



Azure Go China Playbook

入华指南



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# Azure in China



## 1.1 What is Azure

Microsoft Azure operated by 21Vianet is the first international public cloud service that has been commercialized in China in compliance with Chinese laws and regulations. Compared with other international public cloud service providers in China, advantages and benefits to choose Microsoft Azure are:

- The 1st international public cloud service operated in China with more than 5 years, well established and experienced operation model to serve China and Global customers across sectors and industries.
- The trusted cloud services with full compliance with Chinese laws and regulations.
- World-class data privacy environment to ensure customers know where their customer data is located, under what circumstances it can be accessed by whom, and how it is responsibly protected, transferred, and deleted. Adherence also ensures transparency about our policies regarding the return, transfer, and deletion of personal information you store in our data centers.
- Unique and advanced intelligent cloud solutions, such as Cognitive Service, HDInsight, Power BI, IoT and many more to address needs in the areas of business intelligence, big data, IoT, and AI emerging, etc.
- High reliability with 99.99% service level agreement guaranteed.
- International hybrid cloud provider with comprehensive on-premises and cloud IT solutions adopted and trusted by enterprises globally.

## 1.2 Azure China datacenters

Azure China datacenters are positioned in eastern China and northern China, geographically separated by over 1,000 kilometers. They provide geo-replication and business continuity support, enabling data reliability for Azure services. Similar to Azure Global datacenters, Azure China datacenters support features high availability, remote management, networking, and compliance/certifications. A Developer Guide is also provided for Azure China.

For more information, see [Comparison of Azure global and Azure China with regard to datacenter features](#) and [Details of Azure China such as data centers availability zones, compliance, data localization and disaster recovery, etc.](#)

**You control your customer data**

In Microsoft Azure operated by 21Vianet, you have full control of your data:

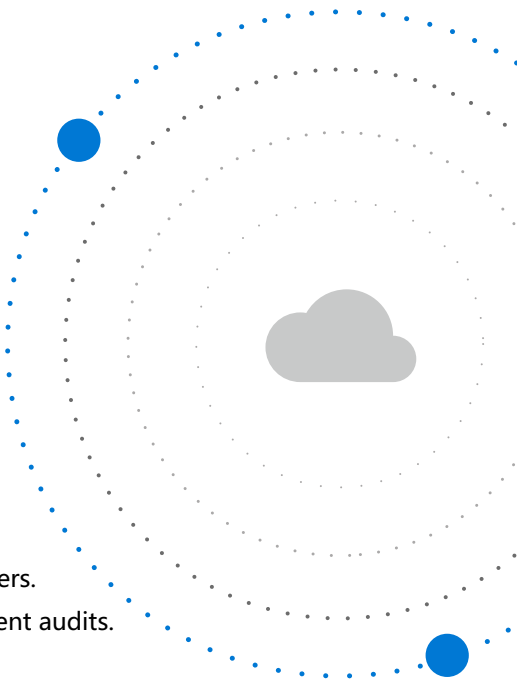
- You know where customer data is located.
- You control access to your customer data.
- You still control your customer data if you no longer use the services.
- You have options to control the security of your customer data.

For more information, see [You Control Your Customer Data](#).

With Microsoft Azure operated by 21Vianet, you're the owner of your data:

- 21Vianet doesn't use customer data for personalized advertising.
- You control who has access to your customer data.
- We use logical isolation to segregate each customer' s data from that of others.
- We provide simple, transparent data-use policies, and have passed independent audits.
- Our subcontractors are under contract to meet our privacy requirements.

For more information, see [You Own Your Customer Data](#).



**1.3 Azure China Operation**

According to the Chinese laws and regulations on telecommunication, Cloud services (IaaS and PaaS) providers need to have corresponding value-added telecom permits, which can only be applied for by locally-registered companies with foreign investment less than 50%. To comply with these regulations, Azure service in China is operated by 21Vianet, based on the technologies licensed from Microsoft. This results two major differences between Azure Global service and Azure China service: Operation Model and Service Availability.

**Operation Model**

In mainland China, Microsoft Azure operated by 21Vianet is a physically separated instance of cloud services located in mainland China, independently operated and transacted by Shanghai Blue Cloud Technology Co., Ltd. ("21Vianet"), a wholly owned subsidiary of Beijing 21Vianet Broadband Data Center Co., Ltd. The services are based on the same Azure technology that power Microsoft's global cloud service with comparable service levels to customers. Agreements and contracts where applicable are signed between customers and 21Vianet given 21Vianet is the official legal operation entity for Microsoft Azure.

Operation Model of Azure Global Service	Operation Model of Azure China Service

**Service Availability**

Microsoft Azure services operated by 21Vianet are a standalone instance, separating from Azure Global services. Therefore, the service availability is not identical to global Azure, however, this does not change the quality of available services.

# Enterprise Purchase Process



## 2.1 Org ID Registration

Org ID is Organization ID goes with format of `***@***.partner.omschina.cn`. OrgID works as a unique user name to enable customer sign in portal, to create subscription and deploy azure services to use. Due to China regulatory reasons, different from global where Windows Live ID is used as User Name for sign in, Customer OrgID is requested when signing the contract and this OrgID will be provisioned in the system as primary Enterprise Administrator for customer.

### Initial Org ID Registration

Registration link :

<https://account.windowsazure.cn/organization>

Registration requirement:

A domain is needed when create OrgID, System will check the domain availability when submit the domain name.

Besides, SMS verification via the phone is also required.

### Create multiple Org IDs under the same domain

Online Services Premium Agreement (OSPA) customers have the flexibility to create more additional OrgID which can be assigned to other users for co-manage purpose. There are two ways to create more additional OrgID under the same domain:

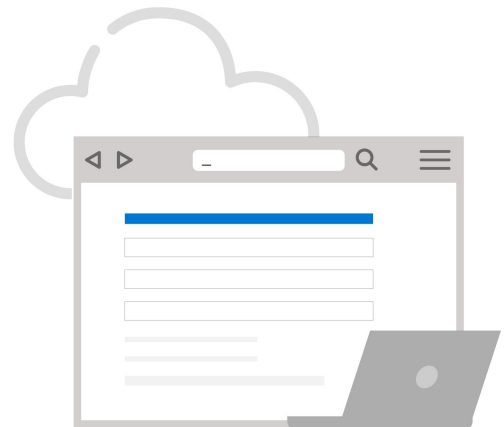
1. Create via [O365 Platform](#).
2. Create via AD service in [Azure Management Portal](#).

### Subsequent Process after Org ID Registration

After registering an Org ID, proceed with the following steps:

- Please log in EA Portal with your new account to activate the account.
- Click 'manage' - 'account' -add account
- Click 'subscription' - 'Add subscription'
- Complete adding subscription, you can now use Microsoft Azure.

For detailed information, please view the [onboarding video](#).



## 2.2 ICP Filing

According to Administrative Measures on Internet Information Services and *Measures on the Administration of Filings for Non-operating Internet Information Services* of the People's Republic of China, all websites operating in mainland China (where domain name resolution is involved) must complete the ICP filing with the Ministry of Industry and Information Technology. As required by the communications administrations, a domain name without ICP filing is not allowed to be online, and a filed domain name must be resolved to a filed IP address.

### ICP Filing Process



In addition, according to Article 12 of Administrative Measures on Security Protection of the International Networking of Computer Information Networks (Decree No. 33 of the Ministry of Public Security), after a website is successfully completed ICP filing with at the Ministry of Industry and Information Technology, the public security filing formalities should also be performed at the public security authority in the place where the company actually operates or where the individual currently lives within 30 days of the website launching. If you have not completed the public security filing formalities, please log in to the [Internet Website Security Management Service Platform of Public Security Authority](#) as soon as possible to submit the application for public security filing. For consultation, please contact the network security department of the local public security authority. Please complete the public security filing for your website as soon as possible according to the above requirements. If you fail to complete the filing within 30 days, 21Vianet Blue Cloud will take relevant measures (including but not limited to suspension of access services) according to applicable laws, regulations and the requirements of the public security authority.

