

【APAC】 New Devices: How to redeem Free 50GB HUAWEI Mobile Cloud for 12 months

Remarks: HUAWEI Mobile Cloud free storage only applicable for selected new device model and period. For more info about the campaign, please refer to free gift T&C when you purchase the phone.

1. How to launch HUAWEI Mobile and redeem 12 months 50GB for free?

Subscribe 50GB yearly auto-renew and you will get Free 50GB Cloud Storage Space for first 12 months. The charges will deduct automatically for another 12 months upon expiry (you can check the original price when you subscribe the purchase) start from 13th month. You can cancel the subscription anytime.

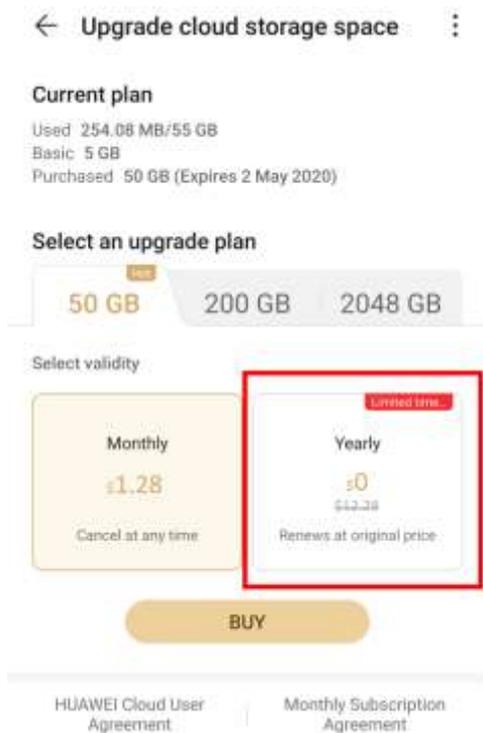
1st Step: Register and login in to HUAWEI ID.

2nd Step: Click [Setting] > Click [HUAWEI Account Center] > Click [Cloud] to enter HUAWEI Mobile Cloud.

3rd Step: Click “UPGRADE CLOUD STORAGE SPACE” to participate in the promotion.

4th Step: Subscribe 50GB Yearly auto-renew (Kindly make sure RMO is show in the column)

5th Step: (Only for users that never purchase HMS product before) Please choose the [Payment Method] and key in the info.



2. Why I can't find RMO in Yearly auto-renew column?

1st Step: Please make sure you are login using correct devices to login HUAWEI ID.

2nd Step: Please make sure your HUAWEI ID never subscribed 50GB Yearly auto-renew package.

3. Any charges will made after I redeem the 12 months 50GB HUAWEI Mobile Cloud?

Once you subscribe 50GB yearly auto-renew, you will get free 50GB Cloud Storage Space for first 12 months. The charges will deduct automatically for another 12 months upon expiry (you can check the original price when you subscribe the purchase) start from 13th month. You can cancel the subscription anytime.

4. My HUAWEI ID has purchased others HUAWEI Mobile Cloud service but not 50GB yearly auto-renew, can I redeem 12 months HUAWEI Mobile Cloud for free?

Yes, you can join this campaign.

5. My HUAWEI ID has purchased 50GB yearly auto-renew before, can i redeem 12 months 50GB HUAWEI Mobile Cloud for free?

This promotion is only entitle for HUAWEI ID that subscribe 50GB yearly auto-renew package for first time.

6. How I cancel the subscription?

Click [Settings] > Click [HUAWEI ID] > Click [Cloud] > Click [Upgrade Cloud Storage Space] > Click [Manage Subscription] > Click [Subscription] > Click [Cancel subscription]

7. What happen if after I cancel the subscription?

If you cancel the subscription, you can still manage and download your data in HUAWEI Mobile Cloud after the expiration date of the package, but you can't upload new data to HUAWEI Mobile Cloud.

8. If I update cloud storage space, how to deal with my previous space ?

After updating cloud storage space, your will get the updated space immediately, the previous space will be added to your new plan.

Example 1:

The original storage space of the user is 50 GB (the remaining validity period is 16 days). The cloud storage space of 200 GB (12 months) is purchased.

1. The storage space will be upgraded from 50 GB to 200 GB immediately.
2. After the purchase is complete, the user's storage space is 200 GB (the accumulated validity period is 12 months and 4 days).
3. The remaining validity period of the original plan 50 GB is 16 days but in the 200 GB new plan is valid for 4 days. The formula is as follows: $(50\text{GB} \times 16 \text{ Days}) \div 200\text{GB} = 4 \text{ days}$.

Example 2:

The original storage space of the user is 200 GB (the remaining validity period is 10 days). The cloud storage space of 50 GB (12 months) is purchased.

1. The storage space will be downgrade from 200 GB to 50 GB immediately.
2. After the purchase is complete, the user's storage space is 50 GB (the accumulated validity period is 12 months and 40 days).
3. The remaining validity period of the original plan 200 GB is 1 days but in the 50 GB new plan is valid for 40 days. The formula is as follows: $(200\text{GB} \times 10 \text{ Days}) \div 50\text{GB} = 40 \text{ days}$.

9. Why I unable to launch HUAWEI Mobile Cloud in my phone?

1st Step: Please make sure the EMUI of your phone is EMUI5.1 or above. Click [Settings] > Click [About Phone] > Check [EMUI Version]

2nd step: Please update cloud in AppGallery. Open [AppGallery] > Enter [Cloud] to search bar > Click [Search] > Click the [update] beside Cloud