbound data transfer fees were not offset until the system generated the data transfer bill of the billing cycle from 10:00:00 to 11:00:00.

Order for applying resource plans of the same type

If you purchase multiple resource plans of the same type, they are applied in order of expiration times. The resource plan with the earliest expiration time is applied first. The number of resources that exceeds the resource plans is billed on a pay-as-you-go basis.

For example, Alice purchased an outbound data transfer plan of 1 TB for the mainland China accelerated region on July 1, 2021. The outbound data transfer plan was valid for one year. On August 1, 2021, Alice purchased another outbound data transfer plan of 1 TB for the mainland China accelerated region. The outbound data transfer plan was valid for 6 months. In this case, the outbound data transfer plan that was purchased on August 1, 2021 was applied first.

References

[Why am I still charged for resources after I purchase resource plans of Alibaba Cloud CDN?](#)

4.3. Query details about resource plans

If you have purchased an Alibaba Cloud CDN resource plan, you can query the details about the resource plan. Usage details help you make informed business decisions. This topic describes how to query details about resource plans.

Prerequisites

- A resource plan is purchased. For more information, see [CDN Resource Plan](#).
- Resource fees can be offset by resource plans only if the metering method of Alibaba Cloud CDN is pay-by-data-transfer.

Procedure

1. Log on to the [Alibaba Cloud CDN console](#).
2. In the left-side navigation pane, choose **Monitoring & Usage Analytics > Usage**.
3. Click the **Resource Plans** tab.

You can view the total capacity, remaining capacity, effective time, expiration time, and status of each resource plan.

CDN / Usage Help

Usage ?

Usage Bill Query Bill Export Details Export **Resource Plans**

ID	Resource Plan Name	Total	Remaining	Effective Date ↕	Expiry Date ↕	Status
CDNFCDN-BAG-u-458944d02v	458944d02v	500GB	423.02GB	Jan 12, 2018 5:06 PM	Jan 13, 2019 12:00 AM	Invalid
CDNFCDN-BAG-u-458944d02v	458944d02v	100GB	85.68GB	Sep 10, 2018 5:43 PM	Sep 11, 2019 12:00 AM	Valid
CDNFCDN-BAG-u-CDN-TT98AG-u-458944d02v	458944d02v	100,000,000	100,000,000	Sep 11, 2018 7:52 PM	Sep 12, 2019 12:00 AM	Valid
CDNFCDN-BAG-u-458944d02v	458944d02v	100,000,000	100,000,000	Sep 11, 2018 7:52 PM	Sep 12, 2019 12:00 AM	Valid

Related API operations

You can call API operations listed in the following table to query details about resource plans.

? **Note** Resource plans of Dynamic Route for CDN (DCDN) can be shared between Alibaba Cloud CDN and DCDN. Therefore, you can also call the DCDN API to query details about resource plans of Alibaba Cloud CDN.

API operation	Description
DescribeCdnUserResourcePackage	Queries the resource plans that you have purchased for Alibaba Cloud CDN.
DescribeDcdnUserResourcePackage	Queries the resource plans that you have purchased for DCDN.

4.4. Configure alerts for resource plans

When the remaining capacity of a resource plan drops below a specified value, Alibaba Cloud CDN can notify you by text messages, emails, or internal messages. This topic describes how to configure low capacity alerts for resource plans.

Configure low capacity alerts for resource plans


When the remaining capacity of a resource plan drops below a specified value, Alibaba Cloud CDN sends you notifications.

1. Log on to the [Alibaba Cloud CDN console](#).
2. In the top navigation bar, click **Expenses** to go to **Alibaba Cloud User Center**.
3. In the left-side navigation pane, choose **Resource Management > Resource Packages > Overview**. Then, click **Set Threshold Alert** in the upper-right corner.
4. In the **Set Threshold Alert** dialog box, turn on **Threshold Alert** and set **Set Batch Threshold Proportion**.

? **Note** Select a proper value based on your business requirements. If you select 20%, Alibaba Cloud CDN sends you alerts when the remaining capacity of resource plans drops below 20% of the total capacity.

Configure expiration alerts for resource plans

When a resource plan is about to expire, Alibaba Cloud CDN sends you notifications.