For details on ICP filing, please refer to [ICP Filing – Azure Cloud Computing](#).

## 2.3 Azure China Purchasing Guidance

To purchase Azure China services, customers must first have a legal entity in mainland China and then purchase through signing an Online Services Premium Agreement (OSPA), including direct and indirect model, both with a 3-year minimum commitment period. After successful purchase, customers can log in to the Azure portal using their Org ID to view billing and other information.

### 2.3.1 Online Service Premium Agreement

#### Direct Online Service Premium Agreement (Direct OSPA)



The purchase shall comply with Online Service Premier Agreement (OSPA). Standard OSPA has Three-Year' s terms, start with minimum initial annual commitment. Such agreement is only available for enterprise customers purchasing Azure service through contractual procedure. Direct OSPA is signed directly between 21Vianet and Customer, whereby Customer pays directly to 21Vianet

### **Indirect Online Service Premier Agreement (Indirect OSPA)**

Aside from purchase Azure directly from 21Vianet via signing OSPA, China Enterprise customer can choose to purchase Azure services through a partner where fits the needs. Under such model, customers need to sign purchase agreement with a partner in addition to signing the Indirect Online Services Premium Agreement with 21Vianet.

Like OSPA, Indirect OSPA is typically 3-year commitment and annual payment with flexible purchase and billing options. Indirect OSPA partners will assist you along your buying to using journey includes pre-sales consultancy, providing quotation based on your purchase plan, potentially integrating with partner' s solutions with Microsoft Azure, billing & invoice services, etc. All pricing of Azure services and related partner service will be provided by partners. 21Vianet and Microsoft are not involved in the pricing process.

For more information, see [Comparison of Direct and Indirect OSPA](#) and [Enterprise Purchase Process](#).

### **2.3.2 Azure Enterprise Portal**

Azure enterprise portal is for OSPA customers (both direct and indirect) to manage Azure service usage and report under their enrollment.

When OSPA customers have completed their contracting process, they can use their OrgID to sign in [Enterprise Portal \(EA Portal\)](#) to manage their services, billings and usage and notifications corresponding to different roles, which will simplify the complicated user settings.

Look into the details on [How to Sign In to EA Portal](#) and [Subscription Conversion](#) by updating Online Services Standard Agreement to Online Services Premium Agreement.

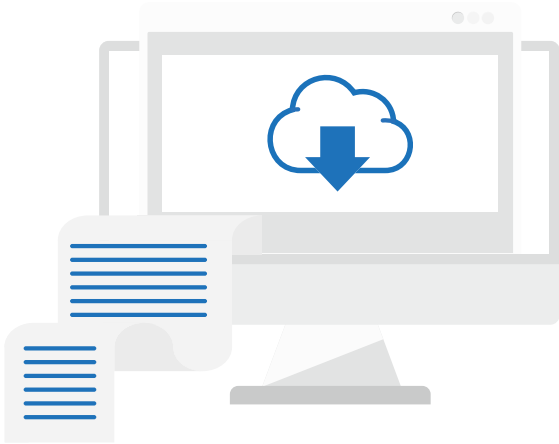
### **2.3.3 View Usage**

#### **Download Usage Reports**

The enterprise agreement customers can log in to the enterprise portal to view the historical usage and the current remaining amount information (the report might have a delay of up to 5 days). They can also view the usage through monthly report downloading, advanced report downloading, and API access key in the enterprise portal.

Learn about detailed [Operations](#) and [Advanced Report Options](#).

## How to pay overage



For Direct OSPA customers, the overage should be paid to 21Vianet through company wire transfer and 21V will issue VAT invoice once it receives the overage payment. Please notice that the payment term is 30 days. There are three methods to pay overage.

- Pay overage directly;
- Submit annual order to rebill overage;
- Submit additional order to rebill overage.

Indirect OSPA customers' overage will be notified by partner and customers should pay overage directly to partner. After customer pays, partner will issue invoice to customer.

### 2.3.4 Azure Service Renewal

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#### Duration and Expiration



Generally, the Online Service Premier Agreement expires on the last day of thirty-six (36) full calendar months following the effective date. 21Vianet Blue Cloud will inform customers in advance before the expiration date, and provide customers with information about how to renew the service.

#### Extended term of service



If the customer fails to renew the agreement before the expiration date, he/she may request an extension of his/her access to services before the expiration date. Upon acceptance of such request, the customer's access to services will be extended monthly for up to three (3) months ( "extension period" ) based on the terms of the Online Service Premier Agreement. During the extension period, 21Vianet Blue Cloud will issue bills to the customer on a monthly basis according to the service rate price currently disclosed.

### 2.3.5 Payment

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If 21Vianet invoice customer directly, it will list the due dates as well as the payment amounts payable to 21Vianet in every bill issued. Customer is required to pay all amounts due within 30 calendar days from the billing date.

If customer chooses to purchase services through partner, all pricing and payment terms will be determined by Indirect partner.

## 2.4 Azure Pricing and Payment

### 2.4.1 Pricing

Products and services of Azure China are priced in local currency (CNY). The three online payment methods of Alipay, UnionPay Online and wire transfer are supported. According to relevant Chinese regulations, the tax rate for Azure Cloud Computing Services operated by 21Vianet is 6%. To ensure that customers located in different physical locations can share with the same time zone, we use Coordinated Universal Time (UTC) to calculate the usage.

You can apply for a Fapiao within 3 working days after the payment is successfully completed. The Azure service in China can provide Chinese tax Fapiaos, including VAT special Fapiaos and VAT ordinary Fapiaos. See [Azure Pricing](#) for Pricing details of products. For more information, see [Azure pricing and billing FAQ](#).

### 2.4.2 Azure Hybrid Benefit

Azure offers hybrid benefits, making it one of the most cost-effective cloud tools for Windows Server or SQL Server migration, including:

- Use Azure Hybrid Benefit and Reserved Instances, save up to 55% of the cost on Windows Server;
- Use Azure Hybrid Benefits when migrating to Azure SQL database, save up to 30% of the cost;
- At your own pace - migrate some workload or the entire datacenter;
- Maximize using current Software Assurance Investment.

Now is the time to move to Azure and enjoy the advantages of cloud technology, which include: scaling up or down quickly, paying only for what you use, and saving on compute power. Whether you are deploying new virtual machines, moving some workloads or migrating your data centers as part of your hybrid cloud strategy, Azure Hybrid Benefit provides significant savings as you move to the cloud.

Details on Azure Hybrid can be found on [Azure Hybrid Benefit](#). For more information, see [Azure Hybrid Benefit FAQ](#).

### 2.4.3 Compute Pre-Purchase (CPP)

Compute pre-purchase (CPP) is a purchase plan Microsoft offers to stable clients with predictable usage of Azure. You can compute and purchase 1 year or 3 years prior through CPP. You can get the annually pre-committed price by CPP (Compute Pre-purchase). CPP is fulfilled by a CPP amendment (order form), attached to the OSPA. For more information of CPP SKUs and purchases, please contact your account manager or partner.

### 2.4.4 Azure subscription and service limits, quotas, and constraints

Some limits and constraints are applied to services of Azure China. Azure limits are also sometimes called

quotas. You can enquire your quota at the subscription panel of the portal and request for raise your quota to meet additional needs due to business growth. Some services have adjustable limits. If you want to raise the limit or quota above the default limit, please open an online customer support request at no charge at least three working days prior to when needed. See [Azure subscription and service limits, quotas, and constraints](#) to know more about the limits and quotas of Azure services, and the detailed procedures for raising the quota.

