

Amazon Web Services China¹ Guide

For International Customers and Partners

Last updated

January 1, 2022



¹ “China” means the People’s Republic of China and, solely for purpose of this guide, Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan are excluded.

Notices

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About this Guide

AWS helps millions of customers worldwide transform their business, enabling digital transformation that unlocks innovation and customer success. AWS China Regions (when used in this guide, refer to “AWS China Beijing Region” and “AWS China Ningxia Region” collectively) started operation in mainland China since 2013, and the investment has been expanding since then. This guide outlines information that helps customers of all sizes to get started in using AWS services to extend their business in China.

1. About AWS Services in China Regions

China is the second largest economy worldwide, with foreign investments hitting a record high in 2020. China's economy has reopened in the wake of the COVID-19 pandemic, and the market has rebounded to levels near those achieved prior to the outbreak. Multinational companies are able to tap into this huge market demand that is driven by growth in consumption of goods and services. China continues to open more market segments, resulting in more opportunities for foreign investors.

1.1 Why AWS services in China

AWS helps millions of customers worldwide transform their businesses, enabling digital transformation that unlocks innovation and customer success. AWS China Regions started operation in China in 2013, and this investment has been expanding since then. Through our collaboration with Sinnet and NWCD, we are serving more Global-to-China (G2C) customers than ever before and continue to build mechanisms to simplify global companies' engagement with us.

AWS' Long-term Commitment in China

AWS China Regions consist of AWS China Beijing Region and AWS China Ningxia Region, each has 3 availability zones to enable customers to architect scalable, fault-tolerant and highly available applications in China. AWS has AI lab in Shanghai and IoT lab in Shenzhen to support the high demands and rapid development on artificial intelligence and Internet of Things in China. In 2021, Amazon Web Services also announced Industry Digital Acceleration Centers (IDAC) in Shanghai and Suzhou to empower customers across different industries by helping them accelerate their digital transformations and support them on their journey of innovation.

Compliant with Local Legal and Regulatory Requirements

To provide the best experience for customers in mainland China and to comply with China's legal and regulatory requirements, AWS has collaborated with Sinnet and NWCD, the local partners in China, who have proper telecom licenses for delivering cloud services within AWS China (Beijing) Region and AWS China (Ningxia) Region respectively.

High Performance Network

Sinnet and NWCD use network connection services provided by leading Chinese Telecommunication carriers, which allows customers to establish connectivity for their workloads



running on AWS China Regions with the workloads in other AWS regions. These network capabilities provide consistent performance for cross-border network architectures, delivering a reliable customer experience.

Consistent AWS Global Customer Experience

AWS China Regions use a separate console login, but customers will have the same console experience and enjoy the same level of security that they do when accessing other AWS Regions outside China mainland (“AWS Global Regions”). Generally speaking, developers will not need additional training to use AWS China services, as they use the same APIs, SDKs, and CLIs that are found in all other AWS Global Regions. With this in mind, developers can write code once and deploy globally with ease.

Easy Migrations

AMIs and data can be easily copied into AWS China Regions. Customers can select from a wide variety of global and local third-party tools and solutions to help with migrations of any size.

Local Support

AWS has local operation across China and has local Solutions Architect and Professional Services teams available to assist our customers. When combined with the support teams from NWCD and Sinnet, AWS is able to extend industry solution capabilities and many of the global support programs into AWS China Regions.

Extended Partner Community

The AWS Partner Network (“APN”) was extended into China in 2013 and has grown into a vibrant partner community. APN includes certified partners with years of experience in bringing global businesses to China, providing a very important extension of AWS China Regions’ support for customers.

International Support

If you are new to running your business in China, you may benefit from our latest investment in assisting with customer adoption in AWS China Regions, namely the AWS International Business Development Managers based in the USA, Japan, and Germany. You can reach out and talk to

these BD executives directly at hours convenient to your time zone and receive responses in English, German, Japanese and Chinese.

Who is Using AWS Services in China?