1. Log on to the [Alibaba Cloud CDN console](#).
2. In the top navigation bar, click the  icon and click **Message Settings**.
3. On the **Common Settings** page, select **Notifications of Product Expiration**. Select the types of message that you want to receive and click **Modify** in the **Contact** column.
4. You can select existing contacts or click **Add Message Recipient** and enter the name, email address, phone number, and occupation to add a contact.
5. Click **Save**.

4.5. Money-back guarantees for resource plans

Alibaba Cloud Content Delivery Network (CDN) and Dynamic Route for CDN (DCDN) provide a 5-day money-back guarantee to resource plans. However, you are not eligible for the 5-day money-back guarantee if your resource plan is already in use or the purchase was made more than five days ago.

5. Change the metering method

Alibaba Cloud CDN does not allow you to manually change the metering method. To change the metering method, you must [submit a ticket](#) or contact your sales manager.

6.Usage and bills

6.1. Query resource usage

Alibaba Cloud Content Delivery Network (CDN) allows you to query resource usage based on domain names, regions, or time ranges. You can specify search conditions based on business requirements. This feature allows you to query resource usage, export usage details, query bills, export bills, and export usage details about resource plans. For more information, see [Query resource usage information](#).

6.2. Query bills

You can query bills of Alibaba Cloud CDN by day or month based on your business requirements. Bills of Alibaba Cloud CDN provide billing details about data transfer (pay-by-data-transfer), bandwidth resources (pay-by-bandwidth), value-added services, and log entries delivered to the specified location by the real-time log delivery feature. You can query bills to learn about the billing details and make informed business decisions. This topic describes how to query bills.

Procedure

1. Log on to the [Alibaba Cloud CDN console](#).
2. In the top navigation bar, choose **Expenses > Bills**.
3. Query bills
 - i. Click the **Bills** tab. Set **Billing Cycle**, enter an order or bill number in the **Order/Bill No.** field, and then click **Search**. The system displays all bills that match the specified search conditions. You can select Alibaba Cloud CDN from the **Product Name** drop-down list to filter bills. You can also set **Subscript Type** and **Item** to filter bills.
 - ii. Click the **Details** tab. Set **Billing Cycle**, enter an instance name or an instance ID in the **Instance Name** or **Instance ID** field, and then click **Search**. The system displays all bills that match the specified search conditions. You can set **Statistic Item** and **Statistic Period** to filter bills. You can select **Alibaba Cloud CDN** from the **Product** drop-down list to filter bills. You can also set **Instance** and **Billing Method** to filter bills.
4. Customize the column filter and export billing details to a comma-separated values (CSV) file.
 - i. To customize the column filter, click **Customize Column Options**, select the columns that you want to display, and then click **OK**.
 - ii. To export billing details to a CSV file, click **Export Billing Overview (CSV)**, select the content that you want to export, enter the CAPTCHA code, and then click **OK**.

7. How is data transfer billed when CDN nodes retrieve resources from OSS buckets?

Question

I use Alibaba Cloud Content Delivery Network (CDN) to accelerate the delivery of resources stored in an Object Storage Service (OSS) bucket. How is data transfer billed when CDN nodes retrieve resources from the OSS bucket?

Answer

When CDN nodes retrieve resources from OSS buckets, data transfer is billed based on the following rules:

- When a CDN node retrieves resources from an OSS bucket, data is transmitted from the OSS bucket to the CDN node. In this case, Alibaba Cloud CDN does not charge fees but OSS does.

Note

- If the accelerated region is outside mainland China and an OSS bucket is used as the origin server, you are not charged for the data transferred from CDN nodes in the accelerated region to the origin server.
- If the accelerated region is outside mainland China and an OSS bucket is used as the origin server, you are charged for the data transferred from CDN nodes in mainland China to the origin server.
- If the accelerated region is in mainland China and an OSS bucket is used as the origin server, you are charged for the data transferred from CDN nodes outside mainland China to the origin server.

- When the requested resources are already cached on the CDN node, data is transmitted from the CDN node to the client. In this case, OSS does not charge fees but Alibaba Cloud CDN does.

Example:

When a request is accelerated and redirected to OSS by the CDN node, data transfer is billed based on the amount of outbound traffic of Alibaba Cloud CDN generated by the acceleration service, and the amount of outbound traffic of OSS generated by the retrieval of the requested resource. For more information about the billing details of OSS, see [Overview](#).