#### 2.4.5 Azure China checklist

Here are the aspects Azure customers or partners need to check before moving workloads to Azure China.

##### Compliance and Regulations

###### Commercial Customer Eligibility

Commercial customer should be a legal entity in China.

###### Legal Compliance

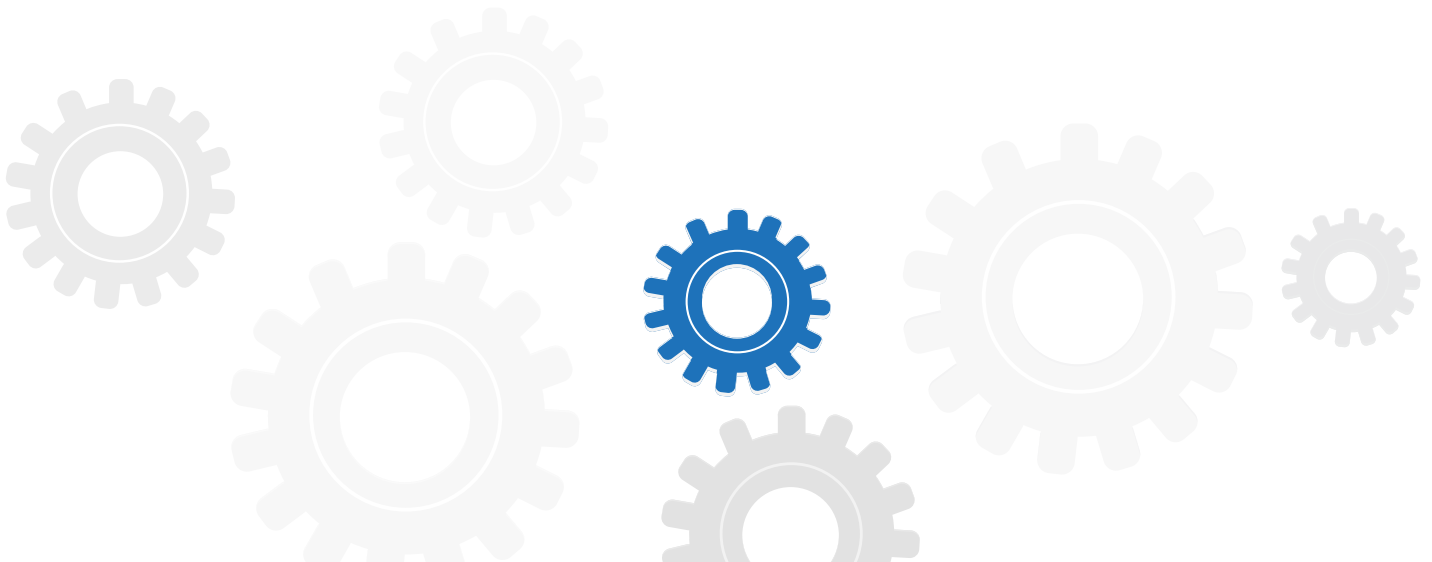
In compliance with the PRC laws, customers need to follow: Real name verification for online service users; ICP filing for public non-commercial website; ICP license for commercial website; Public security filing for public website; VPN & dedicated line used in China.

###### Data localization requirements

According to PRC Cybersecurity Law, personal information (PI) and important data collected or generated in China by a critical information infrastructure operators (CIIO) must be stored in mainland China; in addition, according to the PRC Personal Information Protection Law, PI handlers that handle PI up to a prescribed amount shall also store the PI collected and generated in China within the mainland China.

##### Datacenter

Azure datacenters in China are specifically certified to meet local compliance requirements and are in compliance with the GDPR. For more information on datacenters, see the Azure Datacenters in China section. For more information, see [Azure China Checklist](#).



# Azure China Services



## 3.1 Performance and Connectivity Considerations

### 3.1.1 Performance Considerations

When you deploy and operate an application or workload on Microsoft Azure operated by 21Vianet (Azure China), you should test the performance and network.

In addition, if your Azure application provides services to users in China and users outside of China, consider the following:

- For users in China, host workloads in Azure China.
- For users outside of China, deploy workloads to the closest Azure region.

#### Network Latency

The network latency between China and the rest of the world is inevitable, because of the intermediary technologies that regulate cross-border internet traffic. Website users and administrators might experience slow performance. The following tips might help:

- For websites with streaming media and other rich media content, the Azure Content Delivery Network (CDN) can help improve responsiveness.
- For the best user experience, host a website in China to serve users in China.
- For website administrators outside of China, use Secure Shell (SSH) to connect to your remote server for a faster network connection to Microsoft Azure China.

#### Global Connectivity and Interoperability

A hybrid cloud can extend your applications or workloads in Azure China, and provide global connectivity and interoperability. The following connections are supported:

- Use a virtual private network (VPN) or Azure ExpressRoute to create a direct network connection between Azure and your on-premises private cloud or back-end systems within China.

- Set up a site-to-site VPN to connect an Azure site in China to your on-premises location outside of China. Please note, ExpressRoute is not supported for direct network connectivity to an external (outside of China) site. Even Azure global is considered external.

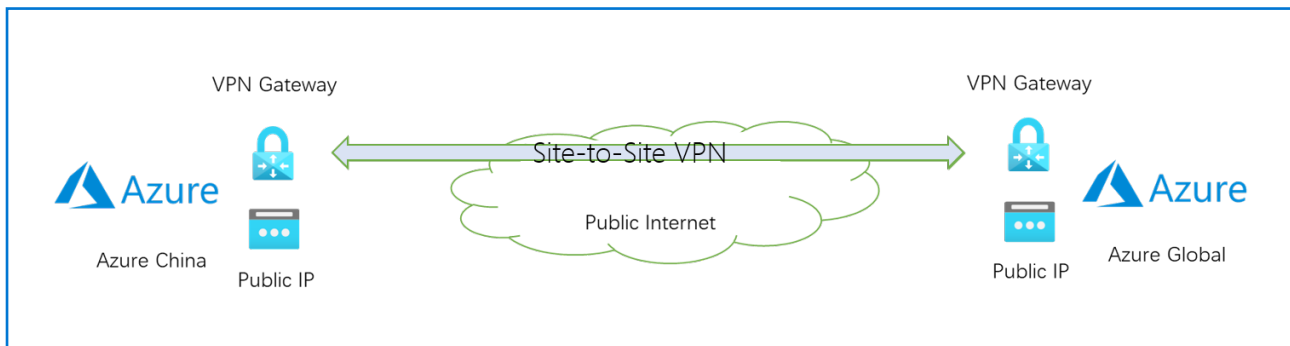
Note: You need to acquire VPN or ExpressRoute service from qualified telecom carriers with license issued by the Ministry of Industry and Information Technology (MIIT) to connect between your services hosted on Azure, your ICP-registered hosting location, and an outside location.

Learn more about Azure China's [Network considerations and VPN setup from here](#).