Remember, you are not alone in this journey! Many AWS global customers are using AWS services in China today, including some famous brands. To learn more, refer to these customer references: [Learn more about how customers are using AWS services in China.](#)

1.2 AWS Business Model in China

AWS China (Beijing) Region and AWS China (Ningxia) Region are the two AWS regions located within mainland China. To provide the consistent experience for customers in China and to comply with China's legal and regulatory requirements, AWS collaborated with two China local partners - Beijing Sinnet Technology Co., Ltd. ("Sinnet") and Ningxia Western Cloud Data Technology Co., Ltd. ("NWCD") - who have the proper telecom licenses required to deliver cloud services. These local partners operate and provide AWS services to local customers, while AWS provides its industry-leading technology, guidance, and expertise to NWCD and Sinnet.

AWS China Regions offer many of the same services as those available within other AWS regions, but AWS China Regions are separately operated by our local China partners. Because of this, customers who wish to use AWS China Regions are required to sign up for a separate set of account credentials solely for AWS China Regions. Customers will not be able to use those accounts for AWS China Regions to access services in other AWS Regions, and vice versa.

2. Getting Started with AWS China Regions

AWS recommends “Build in China for China”, and international customers should consider deploying their applications and services targeted toward China customers within China to reduce cost and latency, and compliance risk. We have developed this Getting Started process to assist customers in providing a consistent customer experience for on-boarding as in any other AWS Global Region.

2.1 Account Registration

As AWS China Regions’ operations are separate from other AWS global operations, a set of credentials that are distinct and separate from other AWS global accounts is required. Specifically, customers who wish to use AWS services in China must create an AWS China Account. Currently only commercial users can obtain cloud service accounts in China, as AWS China Regions do not support individual personal account registration.

Sinnet and NWCD are subject to real name verification requirements under CSL and Anti-Terrorism laws. To meet this requirement, customers must submit their identity information before they create accounts for AWS China Regions or use AWS China services. Customers will need to make sure they have the following items in order to create an account, including among others:

- A scanned copy of its Chinese business license
- An email address with corporate domain name for registration
- A local China contact person with a scanned copy of photo ID, email, and mobile phone number

Once the account is created, customers can create additional accounts associated with the initial account registration. Customers can request a new account online at https://signin.amazonaws.cn/signup?request_type=register

2.2 Internet Content Provider (ICP) Filing for Hosting Website

Any public facing website hosted in China should either have an ICP filing or an ICP license, depending on the nature of the website. Sinnet and NWCD are required by law to verify customers’ ICP filing or license before unblocking 80/8080/443 ports for the customer. Your AWS China Regions business development manager can share our experience and understanding relating to common regulatory issues for reference, if you have further questions on this topic.

Your AWS China Regions business development manager can work with Sinnet and NWCD to help you navigate the ICP filing process. Generally, a customer needs to provide basic information of its local Chinese entity (e.g. company name, business license, etc.), contact information and scan copy of ID of a responsible person of the Chinese entity (usually the legal representative or IT head), top-level domain name, and a public IP (for AWS China Regions' customers, normally this would be Elastic IP or ELB reserved IP) linked to the top-level domain name.

More details for assistance with customers' ICP filing process can also be found on Sinnet and NWCD websites:

- Sinnet: <http://www.sinnet.com.cn/en/customerCenter/center#approve>
- NWCD: <http://www.nwcdcloud.cn/icp.aspx> (only available in Chinese)

When you have obtained the ICP filing, you should make another filing at the local police bureau within 30 days. Reach out to your business development managers for assistance.

2.3 Contract Model and Customer Agreement

Customers who plan to use AWS services in AWS China Regions must sign up for a separate set of account credentials that are distinct and separate from other AWS global accounts and need to enter into to customer agreements with each of Sinnet and NWCD respectively.