8.Prevent high bills

This topic describes the causes of unexpected high bills and the solutions to them. If your domain name is under attack or abused for data transmission, high bandwidth values or traffic spikes may occur. In this case, you may receive bills that are higher than expected.


Potential risks


- If an attack occurs, you are charged for the bandwidth resources of Alibaba Cloud Content CDN and data transfer.
- If your domain name is abused for data transmission, high bandwidth values or traffic spikes may occur. This is similar to an attack, and you are charged for bandwidth resources and data transfer.

Solutions

To ensure that Alibaba Cloud CDN runs as expected and prevent unexpected high bills, we recommend that you enable protection features to manage network traffic. For more information, see the [product page of Anti-DDoS](#).

The following table lists the features that can be used to manage network traffic.


Feature	Description
Bandwidth cap	If you want to put a cap on the amount of bandwidth resources that a domain name can consume, you can navigate to the Domain Names page, find the domain name that you want to manage, and then click the Advanced tab. On this tab, you can configure the Bandwidth Cap feature. After a bandwidth value reaches the specified bandwidth cap, Alibaba Cloud CDN disables acceleration for the domain name and requests destined for the domain name are directly sent to the origin server. For more information, see Configure a bandwidth cap .
Bandwidth throttling	If you want to throttle bandwidth for Alibaba Cloud CDN, you can submit a ticket . <div> Notice After a bandwidth value reaches the specified bandwidth cap, the data transfer rate is throttled and packet loss may occur.</div>
Real-time monitoring	If you want to monitor the peak bandwidth values of a domain name in real time, you can use Cloud Monitor . After a bandwidth value reaches the specified threshold, notifications are sent to the administrator of your Alibaba Cloud CDN service through text messages, emails, or DingTalk messages. This alerts you of potential risks. For more information, see the product page of CloudMonitor .

Feature	Description
Spending management and alerts	<p>You can use the following features to monitor and control the expenses of your Alibaba Cloud CDN service. To configure these features, move your pointer over Expenses in the top navigation bar of the console and select User Center.</p> <ul style="list-style-type: none">• Low balance alert: After this feature is enabled, notifications are sent to you through text messages if the balance in your Alibaba Cloud account drops below a specified value.• Credit: After this feature is disabled, Alibaba Cloud CDN stops running immediately after an overdue payment occurs.• High bill alert: After this feature is enabled, notifications are sent to you through text messages if a daily bill reaches a specified amount. <p> Note To ensure the integrity of the statistics and the accuracy of the bills, Alibaba Cloud CDN issues the bill about 3 hours after a billing cycle ends. Therefore, the time when the relevant fees are deducted from your account balance may be later than the time when the resources are consumed within the billing cycle. Alibaba Cloud does not provide consumption details of CDN resources in bills because Alibaba Cloud CDN is a distributed service. Other CDN providers adopt similar approaches.</p>

9.Overdue payments

This topic explains the causes of low balance alerts and the suspension of Alibaba Cloud CDN.

Service suspension

 **Note** Alibaba Cloud CDN sends you a notification if you have an overdue payment. You must complete overdue payments at the earliest opportunity to ensure service continuity.

When an overdue payment occurs, the system notifies you by text messages or emails.

- If you complete the payment within 15 days after it becomes overdue, Alibaba Cloud CDN will not be suspended. If you do not complete the payment within 15 days after the payment becomes overdue, Alibaba Cloud CDN service will be suspended.
- The status of the domain names accelerated by Alibaba Cloud CDN will change to offline. Within 30 days after accelerated domain names are disabled, the domain names will be directly resolved to the origin servers. After 30 days, the accelerated domain names will no longer be resolved to the origin servers and their CNAMEs are mapped to the invalid domain name `offline.***.com`. In this case, the accelerated domain names are inaccessible. For more information, see [Rules for disabling accelerated domain names](#).
- After Alibaba Cloud CDN is suspended, the resources cached on CDN edge nodes will be removed. The configuration information about the accelerated domain names will be retained for one month.

Low balance alerts

Low balance alerts are sent to you in the following scenarios:

- **Pay-by-data-transfer:** The system determines whether you have a sufficient balance in your Alibaba Cloud account to pay for the next three billing cycles based on the average payable amount during the last 7 hours. If you do not have a sufficient balance in your Alibaba Cloud account, the system notifies you by text messages or emails.
- **Pay-by-bandwidth:** The system determines whether you have a sufficient balance in your Alibaba Cloud account to pay for the next billing cycle (day) based on the payable amount during the most recent billing cycle (day). If you do not have a sufficient balance in your Alibaba Cloud account, the system notifies you by text messages or emails.