### 3.1.2 Network Connectivity-related Practices

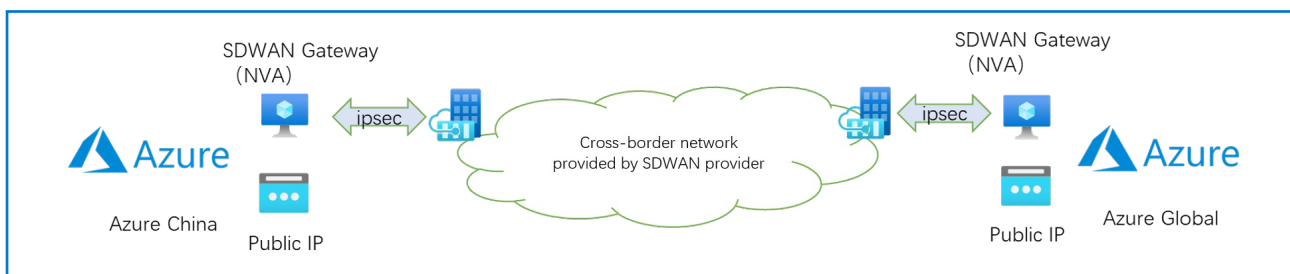
#### Public network

Customers can use public IP addresses to establish connection between Azure China and Azure Global, including creating a Site-to-Site VPN tunnel for traffic encryption to realize cross-border communication. (Note: Azure cannot guarantee the quality of cross-border public network connection services.)



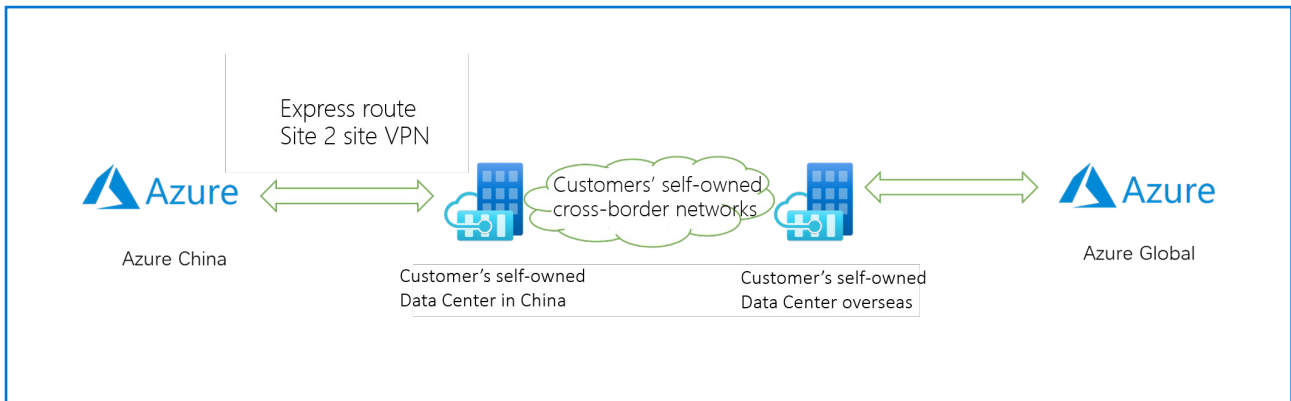
#### Cross-border SDWAN

More reliable connection can further be provided based on cross-border SDWAN providers, in order to ensure the quality of cross-border network connection services. Customers can deploy NVA (Network Virtual Appliance) provided by the SDWAN provider in Azure China via a virtual machine, use it as a cross-border network gateway, and achieve more reliable cross-border connection using the bandwidth provided by third-party SDWAN vendors. This approach can be used for cross-border connection to Azure Global or for deploying physical SDWAN devices for connection to overseas data centers.



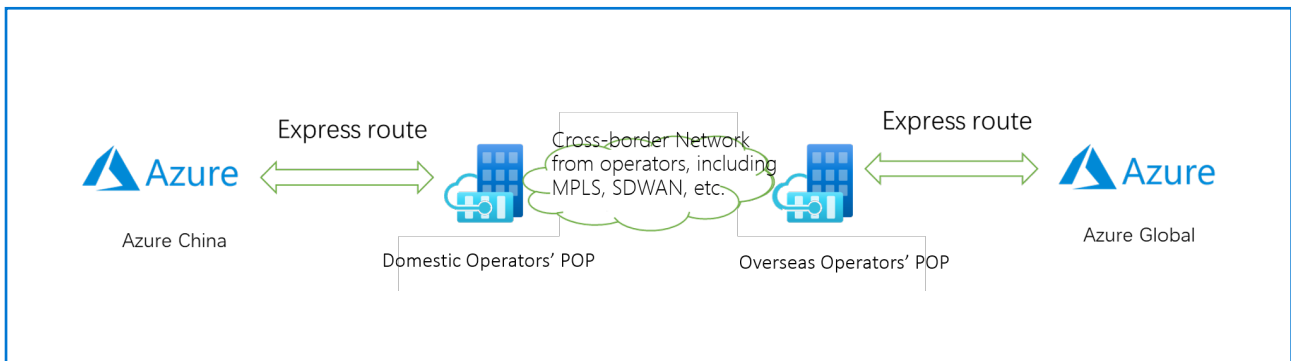
### Customers' self-owned cross-border network

Customers can use their self-owned cross-border networks to connect Azure China and Azure Global, in order to maximize the use of existing resources. Such self-owned networks need to be configured with corresponding routes for interconnectivity.



### Cross-border dedicated network

Customers can achieve Intranet connection between Azure China and Azure Global through cross-border dedicated lines provided by operators. In this practice, it is necessary to purchase cross-border network dedicated-line connection from an operator qualified to operate cross-border dedicated lines, and open Express Route connection service in both Azure China and Azure Global.



## 3.2 Identity Recognition and Active Directory

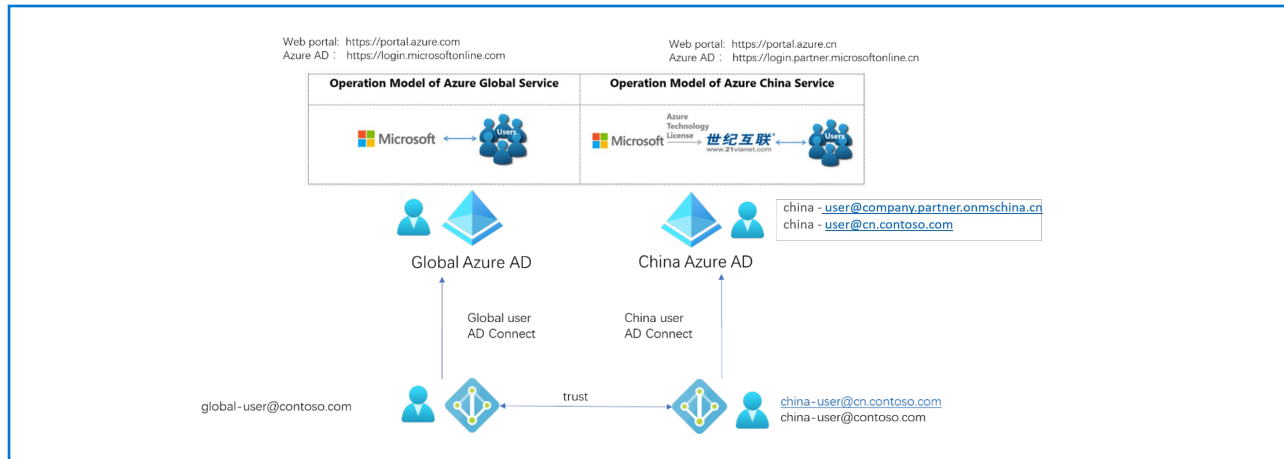
### 3.2.1 Introduction to Azure AD

Azure Active Directory (Azure AD) is a cloud-based multi-tenant directory and identity management service provided by Azure. Azure AD includes a full suite of identity management capabilities, such as multiple identities authentication, device registration, self-service password management, self-service group management, privileged account management, role-based access control, application usage monitoring, diversified auditing, and security monitoring and alerting. These capabilities can help secure cloud-based applications, simplify IT processes, reduce costs, and ensure the achievement of compliance objectives.