Legal terms for the AWS China (Beijing) Region and AWS China (Ningxia) Region, including Sinnet Customer Agreement for AWS China (Beijing Region) and NWCD Customer Agreement for AWS China (Ningxia Region) can be found at:

https://www.amazonaws.cn/en/legal/?nc1=f_pr

2.4 Billing and Payment

AWS services in mainland China are priced and billed in local currency, namely Chinese Yuan (CNY), and are processed by Sinnet and NWCD depending on which region you are using. Customers will receive a monthly invoice based on AWS service usage in AWS China Regions. This invoice will be sent to the email address of the customer's AWS China account owner, and the bill can also be accessed from AWS China service console. Customers must remit payment via either wire transfer or online transfer.

Payment must be settled in CNY through a local bank account in China. Consolidated billing is supported, and some AWS consulting partners in China provides billing services to help their customers settle AWS China services' payment.

AWS China services' billing includes a 6% Value Added Tax (VAT), and customers need to complete their VAT-specific settings in their account to ensure they receive what is referred to as a “Fapiao” with accurate information. (For those who have not encountered the term before, the Fapiao is effectively a “receipt” of payment issued by the seller in commercial trading pursuant to tax requirements in China.)

2.5 Go-to-China Checklist

We recommend you consider the following checklist as you plan your business expansion into China:

1. Use a China local business entity

In most cases, a customer needs a China legal entity to operate their business in China. This entity will be the owner and carrier of your business and totally represent you in China.

2. Work with partners

If you are already working with AWS Partners outside of China, you may be able to reach out to the same partners for assistance if they have deep expertise in Chinese business operations. Several AWS Partners in China have successfully supported international customers wishing to extend their businesses into China and use AWS China Regions for their cloud workloads. Working with those AWS Partners might be helpful for you to capitalize on an existing partnership and achieve more rapid success in China.

3. Key things to consider while designing your network infrastructure, especially if you require cross-border data transit:

- The connection

Make sure to use an authorized service provider for VPN, leased line, or SD-WAN.

- Data security

Data security is paramount for data both at rest and in transit. You should consult your AWS Solutions Architect or work with the AWS Professional Services team to design an infrastructure that best aligns with your unique security requirements.

- Regulation update

The regulations in the telecommunication sector in China have been evolving quickly in recent years. Customers are strongly encouraged to engage their own legal counsels as early as possible and obtain appropriate advice on the applicable legal requirements relevant to their business operation in China.

4. Set up payment route

You can settle the payment through wire transfer. As transaction between Sinnet/NWCD and customers of AWS China Regions are domestic transactions within China, generally fees for use of services in AWS China Regions need to be settled within China local Chinese currency (CNY).

5. Setup SaaS (Software as a Service)

There is no specific “SaaS license” in China as of this writing, and most of the requirements to operate as a SaaS company very much depend on the specific features of the SaaS services you will be offering. We recommend you consult your legal counsel to see if any regulations are applicable to your SaaS offering, including regulations around SaaS account management, licensing, and data security. Please refer to additional details in the Partner section.

2.6 How to Get Help

Your AWS account manager will be your primary counterpart from AWS. Your AWS team in China and along with AWS resources in other countries work together as a “One-AWS” team who you can trust. You will find that AWS Support is one of the best resources to assist should you encounter difficulties – <https://www.amazonaws.cn/en/support/>. If you have other questions related to AWS China Regions, please feel free to reach out your point of contact at AWS, or email us at G2C@amazon.com.

3. AWS Services in China

Most AWS services available in global AWS Regions are also available in China, with new services and features launched frequently. This allows customers who are using AWS services outside China to replicate their technical architectures in AWS China Regions easily in many cases. AWS works closely with our operations and service provider partners in China to provide local technical support for migration, transformation, and integration. Services and products from AWS Partners add additional options for customers to deploy AWS services in China quickly and effectively.