10.FAQ about billing

10.1. Why am I still charged for resources after I purchase resource plans of Alibaba Cloud CDN?

Alibaba Cloud CDN provides several types of resource plan that can be used to offset certain resource fees. However, some resource fees cannot be offset by resource plans. This topic describes why you are still charged for resources after you purchase resource plans and how to solve this issue.

Troubleshooting procedure

You can perform the following procedure to locate causes. If the problem persists after you fix a possible cause, proceed to the next one until the problem is solved.

Possible causes and solutions

After you purchase resource plans, you may still be charged for resources due to the following causes. You can address this issue based on the provided solutions.

- **Possible cause 1: Some billable items are not included in the resource plans**

Billable items of Alibaba Cloud CDN are classified into basic services and value-added services. After Alibaba Cloud CDN is activated, you may be charged for multiple billable items such as data transfer and requests. Each type of resource plan can offset only the specified type of resource fee. For example, outbound data transfer plans cannot offset fees of HTTP requests for static content. In this case, payments or overdue payments are generated.

 **Note**

- For more information about billable items, see [Billing overview](#).
- For more information about how to choose resource plans, see [Guidelines for choosing resource plans](#).

Solution

Check your bills and confirm whether the billable items are included in the resource plans that you have purchased. If a billable item is not included in the resource plans, payments are generated. Check whether value-added services are enabled, such as HTTPS. Value-added services are billed on a pay-as-you-go basis. Your account balance pays the payable amount due. You can also purchase resource plans for value-added services. For more information, see [Billing of value-added services](#).

- **Possible cause 2: The accelerated region of the resource plan is different from the one where fees are incurred**

You must specify an accelerated region when you purchase a resource plan. The resource plan can offset resource fees only in the specified accelerated region. For example, Alice purchased an outbound data transfer plan for the mainland China accelerated region. In this case, the resource plan can offset outbound data transfer fees only in mainland China. It cannot offset outbound data transfer fees in China (Hong Kong), China (Macao), China (Taiwan), or other regions outside mainland China.

Solution

If multiple accelerated regions are set for your accelerated domain names, we recommend that you purchase resource plans for each of the accelerated regions so that resource fees in these accelerated regions can be offset. For more information, see [CDN Resource Plans](#).

- **Possible cause 3: The metering method of Alibaba Cloud CDN does not support the resource plans that you have purchased**

Outbound data transfer plans support only the pay-by-data-transfer metering method. If the metering method of Alibaba Cloud CDN is pay-by-bandwidth or pay-by-95th-percentile, outbound data transfer plans cannot be used to offset outbound data transfer fees. In this case, payments or overdue payments are generated.

Solution

Change the metering method in the Alibaba Cloud CDN console. For more information, see [Change the metering method](#).

- **Possible cause 4: The amount of consumed resources has exceeded the quota of the resource plan**

After you purchase a resource plan, the amount of resources that exceeds the quota of the plan is automatically billed on a pay-as-you-go basis. For example, Alice purchased an outbound data transfer plan of 100 GB and the amount of outbound data transfer in the month is 110 GB. The amount (10 GB) that exceeds the plan is billed based on the pay-as-you-go billing method. In this case, an overdue payment may occur.

Solution

- [Configure alerts for resource plans](#): Low capacity alerts notify you before your resource plans are exhausted and help you prevent overdue payments. For more information, see [CDN Resource Plans](#).
- Purchase more resource plans: You can purchase more resource plans to offset resource fees in case more payments or overdue payments are generated. However, resource plans cannot offset fees of resources that are consumed before the resource plans are purchased.

 **Note** For more information, see [Query details about resource plans](#).

- **Possible cause 5: Bills are delayed**

A resource plan takes effect immediately after you complete the payment. However, it takes 3 to 4 hours for Alibaba Cloud CDN to issue a bill after a billing cycle ends. For example, the bill that was issued at 10:00:00 (UTC+8) on October 10, 2020 belongs to the billing cycle from 06:00:00 (UTC+8) on October 10, 2020 to 07:00:00 (UTC+8) on October 10, 2020.