### 3.2.2 Azure AD Connectivity-related Practices

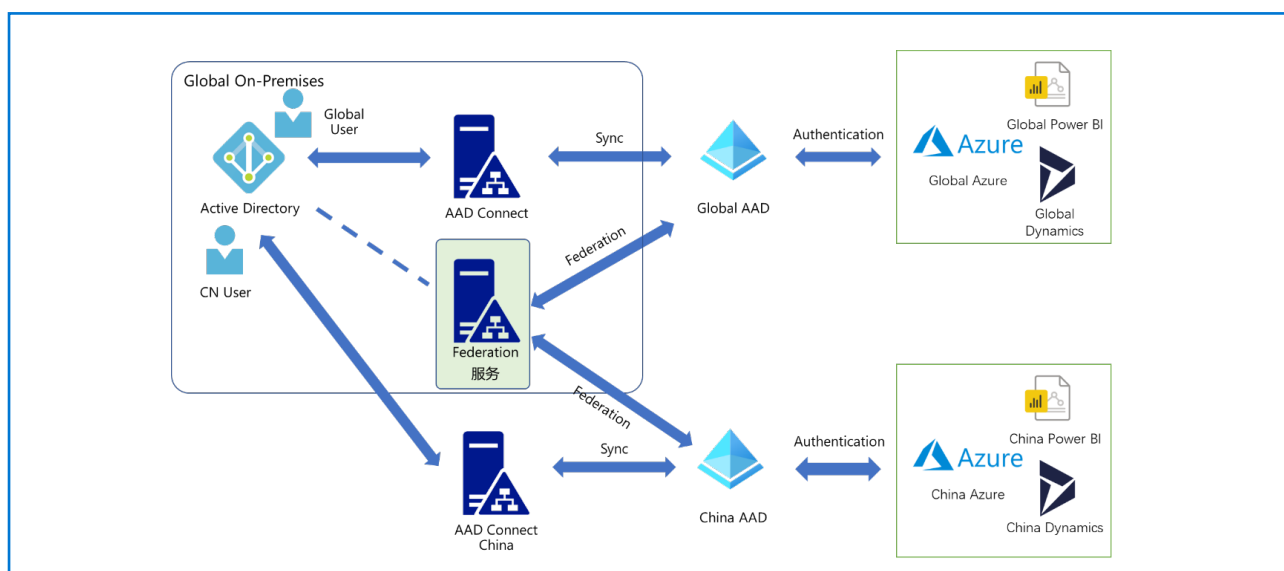
#### Enterprise identity information synchronization

Azure China and Azure Global are two separate clouds with independent Azure AD tenant names. Customers can change the default tenant name by customizing the domain name. Note that an independent domain name is used in Azure China. In addition, it is recommended to synchronize the existing offline active directory with Azure AD (two synchronizations are required as Azure China and Azure Global are independent from each other), so as to unify the enterprise identity management and the identity management on the cloud, and ensure the compliance of enterprise information.



#### Identity Authentication

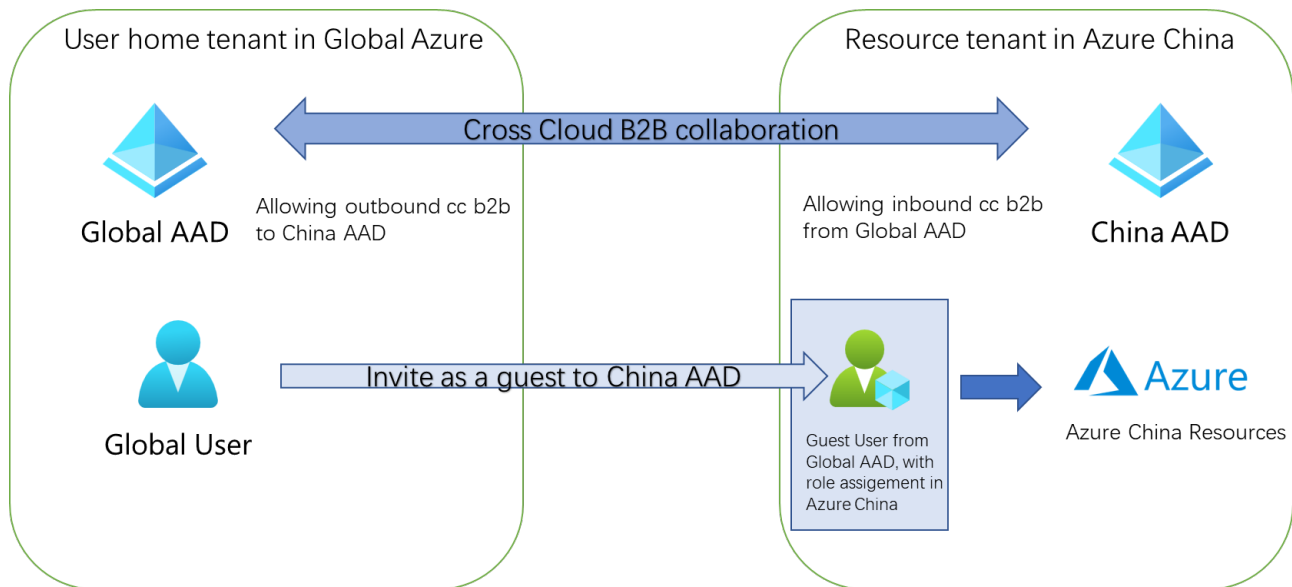
Azure AD China supports different identity authentication modes, such as password Hash synchronization and joint identity authentication. (Note: Azure AD China does not support identity authentication through PTA.) If the enterprise identity authentication involves only a small number of administrator accounts, the Azure Managed Domain service can be used to manage passwords in Azure AD.





## Cross-cloud B2B collaboration

If there is a collaborative need to use both Azure China and Azure Global, it is recommended to enable the cross-cloud B2B collaboration between Azure AD China and Azure AD Global, invite the other party to become a guest user and grant corresponding permissions for collaboration. For example, an Azure AD Global user can be invited to become a read-only user of Azure AD China.



## 3.3 Azure regions and availability zones

Azure regions and availability zones are designed to help you achieve reliability for your business-critical workloads.

Azure availability zones are connected by a high-performance network with a round-trip latency of less than 2ms. They help your data stay synchronized and accessible when things go wrong. Each zone is composed of one or more datacenters equipped with independent power, cooling, and networking infrastructure. Availability zones are designed so that if one zone is affected, regional services, capacity, and high availability are supported by the remaining two zones.

Currently, China North 3 supports availability zones.

## 3.4 Comparisons of Azure China and Azure Global

### 3.4.1 Key Differences between the cloud services offered by 21Vianet and Microsoft

	Azure Global	Azure China
Operator	Microsoft Corporation and its affiliates	21Vianet
Agreement	Customers enter into service agreements directly with Microsoft	Customers enter into service agreements with 21Vianet for such onshore cloud services
Datacenter	Microsoft' s datacenters in more than 60 regions around the world (excluding Mainland China).	21Vianet' s data centers located in several regions in Mainland China
Customer data accessibility	21Vianet has no access to customer data hosted by the Microsoft global cloud services outside of Mainland China.	Microsoft has no access to customer data hosted by 21Vianet cloud services in Mainland China

### 3.4.2 Availability of services for Microsoft Azure operated by 21Vianet

Microsoft's goal for Azure in China is to match service availability in Azure. For service availability for Azure in China, see [Availability of services for Microsoft Azure](#).

### 3.4.3 Availability of services by region for Microsoft Azure operated by 21 Vianet

Service availability for each Azure region depends on the type of region. To see which services are deployed in the regions in China as well as to preview the future availability of services, visit [Products available by region](#).

# Security and Compliance of Azure China



In today's complex and regulated environment, businesses need to focus on building secure solutions in the cloud that deliver value to their customers, partners, and shareholders—rather than on the infrastructure to make it run. Cloud computing offers an opportunity to transfer some of the cost, risk, and effort of managing IT platforms and software to an independent, validated provider.