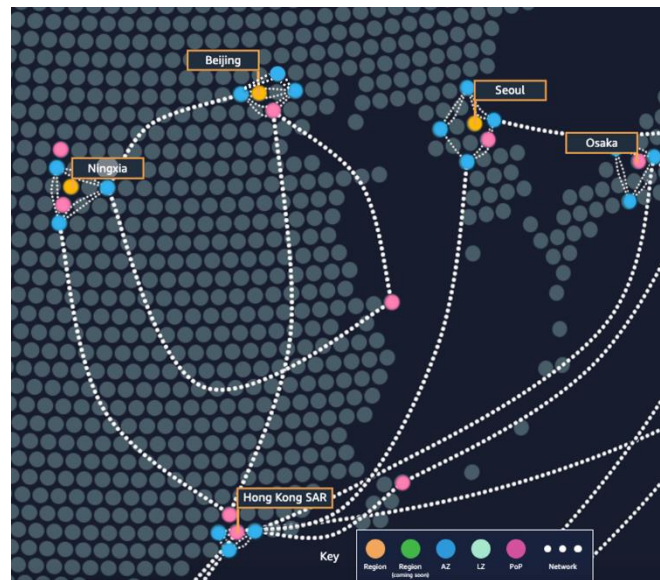
3.1 Network Infrastructure and Connection

Both AWS China (Beijing) Region and the AWS China (Ningxia) Region have three availability zones each; in addition, there are four POP (Points-of-Presence) sites in Beijing, Shanghai, Shenzhen and Zhongwei. All regions and POPs are connected to each other via high-speed fiber, which meets the high technical standards of the AWS network infrastructure and delivers consistently reliable performance for customers across the country.

AWS also has a region in Hong Kong and a POP site in Taipei. These are part of the AWS global network and are not directly connected to the AWS China Regions.

The AWS China (Beijing) Region and AWS China (Ningxia) Region are not directly connected to the AWS global network per Chinese governmental regulations. Customers can apply for [Amazon Direct Connect \(DX\)](#) service for better network performance within mainland China. Customers may also use services from AWS Partners to optimize their international network speed.

Considering the overall Chinese customer experience and the requirements of current and future regulations in China, international customers may consider deploying workloads targeted at Chinese end users within AWS China Regions.



3.1.1 VPN

VPN service licenses are only obtained by Telco carriers and their authorized partners in China. The key Telco carriers in China are China Unicom, China Telecom, and China Mobile. Customers can reach out to Telco carriers and their authorized partners to get their VPN service. Using an authorized VPN service, a customer can connect their services in AWS China Regions to their workloads provisioned within or outside China.

3.1.2 Direct Connect

The Amazon Direct Connect (DX) service can help customers improve the network performance between VPCs on AWS China Regions and AWS Global Regions, and is available through authorized partners. According to the regulations in China, only state-owned Telco Carriers like China Unicom, China Telecom, China Mobile and certified ISPs are eligible to provide Amazon Direct Connect service via fully compliant leased line connection. You can find all Amazon Direct Connect partners on AWS website - <https://aws.amazon.com/cn/directconnect/partners/>.

3.2 Service Parity

AWS China Regions have the similar console experience as other AWS Regions. Generally speaking, developers won't need additional training to use AWS services in AWS China Regions, which use the same APIs, SDKs, and CLIs used in other AWS Regions. Learn more about AWS products and features here: <https://www.amazonaws.cn/en/products/>

3.2.1 Services list

New service and features are launched every week in AWS China Regions. For the latest information, please visit <http://amazonaws.cn/about-aws/regional-product-services/>.

3.2.2 Pricing

Registered customers can view pricing details by logging on to the AWS China Management Console and by reviewing the product list available at https://www.amazonaws.cn/en/products/?nc2=h_l2_p

As with other AWS Regions, AWS China Regions have a variety of price offerings to address customers' different needs, including Reserved Instances (RI) and Spot Instances.

3.3 AWS China Regions' Certifications

While customers are ultimately responsible for ensuring compliance with the applicable laws, we could share some observations about the topical China law issues for international companies when considering entering into the Chinese market and deploying services, applications or content on top of AWS services in AWS China Regions. Your AWS China Regions business development manager can share our experience and understanding relating to common regulatory issues for reference, if you have further questions on this topic.

AWS China Regions are held to the same high standard of network infrastructure as other regions across AWS globally. Beijing Region (Operated by SINNET) and Ningxia Region (Operated by NWCD) completed the validation of their respective standard compliance capability through independent third-party assessment and evaluation.