Solution

After you receive a bill, check the time when the bill is issued and the billing cycle of the bill.

10.2. Why are fees still incurred after I have stopped the CDN service?

Question

Why are fees still incurred after I have stopped the Content Delivery Network (CDN) service for my domain?

Answer

If you have stopped the CDN service, fees are still incurred in the following scenarios:

- Your local Domain Name System (DNS) server caches some resources. If the cached resources have not expired after you stopped the CDN service, the local DNS server still resolves the requested CDN domain that has been disabled into the corresponding CDN node. This causes a few network traffic fees in CDN.

- The local DNS server caches some software download resources. The cached resources may still be valid after you stopped the CDN service. In this case, when some software download requests arrive, the local DNS still resolves the requested CDN domain that has been disabled into the corresponding CDN node. This causes a few network traffic fees in CDN.

10.3. Am I charged for data transfer and requests that are generated by attacks or other malicious behaviors such as click farming?

This topic describes whether you are charged for data transfer and requests that are generated by attacks or malicious behaviors such as click farming.

If your domain name is abused for data transmission, high bandwidth values or traffic spikes may occur. In this case, you are charged for bandwidth resources and data transfer.

You can enable security or traffic management feature to prevent your domain name from attacks and other malicious behaviors such as click farming. For more information, see [Prevent high bills](#).

10.4. How can I view CDN resource plans that I have purchased?

Problem

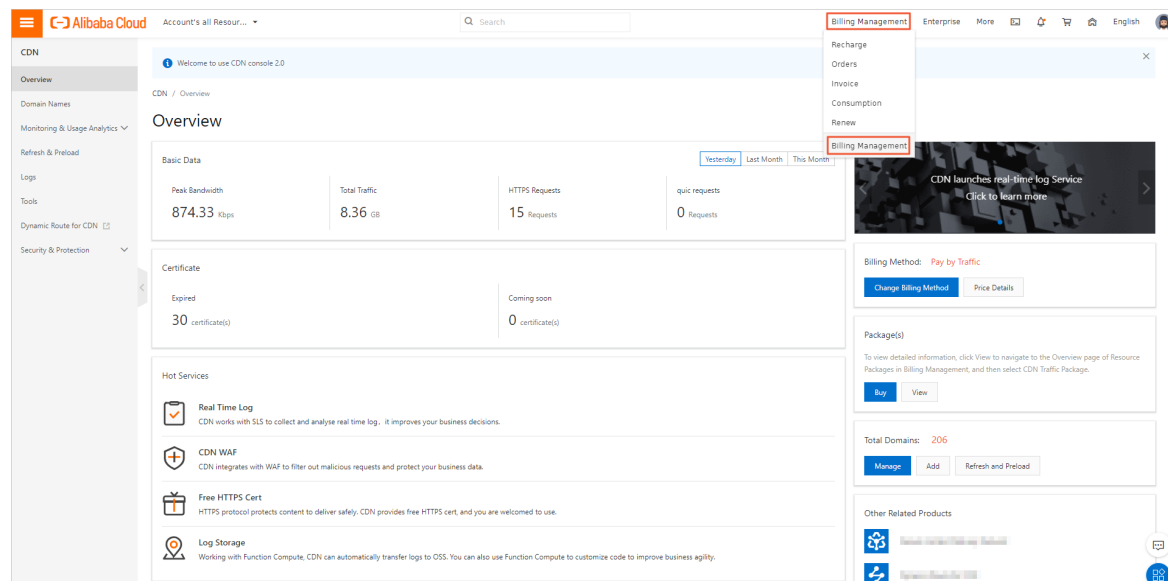
After I have purchased a resource plan of Alibaba Cloud Content Delivery Network (CDN) on the [CDN/DCDN Resource Plan](#) page, how can I view the resource plan?