## 4.1 Privacy and Control

### Data Privacy

21Vianet understands that, as our user, you are using the cloud services we operate to store is your most valuable asset - your customer data. You trust us to fully protect your privacy and to meet your expectation for your intended use.

Privacy is an integral part of how we operate the services. Our approach to privacy and data protection is grounded in our commitment to give you control of the collection, use, and distribution of your information. We work to be transparent in our privacy practices, offer customers meaningful privacy choices, and manage responsibly the data we store.

When you store your Customer Data to Microsoft Azure, Office 365, Microsoft Dynamics 365 and Microsoft Power Platform online services operated by 21Vianet, you remain the exclusive owner of your Customer Data: you retain the rights, title, and interests in the Customer Data you store in Microsoft Azure, Office 365, Microsoft Dynamics 365 and Microsoft Power Platform online services. It's our policy to not mine your Customer Data for marketing or advertising purposes or use your Customer Data except for purposes consistent with providing you cloud productivity services.

The Privacy Statement describes the specific privacy policy and practices that govern customers' use of Microsoft Azure, Office 365, Microsoft Dynamics 365 and Microsoft Power Platform online services operated by 21Vianet.

### You own your Customer Data

With Microsoft Azure, Microsoft Office 365, Microsoft Dynamics 365 and Microsoft Power Platform online services operated by 21Vianet, you are the owner of your Customer Data.



You can access your Customer Data at any time and for any reason without assistance from 21Vianet. We restrict access to it by 21Vianet personnel and subcontractors. We provide simple, transparent data-use policies and get independent audits. On shared hardware, we also segregate your Customer Data from that of other customers.

- 21Vianet does not use your Customer Data for advertising
- You control who has access to your Customer Data
- We use logical isolation to segregate each customer's data from that of others
- We provide simple, transparent data-use policies and get independent audits
- Our subcontractors are under contract to meet our privacy requirements

## 4.2 Compliance

### 4.2.1 Audited Certifications of Azure China



- ISO/IEC 20000 Audit and Certification
- ISO/IEC 27001 Audit and Certification
- ISO/IEC 27018 Audit and Certification
- Cybersecurity Classified Security Protection (DJCP)
- Trusted Cloud Service Certification (TCS)
- Compliance with national standard GB 18030 Information Technology – Chinese Coded Character Set (GB18030-2005)
- SOC 1, 2, 3 Reports

### 4.2.2 Azure Security

Azure employs a range of proven security technologies and practices to ensure that its infrastructure can effectively respond to attacks, safeguard users' secure access to the Azure environment, and ensure data security through encrypted communications, threat management and mitigation practices (including regular penetration testing).

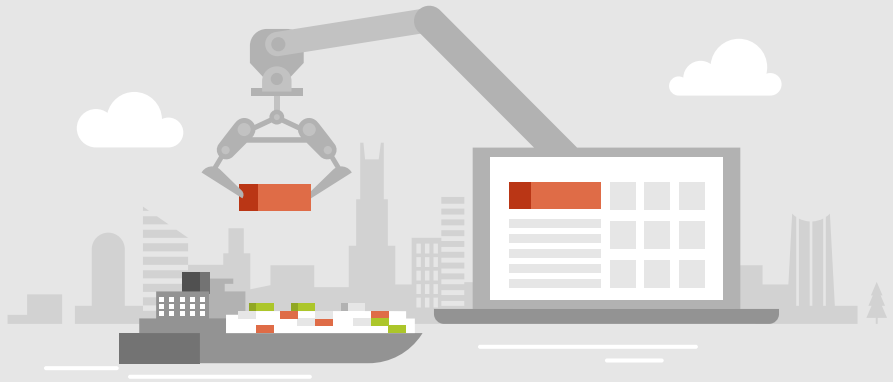
Learn more about [Azure Network Security](#) and [Azure Security](#).

### 4.2.3 Azure Compliance

Azure meets international and industry-specific compliance standards, as well as country-specific standards. The rigorous third-party audits verify Azure's compliance with the mandatory requirements of security control under different standards. As part of its commitment to transparency, customers can verify Azure's implementation of its numerous security control commitments by requesting audit results from the certifying third parties.

Learn more about [Compliance](#). For more information about Azure security and compliance, please refer to the [Trust Center](#).

# Support for Azure China



## 5.1 Azure Support Plans

21Vianet provides customers of Azure China with different support plans to accommodate different needs.

Customers could either utilize the resources provided on solutions to frequently ask questions for self-help, or contact us for assistance. Self-help provides answers to frequently asked questions and guides to common operations, which can be used as reference for solving problems on your own. In addition, customers can contact service support online for additional assistance.

Visit [Azure Support Plans](#) to contact us or use self-help.

## 5.2 Unified Support

Azure provides customers with a unified enterprise support plan, and supports customized solutions in order to accelerate the value of your business-critical solutions with a personalized, proactive approach to help drive the outcomes you need most.

For details on Unified Enterprise Plan, see [Unified Enterprise Plan Details](#).

## 5.3 Support scope and Responsiveness

### Support Scope

Support for billing and subscription management-related issues as well as technical break-fix issues is available at all support levels. Advisory and account management services are available at the Enterprise support levels.

Products and services covered:

- Microsoft Azure services released to General Availability are covered by all support plans.
- Microsoft Azure Public previews are covered by all support plans.
- Non-Microsoft technologies, when provided as part of an Azure product feature, are covered by all support plans, such as the Azure SDK and sample code for Python.

## Severity and Responsiveness

Initial Response Time is the period from when you submit your support request to when a Support Engineer contacts you and starts working on your support request. The Initial Response Time varies with both the support plan and the Business Impact of the request (also known as Severity).

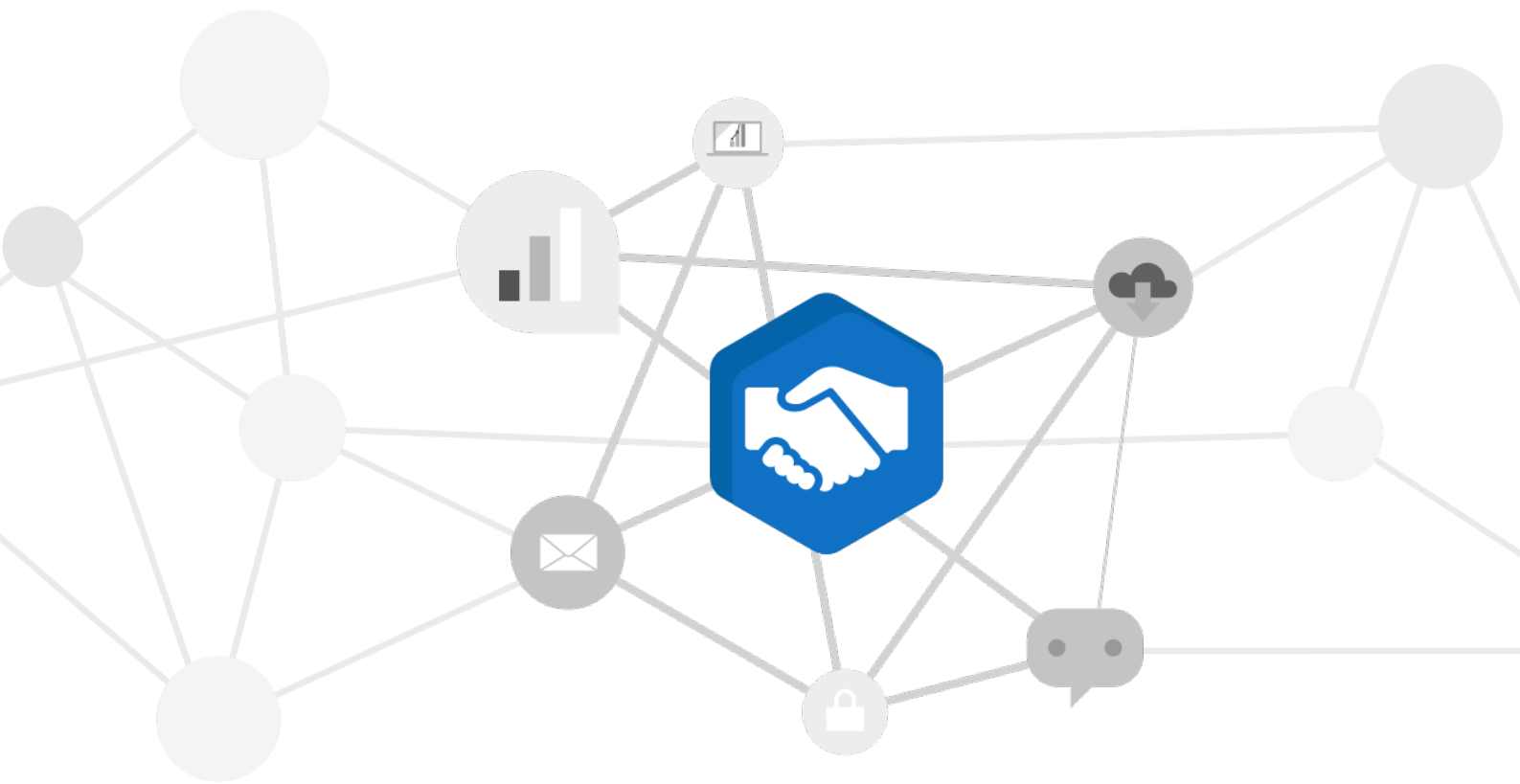
Regarding different Severity levels, initial response times, expected responsiveness, etc., see more on [Support Scope and Responsiveness](#).