Beijing Region
ISO22301, ISO27001,
ISO20000, ISO9001,
ISO27018



Ningxia Region
ISO22301, ISO27001,
ISO20000, ISO9001,
ISO27018, ISO27701,
ISO27017

For current information about the certification status of AWS China Regions, please visit <https://www.amazonaws.cn/en/compliance/>

4. AWS Professional Services

AWS Professional Services (“ProServe”) in China consist of practice teams who have extensive industry knowledge and delivery teams with strong full-stack solution competencies.

4.1 AWS Professional Services in China

Some AWS services may not be available in AWS China Regions immediately when launched, and there may be some operational differences for those services in AWS China Regions vs. other AWS Regions.

For instance, the Landing Zone design applicable to other AWS Global Regions cannot be replicated to an AWS China Regions directly and requires modifications to meet technical requirements.

China ProServe has supported many multinational companies localizing their headquarters-approved Landing Zone design and migrating to AWS China Regions while complying with customers’ global requirements. This has helped global customers roll out their applications to China quickly and smoothly. After years of working with customers, the AWS China ProServe team has deep experience with key practices to support international customers in China with offerings such as:

Customer issues	AWS ProServe Practice
AWS Organization and SCPs	Leverage IAM permission boundaries and build a policy modification pipeline
Transit Gateway, VPN Gateway, WAF	Leverage transit VPC to build a hub-spoke network structure
Account Vending Machine, Control Tower	Develop CFN templates for different architecture, and an automation pipeline for new account initialization
AWS Cost Explorer, AWS Budgets	Develop a China Region customized cost analytics and optimization platform via Amazon Elasticsearch Service
CloudWatch cross-account, cross Region dashboards	Leverage Amazon Elasticsearch Service as centralized dashboard of metrics and logs

4.2 AWS China Landing Zone Service

The AWS China Landing Zone service provides a proven design and implementation methodology for customers' application deployments in AWS China Regions. The Landing Zone service is designed for self-service after implementation to allow customers to automatically rebuild the design via Infrastructure as Code (IaC) scripts on their own in the future. There are two levels of AWS China Landing Zone Service -

Landing Zone Service Item	Standard	Customized
AWS Account Design	X	X
IAM management Design	X	X
VPC Network Design	X	X
Naming Convention	X	X
Security Group and NACL	X	X
Resource tag design	X	X
VPC environment implementation	X	X
IAM management implementation	X	X
Log collection design	X	X
Log collection implementation	X	X
Basic monitoring design and implementation	X	X
Security Baseline design and implementation (Security Hub, GuardDuty and etc.)	X	X
Account Vending Machine		X
SCP Alternative Solution based on IAM permission boundaries		X
AD and AWS Console integration design and implementation		X

Note: If the above landing zone offerings cannot match customer requirements, we can provide a customized landing zone service.

5. AWS Support

Whether you are new to AWS, or continuing to increase your adoption of services as you develop applications and build business solutions, we want to provide the right resources to support your success. Based on your current or planned use-cases, AWS Support provides a unique combination of tools and expertise to help you do amazing things with AWS.

5.1 AWS Support Benefits

AWS Support provides one-on-one interactions and fast response, with experienced technical support engineers and experienced customer service specialists. This service helps customers of all sizes and technical capabilities with their questions regarding AWS products and features. AWS Support can provide both technical support and non-technical support for AWS China Regions' users. We service a variety of types of customers, such as large enterprises, start-up companies and individual developers.

Register an AWS account	Experimenting with AWS	Production Use of AWS	Business Critical Use of AWS
All customers who sign up for an AWS account have access to account and billing support cases without the need for long-term contracts.	Individual developers exploring the potential of AWS, looking for access to technical support resources to help quickly and effectively get started.	Businesses looking for guidance and best practices to enable availability, scalability, and security of production workloads - reducing the need for reactive support.	Businesses whose success is directly linked with the performance of workloads and applications, benefiting from high-touch proactive/preventive services.
	Recommended Plan: Developer Support	Recommended Plan: Business Support	Recommended Plan: Enterprise Support

