# Server Load Balancer

## Pricing

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## Billing items

According to the instance type and performance type, billing items are different as shown in the following table.

Note: On the corresponding item, "— " represents no charges.

| Instance type | Performance instance type | Billing item | |
|---|---|---|---|
| | | Instance configuration fee | Traffic fee |
| Internet | Shared | Current configuration fee | Public traffic fee |
| | Guaranteed | Current configuration fee + performance specification fee | Public traffic fee |
| Intranet | Shared | — | — |
| | Guaranteed | Performance specification fee | — |

## Billing methods

Alibaba Cloud's Server Load Balancer supports the PayByTraffic billing method.

Total cost= instance configuration fee + public network traffic fee.

Public network traffic is the outbound traffic (downstream). Inbound traffic (upstream) is not included in the cost.

Traffic is billed by hours, fees are deducted in real time. Partial hours are billed as full hours.

Payment is due at the end of each month. After the bill is generated, the cost will be automatically charged to your default payment method.

# Pricing table

| Region | Instance configuration fee (USD/Instance/Hour) | Traffic fee (USD/Gbps) |
| --- | --- | --- |
| East China 1 (Hangzhou)/North China 2 (Beijing) / South China 1 (Shenzhen) / East China 2 (Shanghai) / North China 3 (Zhangjiakou) | 0.003 | 0.125 |
| North China 1 (Qingdao) | 0.003 | 0.113 |
| Hong Kong | 0.009 | 0.156 |
| US East 1 (Virginia)/US West 1 (Silicon Valley) | 0.005 | 0.078 |
| Singapore | 0.006 | 0.117 |
| Asia Pacific NE 1 (Japan) | 0.009 | 0.12 |
| Central Europe 1 (Frankfurt) | 0.006 | 0.07 |
| Middle East 1 (Dubai) | 0.009 | 0.447 |
| Asia Pacific SE 2 (Sydney) | 0.006 | 0.13 |

# Warning policies

If the credit card associated to your account cannot accept the charges, or if the remaining balance of your account is insufficient, an SMS or email notification will be sent to you.

# Service suspension policies

If an instance payment becomes overdue, the service will be suspended for 15 days. An email will be sent to you as a reminder to renew the service. If your account is recharged within 15 days, the service is not affected.

If you do not renew after payment is overdue for 15 days, instance service will be stopped. No fees are charged to the Server Load Balancer instance when the service is stopped. Instance configuration and related data will be reserved for an additional 15 days after service is stopped.

If you recharge your delinquent account within 15 days after the service is stopped, it will be

automatically restarted.

If you do not recharge your delinquent account within 15 days after the service is stopped, the instance will be released.

An email will be sent to the registered account one day prior to the instance being released. Once the instance is released, the configuration data will be permanently deleted and cannot be restored.

Server Load Balancer provides a function that monitors the inbound and outbound traffic, number of maximum connections, and more. You can view real-time monitoring data on the console.

You are charged for the consumed network traffic from the Server Load Balancer instance consumes. However, there are some differences between the monitoring data and the billing data, the differences are caused by the following factors as described in the table.

| Factors | Monitoring data | Billing data |
| --- | --- | --- |
| Calculation methods | Monitoring data is collected each minute by the Server Load Balancer system, and forwarded to the cloud monitoring system. Then, the cloud monitoring system calculates the average value of all collected data in each 15 minutes.<br>The displayed network traffic data is the calculated average value. | Billing data is collected at the same granularity and accumulated to the billing system each hour in each bill cycle.<br>The monitoring data is the calculated average value, while the billing data is the accumulation value. These two data sets are not comparable because they are calculated and generated differently. |
| Data observation | Monitor provides the real-time data. However, a short delay may inevitably occur in the data collection, calculation, and display process.<br>Although this delay is almost insignificant, a delay creates a certain degree of discrepancy between the monitoring and billing data. | Billing data tolerates a maximum delay of three hours. For example, billing data generated between 01:00-02:00 will be reported by 05:00. Therefore, the billing data is different from the monitoring data. |
| Purpose | The purpose of monitoring data is to help users observe if the instance has exceptions. If so, users can resolve the exceptions as soon as possible. | The purpose of billing data is to generate bills. Monitoring data cannot be used as the billing data. |