If you have purchased an enterprise support plan (Premier/Unified Support), you can click on Services Hub or call the Premier hotline to submit a support ticket, and a senior after-sales engineer from the technology licensor will contact you within the response period. Please make sure to select the right workspace and search for Azure China product names that start with "21Vianet xxx." You can go to the Services Hub to submit a support ticket.

## 5.4 Frequently asked questions on Customer Support

For more information on Online Purchase Customer Support and Enterprise Customer Support, see [FAQs](#).

For further enquiries, contact technical support from <https://support.azure.cn/zh-cn/support/contact/>.



# Azure Partner Ecosystem



## 6.1 Azure Market Place

### What is Azure Marketplace?

[Azure Marketplace](#) is an online store that contains thousands of IT software applications and services built by industry-leading technology companies. In Azure Marketplace you can find, try, buy, and deploy the software and services you need to build new solutions and manage your cloud infrastructure. The catalog includes solutions for different industries and technical areas, free trials, and also consulting services from Microsoft partners.

### Microsoft preferred solutions

Azure Marketplace provides Microsoft preferred solutions. Preferred solutions are selected by a team of Microsoft experts and are published by Microsoft partners with deep, proven expertise and capabilities to address specific customer needs in a category, industry, or industry vertical.

### Purchasing requirements

To deploy software from Azure Marketplace you'll need an active Azure subscription with an associated payment method. If you don't already have an Azure subscription when you access an offer, you'll be asked to create one, which is free.

For payment, there are a couple options:

- Credit card
- Invoice (with existing OSPA purchasing agreement)

Azure Marketplace purchases are automatically added to your Azure bill and charged to the payment method associated with the account. For help with associating different payment accounts, see [Check billing account type](#).

## Certification and security

Every product available in Azure Marketplace has been certified according to specific criteria. We still encourage you to review each product carefully to ensure it meets your organization's unique requirements. To learn about the certification policies we review for each offer type, see the commercial marketplace [certification policies](#).

## Terms and conditions

The software vendor defines the price, end user license agreement, and privacy policies. Every offer on Azure Marketplace includes links to the publisher's license agreement and privacy policy. Acknowledging these agreements, as well as having an opportunity to view them, is critical part of the purchase flow. See [Legal contracts](#) for more information.

## 6.2 Azure Partners

### Azure advanced specialization partners

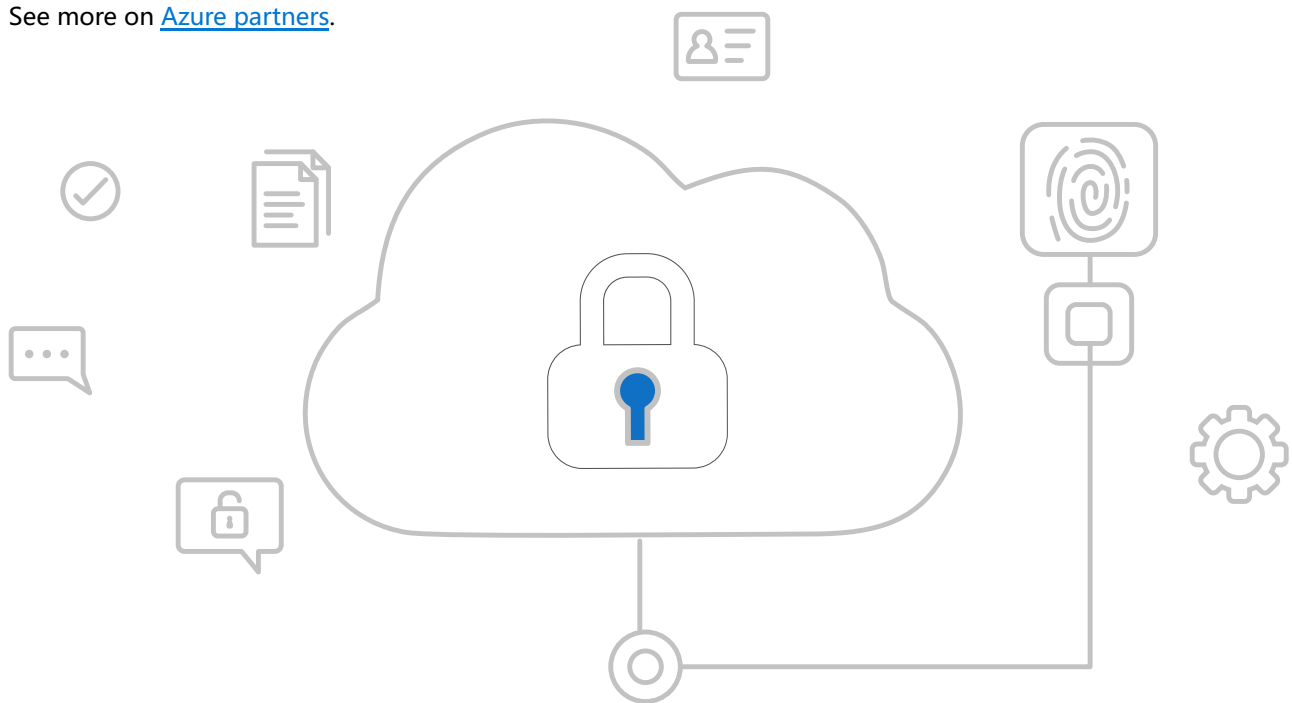
Bring aboard high-quality consulting and delivery services plus a depth of expertise addressing specific, complex areas and the solutions within Azure, Azure advanced specialization partners provide supports for Application development, Cloud migration, and Data, analytics, AI hybrid cloud and infrastructure, and more.