5.2 AWS Support Plans in China

AWS Support at all levels provides unlimited support cases to customers of AWS, priced at monthly payments without the need for long-term contracts. Different levels give developers and businesses the flexibility to choose the level of support that meets their specific needs. All customers have access to the basic support that comes with your AWS account. All programs support round-the-clock access to documents, white papers, and best practices. For technical support and other support resources, choose from the various programs we offer to meet your specific needs. If you are interested in AWS Support in China, please create a case in [Support](#)

[Center](#) or email support@amazonaws.com.cn for AWS China Regions support plan subscription information and change process. You can also visit the AWS Support website for more details: <https://www.amazonaws.cn/support/>.

5.2.1 Developer Support Plan

Developer Support provides resources for customers who are testing or developing early on AWS, and any customer who meets the following criteria:

- You want guidance and technical support
- Exploring how to get AWS to work quickly
- Use AWS for non-production workloads or applications

5.2.2 Business Support Plan

Business Support provides resources for customers running production workloads on AWS and for any customer who:

- Run one or more applications in a production environment
- Multiple services have been activated or critical services are widely used
- Rely on its commercial solutions to ensure availability, scalability, and security

Business support has a higher priority in case priority and response time than developer support programs. In addition, business support programs can enjoy the following features.

- Trusted Advisor – Full checks
- Support API
- Architecture Support - Technology Solutions
- Infrastructure Event Management (IEM, paid service)
- Third Party Software Support

5.2.3 Enterprise Support Plan

Enterprise Support offers resources for customers running business & mission critical workloads on AWS, as well as any customers who want to:

- Focus on proactive management to increase efficiency and availability
- Build well-architected, well operated solutions following best practices
- Leverage AWS expertise to support launches and migrations.

Leverage AWS expertise to support launches and migrations. The Enterprise Support plan is provided by the most experience team who understand enterprise customer's business need and system architecture. Technical Account Manager is your designated technical point of contact

who provides advocacy and guidance to help plan and build solutions using best practices, and proactively keep your Amazon Web Services environment operationally healthy. Support Concierge is a designated senior customer service professional who is familiar with you and your account, Support Concierge can quickly and efficiently get answers to your billing and account inquiries.

For more details on features of the different AWS Support plans in AWS China Regions, and comparison among them, please refer to <https://www.amazonaws.cn/en/support/compare-plans/>

6. AWS Partner Network

There is a vibrant partner community in China who are providing local end-to-end services or offering their products to support customers ramping up their businesses in China more effectively. AWS Consulting Partners provide customers with migration, integration, transformation, consulting, DevOps and application development services, while AWS Technology Partners provide software technologies or products to enrich AWS's services in China. More information about China AWS Partners can be found at <https://aws.amazon.com/partners/>.

6.1 Consulting Partner

AWS certifies AWS Consulting Partners in multiple categories and tiers. AWS Consulting Partners extend AWS's support and help provide the additional services to customers in defined market segments. Typical services for G2C customers include:

6.1.1 Local Distribution or Resale of Customer's Products

If you don't have a China legal entity in place, and wish to sell products or services to your customers in China through local distributors, resellers or service providers, you may consider authorizing the products or services to a local AWS Partner holding appropriate regulatory licenses, who could host the products or services in its own AWS China account and provide the same to end users in China. In this case, subject to the agreement between you and such local partner, the partner may take the relevant regulatory compliance responsibilities in China.

6.1.2 Consulting Services

Data privacy and residency related to the Cybersecurity Law (CSL) are one of the key factors that global customers have to consider when they extend their businesses to China. AWS Consulting Partners can leverage their knowledge and expertise to assist the customers to design and build cloud solutions aligned with CSL. Partners can assist customers in building their CSL-compliant workloads in China from these five perspectives, 1). Assess and verify MLPS to understand the technical and management requirements at the appropriate security level, 2). Assist data residency design and implementation align with policy, 3). Provide for network and cloud security enhancements (Firewall, Web Application Firewall, proxies etc.), 4). Assist cross-border connection & data transfer assessments, solution designs and implementation, 5). Assist with enabling privacy management for regulatory compliance.