Solution

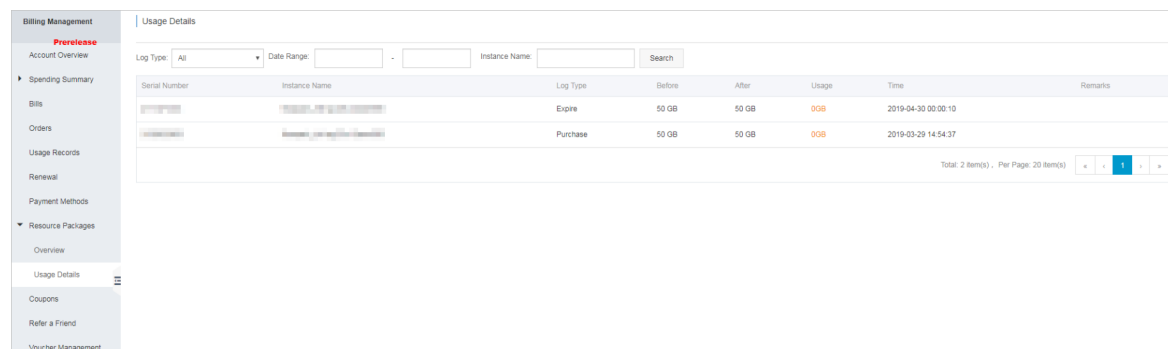
Check your purchase history of resource plans. For more information, see [Query details about resource plans](#). To view resource plans that you have purchased, perform the following steps:

Procedure

1. Log on to the [Alibaba Cloud CDN console](#).
2. On the top navigation bar, choose **Expenses > User Center**.



3. In the left-side navigation pane, choose **Resource Packages > Usage Details**.



4. View details of the resources plans that you have purchased.

10.5. FAQ about request billing

Requests sent to Alibaba Cloud Content Delivery Network (CDN) through the application layer are recorded in the access log of Alibaba Cloud CDN. These requests are counted and billed. If your request fails to retrieve resources, you are still charged for the request because the corresponding CDN node has parsed the request at the application layer. If you send an HTTPS request, Alibaba Cloud CDN must consume CPU resources to process TLS handshakes. This topic provides answers to some commonly asked questions about the billing of requests.

Note

- The whitelist, blacklist, and rate limiting features provided by Alibaba Cloud CDN regulate access control at the application layer. The implementation of these features is different from that of the protection features, such as firewalls, at the network or transport layer.
- For more information about the billing of requests, see [Billing of value-added services](#).

A file has been cached on the client. Is the request billed when the client requests the file from the CDN node for the second time?

Yes, the request is billed. If the file has been cached on the client, the second time that the client requests the file from the CDN node, the CDN node returns a 304 status code to the client if the file has not been updated. In this case, you are charged for the request and the amount of network traffic generated by the request. Network traffic is generated because the CDN node returns a small packet to the client.

Am I charged if attackers send a large number of requests to my domain name?

Yes, you are charged. If an attacker sends a large number of requests to your domain name, Alibaba Cloud CDN mitigates the attacks at the application layer. The mitigation of attacks consumes CDN resources and you are charged for the consumed resources. The amount of fees incurred by requests is based on whether the blacklist, whitelist, or rate limiting feature is enabled. The billing rules are:

- If the blacklist, whitelist, and rate limiting features are disabled, no IP address is blocked. A large number of requests are sent to CDN nodes and a large amount of network traffic is generated. These requests and network traffic incur a large amount of fees.
- If the blacklist, whitelist, or rate limiting feature is enabled, the specified IP addresses are blocked. The number of requests sent to CDN nodes and the amount of network traffic generated are significantly reduced. The amount of fees incurred by requests and network traffic is also reduced.

10.6. If my origin server is located outside Mainland China, how am I billed for using Alibaba Cloud CDN nodes in Mainland China?

Question

If my origin server is located outside Mainland China, how am I billed for using Alibaba Cloud CDN nodes in Mainland China?

Answer

If your origin server is located outside Mainland China and you use Alibaba Cloud CDN nodes in Mainland China to accelerate content delivery, you are billed based on the pricing details for Mainland China. For example, your origin server may be located in China (Hong Kong), China (Macao), or China (Taiwan). The reason why you are billed in this way is that you are billed only for the outbound traffic of Alibaba Cloud CDN nodes. If your origin server is located outside Mainland China and you use Alibaba Cloud CDN nodes in Mainland China, the optimizations offered by Alibaba Cloud CDN are compromised. This is because latencies may occur for back-to-origin requests. If your origin server and users are located outside Mainland China, we recommend that you use the Alibaba Cloud CDN nodes located outside Mainland China to accelerate content delivery.