### Azure Expert Managed Service Providers (MSPs)

Connect with an Azure Expert MSP for help with automation, cloud service operations, and optimization—along with a breadth of Azure expertise, including:

- End-to-end lifecycle management throughout all engagement phases.
- Repeatable, highly automated solutions to enable and support hyper-scale cloud implementations.
- Skillsets across DevOps and Sysops, including architecting cloud solutions and technical professional consulting.

See more on [Azure partners](#).





# Cross-Border Data Transfer and Security Assessment FAQs

## — Updated Jan 2023



### Q : Am I allowed to transfer data outside of Mainland China ?

A : Yes, to the extent data localization requirements under Chinese law do not apply to you or you have satisfied the cross-border data transfer conditions. PRC data laws strictly regulate transfers of personal information, important data and other specially regulated data that was collected and generated in Mainland China from Mainland China to destinations outside Mainland China (including to Hong Kong SAR and Macau SAR). You may need to pass a government-led security assessment, enter into a standard contract, or obtaining a certification for personal information protection in order to enable these transfers. There may also be industry- or sector-specific rules that apply to you.

### Q : What are the data localization and security assessment requirements under Chinese law ?

A : Under the three key data laws in Mainland China – i.e. the PRC Cybersecurity Law ( “**CSL**” ), the PRC Data Security Law ( “**DSL**” ) and the PRC Personal Information Protection Law ( “**PIPL**” ) – certain data that was collected and generated in Mainland China must be stored within Mainland China by default, and the cross-border transfer of that data - as specified below - are only permitted after passing a security assessment organized by the Cyberspace Administration of China (the “**CAC**” ):

- Cross-border transfer of personal information and “important data” by a CIO;
- Cross-border transfer of “important data” ;
- Cross-border transfer of personal information by a data processor that has processed personal information of more than 1 million individuals; or
- Cross-border transfer of personal information by a data processor that has transferred overseas the personal information exceeding the designated threshold amounts within a certain period.

Data processors that meet one of the above scenarios need to first conduct a risk self-assessment for the intended cross-border data transfer and then apply for the security assessment organized by the CAC by submitting documents through the provincial cyberspace administrations. The security assessment results are valid for two years, and if the circumstances affecting the security of the transferred data change, a new declaration for assessment is required.

Depending on industry or sector you belong to, you may also be subject to further restrictions under industry- or sector-specific rules.

**Q : Am I a CII?**

A : PRC's Regulation on Security Protection of Critical Information Infrastructures (the "Regulation on CII") defines CII as "important network facilities and information systems whose destruction or incapacity or data breach may have a debilitating impact on national security, national economy and the people's livelihood, and public interests". An operator of such important network facilities and information systems is called "CIIO". Operators of those important network facilities and information systems in the important industries and fields such as public communication and information services, energy, transportation, water resources, finance, public services, e-government and national defense-related science and technology industry will be more likely to be identified as CIIOs.

Under the Regulation on CII, industry regulators are empowered to formulate further rules to determine CII and organize this determination within their respective industries and sectors. CIIOs will be notified of the results of this determination so you should check internally whether any such notice has been received.

**Q : Am I processing any important data?**

A : The term "important data" is defined by the Administrative Regulation on the Security of Network Data (draft for comment) as "any data that, once tampered with, damaged, leaked or illegally obtained or used, may endanger national security or public interests". Currently, although there are draft rules and draft national standards aimed at providing guidance on how to identify important data, these rules and standards have yet to be finalized.

Subject to further implementation rules and the industry-specific important data catalogues, the current definition remains open to interpretation, although on a common sense application, you might expect that most data handled by enterprises on a day-to-day basis would not meet the seemingly high threshold of the definition. Conducting a data mapping exercise with your internal and external legal teams will help you better understand your position.

**Q : Am I processing any personal information? If so, what are the thresholds that will trigger the export security assessment for cross-border data transfer?**

A : For your reference, the PIPL defines personal information as "various types of electronic or otherwise recorded information related to identified or identifiable natural persons, excluding anonymized information". This broadly includes, for example, natural persons' names, dates of birth, ID numbers, addresses and telephone numbers, etc. which are related to identified or identifiable natural persons. With more stringent data protection obligations applying to it, "sensitive personal information" is defined as "personal information that once leaked or illegally used, may easily lead to the infringement of the personal dignity of a natural person or may endanger his or her personal safety or property", including information about biometrics, religious belief,

specific identities, medical health status, financial accounts and whereabouts and tracks, as well as the personal information of minors under the age of 14. If the data you collect, store, or use falls within the above definitions, you will be considered as processing the personal information..

When a non-CIIO processor conducts any of the following transfers of personal information from Mainland China to destinations outside Mainland China, it must pass a prior security assessment for cross-border data transfer organized by the CAC:

- Cross-border transfer of personal information where you have processed personal information of more than 1 million individuals.
- Cross-border transfer of personal information continuously, where you have transferred overseas personal information of more than 100,000 individuals cumulatively since 1 January of the previous year.
- Cross-border transfer of personal information continuously, where you have transferred overseas the sensitive personal information of more than 10,000 individuals cumulatively since 1 January of the previous year.

**Q : Can I transfer data overseas from Mainland China if the data I handled is subject to data localization requirements?**

A : Maybe. Cross-border transfer of data for a business need is still allowed, on the condition that you observe the requirements under PRC data laws and pass the security assessments administered by the PRC cyberspace authority.

The implementation rules for these security assessments – i.e. the Security Assessment Measures for Cross-Border Data Transfer that were released on 7 July 2022 – have taken effect from 1 September 2022. However, you should also be aware that there is also retrospective effect in the case that cross-border data transfers occurred prior to 1 September 2022 are found not to comply with the rules. You may need to make rectification and apply for the assessment before March 2023.

**Q : How can I transfer personal information overseas from Mainland China if it will not trigger the obligation to apply for security assessment?**

A : The PIPL and its implementation rules will apply to your cross-border transfers of personal information. If your envisaged transfers of personal information will not trigger the obligation to apply for security assessment, you can follow the other two transfer mechanisms under the PIPL, i.e. obtaining a certification for personal information protection from authorized institutions or signing a standard contract with the overseas recipients of your data.

In respect of the certification mechanism, the CAC and the State Administration of Market Regulation have promulgated the Implementation Rules of Certification for Personal Information Protection, while a set of practical guidelines has been released and updated, although a number of operational issues on implementing the certification remain to be further clarified by the regulatory authorities; in respect of the standard contract mechanism, a draft of these model clauses, together with rules about the filing requirements, has been released for public consultation but remains to be finalized.

**Q : What does this mean for my deployment of cloud services for Mainland China?**

A : Given the above, we ask you to assess whether your on-going or envisaged data export activities are likely subject to the data localization/cross-border transfer requirements. It may be a case of seeking expert advice from both legal and technical specialists for accurate and up-to-date information on the CSL, DSL and PIPL' s requirements and other applicable PRC laws.

Based on your informed assessment:

- If you have been or are **likely** to be identified as a CII operator, you should store in Mainland China important data and personal information collected and generated in Mainland China. In this case, the use of the cloud services operated by 21Vianet in Mainland China will help you meet the localization requirements under PRC data laws..
- If you are **unlikely** to be identified as a CII operator, or if the data you plan to transfer overseas does not contain important data or personal information collected and generated in Mainland China, or if you are confident that your cross-border data transfer can pass the applicable security assessments (where the cross-border data transfer triggers the obligation to apply for security assessment) or meet the other applicable requirements for cross-border data transfers (obtaining a certification for personal information protection from authorized institutions or signing a standard contract with the overseas recipients of customer data), you may want to use global cloud services based on your own business needs and financial considerations.

***Disclaimer: The statements above are provided as-is, and no representations are made that they are accurate or up-to-date. Again, please consult your legal and technical experts, as all liability with respect to actions taken or not taken based on the statements above are hereby expressly disclaimed.***



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