The AWS China APN also has partners who can provide value-added China business expansion services, including auditing, tax advisory, legal consultation, financial best practices, risk assessments, and other commonly requested consulting services.

6.1.3 Transit

Multiple AWS Partners can assist in cross-border link transmission, keeping in mind that all cross-border connection services are ultimately delivered by or through the Telco carriers in China (China Unicom, China Telecom and China Mobile), and data owner must make sure the transit complies with the applicable regulatory requirements on cross-border data transfer. For additional details, refer to the Telco carriers' respective websites:

China Telecom: <https://www.chinatelecomglobal.com/products/GT/>

China Unicom: <https://www.chinaunicomglobal.com/hk/productslist>

China Mobile: <https://www.cmi.chinamobile.com/>

6.1.4 Migration and Integration

AWS Consulting Partners (including Global System Integrators, as “GSI”) can provide AWS migration solution to customers during the customer’s entire cloud journey from assessment, mobilization, migration and optimization. These partners have proven especially helpful for traditional industry customers, working with AWS to accelerate customer’s business transformation as they being doing business in China and standing up technical workloads in AWS China Regions. Migration partners can provide strategy and proof of concept (“POC”) assistance that can reduce customers’ time-to-market in China and avoid unnecessary regulatory or technical missteps.

6.2 Technology Partner

The AWS Technology Partner team in China mainly focuses on identifying and engaging a robust community of partners with deep industry experience to provide the best industry solutions to customers. For global customers landing in China, AWS China industry Independent Software Vendor (ISV) partners can provide the platform technology and vertical industry solutions to customers. Platform technology solutions include big data, artificial intelligence, machine learning, IOT, digital marketing, many others vertical industries include finance, retail, CPG, manufacturing, automobile, education, healthcare, media & entertainment, along with other industries.

6.3 AWS Marketplace China

AWS Marketplace China operated by NWCD is a standalone digital catalog set and dedicated to AWS China Regions' customers. It supports deployment of 3rd party products in both AWS China (Ningxia) Region and AWS China (Beijing) Region. To visit AWS Marketplace China and review the options available, customers can visit <https://awsmarketplace.amazonaws.cn/>.

Interested global ISV partners can fill out an online application form to request a product listing here: <https://www.amazonaws.cn/en/marketplace/sign-up/>. An alternative way to do so is to contact AWS China Marketplace team service hotline at (+86)10100966 ext. 8.

In addition, AWS provides a guide for global ISVs with prescriptive guidance and best practices for using AWS Marketplace China as a sales channel. The latest seller guide is available here: https://contessa-awsmarketplace.amazonaws.cn/asset/pdf/AWSMarketplaceChinaSellerGuide_en.pdf

7. Frequently Asked Questions (FAQ)

Please refer to the AWS China Gateway for more FAQs. <https://aws.amazon.com/china-gateway/>

Q: What are the typical challenges for international companies extend business to China and use AWS services?

A: Chinese regulations require that AWS accounts in China be issued only to those customers with local legal entities, but, some international companies seeking to land in China may not have immediate business plans for setting up China local operations. Customers who do not wish to set up a China legal entity may consider engaging an AWS Partners as local distributor, reseller or service provider (see Section 6.1.1 above). Another challenge customers frequently encounter is understanding the various Chinese regulations that may affect their business models and technical deployments. Customers are strongly encouraged to engage their legal counsels as early as possible and obtain appropriate advice on the applicable legal requirements relevant to their business operation in China, including the required governmental approvals and licenses. That said, AWS team in China could share its observations about the regulatory regime with the customer for reference. Our international business development managers in the US, Japan, Singapore and Germany can help you identify a supporting resource in China if this is the case.

Q: Can the service operator and provider (Sinnnet & NWCD) access my data? How do you work with China government?

A: Sinnnet and NWCD are data center owners and telecommunication license holders and they are the provider of AWS services to customers in AWS China Regions with technology, guidance and support from AWS. Same as AWS in other AWS Regions, Sinnnet and NWCD do not access customer content in AWS China Regions, except in each case as necessary to maintain or provide the Service Offerings, or as necessary to comply with the law, or requests of governmental or regulatory authorities.