10.7. How is data transfer billed when Alibaba Cloud CDN is used along with other Alibaba Cloud services?

Question

Alibaba Cloud Content Delivery Network (CDN) can be used along with other Alibaba Cloud services, such as Elastic Compute Service (ECS) and Object Storage Service (OSS). CDN nodes are distributed in different regions around the world. Data is transmitted over the Internet between Alibaba Cloud CDN and other Alibaba Cloud services. In this case, how is data transfer billed?

Answer

Data transfer of Alibaba Cloud CDN and other services is billed separately. For more information, see the billing rules for each Alibaba Cloud service.


For example, Customer A activated Alibaba Cloud CDN and OSS to provide downloads of files. If a client requests resources from a CDN node that does not have the corresponding resources cached, the CDN node redirects the request to the specified OSS bucket. In this case, Customer A is charged for the outbound traffic of Alibaba Cloud CDN and the outbound traffic of OSS. The outbound traffic of Alibaba Cloud CDN and OSS is billed separately.

- When a CDN node retrieves resources from an OSS bucket, data is transmitted from the OSS bucket to the CDN node. In this case, Alibaba Cloud CDN does not charge fees but OSS does.

Note

- If the accelerated region is outside mainland China and an OSS bucket is used as the origin server, you are not charged for the data transferred from CDN nodes in the accelerated region to the origin server.
- If the accelerated region is outside mainland China and an OSS bucket is used as the origin server, you are charged for the data transferred from CDN nodes in mainland China to the origin server.
- If the accelerated region is in mainland China and an OSS bucket is used as the origin server, you are charged for the data transferred from CDN nodes outside mainland China to the origin server.

- When the requested resources are already cached on the CDN node, data is transmitted from the CDN node to the client. In this case, OSS does not charge fees but Alibaba Cloud CDN does.

 **Note** Alibaba Cloud offers discounts if you purchase Alibaba Cloud services as a bundle. For example, when you use Alibaba Cloud CDN to accelerate the delivery of resources stored in OSS buckets, the outbound traffic of OSS generated during the back-to-origin process is billed at a discounted price.

10.8. Can RAM users change the billing method of Alibaba Cloud CDN?

This topic describes how to change the billing method of Alibaba Cloud CDN.

By default, Resource Access Management (RAM) users cannot change the billing method of Alibaba Cloud CDN. You can use the following methods to change the billing method of Alibaba Cloud CDN:

- Method 1: Log on to the Alibaba Cloud CDN console with your Alibaba Cloud account.
Log on to the Alibaba Cloud CDN console with your Alibaba Cloud account and change the billing method of Alibaba Cloud CDN. For more information, see [Change the metering method](#).
- Method 2: Attach permission policies to RAM users.

Attach the `AliyunCDNFullAccess` permission policy to RAM users to allow them to change the billing method of Alibaba Cloud CDN. For more information about how to attach permission policies to RAM users, see the Method 1: Attach a system permission policy to a RAM user section in [Method 1: Attach a system permission policy to a RAM user](#). For more information about how to change the billing method of Alibaba Cloud CDN, see [Change the metering method](#).

10.9. After I change the metering method of Alibaba Cloud CDN, why is Alibaba Cloud CDN still billed based on the previous metering method?

Solution

The new metering method may not take effect due to the following reasons:

- The new metering method takes effect only after the current billing cycle ends. Take note of the following rules:

Note

- If the current metering method is pay-by-data-transfer, the new metering method takes effect at 00:00 (UTC+8) on the next day.
- If you are billed on a daily basis, for example, pay-by-peak-bandwidth, the new metering method takes effect at 00:00 (UTC+8) on the next day.
- If you are billed on a monthly basis, for example, pay-by-95th-percentile, the new metering method takes effect at 00:00 (UTC+8) on the first day of the next month.

For more information, see [Change the metering method](#).

- It takes 3 to 4 hours for the system to issue bills. Bills that are issued within 3 to 4 hours after you change the metering method of Alibaba Cloud CDN are calculated based on the previous metering method. Check whether bills are delayed if Alibaba Cloud CDN is still billed based on the previous metering method. For more information, see [Billing overview](#).

10.10. Can data transfer plans be shared between DCDN and Alibaba Cloud CDN? In what order are data transfer plans applied?

Dynamic Route for CDN (DCDN) and Alibaba Cloud CDN can share data transfer plans, including outbound data transfer plans. For more information about data transfer plan types, see [CDN Pricing](#).

For more information about how data transfer plans are applied, see [Rules for applying resource plans](#).