Q: Can I setup my service in Hong Kong and provide services to customers from mainland China?

A: AWS Asia Pacific (Hong Kong) Region is part of the AWS global infrastructure and is also isolated from AWS China Regions network technically, so there are no differences than other AWS Regions outside China. You can enable customers within China to access the service hosted outside China, but we do recommend you to consider 1). Network performance - which can potentially impact your Chinese customers' experience, and 2). Regulatory risks, give that if the content or service you have built in an AWS Region outside of AWS China Regions violates

Chinese regulations, the out-bound access to the content from China may be blocked by Chinese authorities.

Q: What is the difference between AWS China (Beijing) Region and AWS China (Ningxia) Region?

A: AWS China (Beijing) Region and AWS China (Ningxia) Region both follow AWS global standard in terms of technical infrastructure and operations. Both regions have 3 Availability Zones. Keep in mind that the AWS services may be priced differently between the two regions, similar to pricing differences in other global regions. Customers can check the pricing details on [AWS China service listings available here: https://www.amazonaws.cn/en/products/?nc2=h ql prod cp r1](https://www.amazonaws.cn/en/products/?nc2=h ql prod cp r1).

Q: I don't have CNY, can I settle my bill in USD?

A: Generally, Customers are required to pay for their monthly bill generated for their AWS China account from a bank account opened in China mainland. Chinese law would require such domestic payment transaction to be settled in Chinese Yuan (CNY). You may also seek for assistance from AWS Consulting Partners in China. Please reach out to the AWS Global to China International Team (g2c@amazon.com) for more details.

Q: Is my data on AWS China Regions as secure as it on AWS Global Regions?

A: Yes, AWS China Regions and other AWS global regions use the same technology and follow the same rule of “shared responsibility” with our customers on data security. If you store or process data (including personal information or important data) by using services in AWS China Regions, your data will be stored within AWS China regions and will not be moved outside of AWS China Regions except as necessary to comply with the applicable law or requests of governmental or regulatory authorities.

When storing or processing data by using services in AWS China Regions, you are responsible for your content and for security in the cloud, including security of your content and the personal information included in your content, and you are ultimately responsible for your own compliance with the relevant data privacy requirements.

The operators of AWS China Regions are responsible for managing the security of the underlying cloud environment, and we implement and maintain technical and organizational security measures applicable to our cloud infrastructure services under both global and China-specific security assurance frameworks and certifications.

Q: I have other agreements with AWS Global, can I apply the terms in China?

A: As AWS China's operation is separate from AWS global, all agreements in China will need to be signed separately. We would recommend customers reach out to your AWS counterpart for details.

Q: What is Multi-Level Protection Scheme (MLPS) and its requirements?

A: The multi-level protection scheme ("MLPS") is core part of the Chinese cybersecurity legal regime. It requires network operators classify their networks into different security levels scaling from Level 1 to Level 5 and undertake the corresponding level of cybersecurity obligations. Your AWS China Regions business development manager can share our experience and understanding relating to common regulatory issues for reference, if you have further questions on this topic.

Q: I want get started, who can I contact with?

A: If you don't have contact person from AWS yet, the AWS China website will contain many useful information- <https://www.amazonaws.cn>, here are something you may interest while get onboard:

AWS China Hotline service:

+86(10) 1010 0966 AWS China (Ningxia) Region operated by NWCD

+86(10) 1010 0766 AWS China (Beijing) Region operated by Sinnet

AWS China Blog:

<https://aws.amazon.com/cn/blogs/china/>

Web Chat with AWS team in China:

https://webchat-aws.clink.cn/chat.html?accessId=ee2dbcd8-7d82-48aa-8800-0dd6acd23779&language=en_US

AWS China Gateway:

<https://aws.amazon.com/china-gateway/?nc2=h ql le int cng>

If you are new to AWS China or have any questions regarding AWS China, feel free to contact us at G2C@amazon.com.