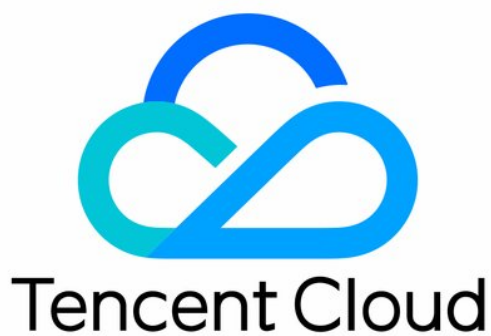


# SSL Certificates

## Contact Us

### Product Documentation



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# Contact Us

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## Hotline

If you have any questions when using Tencent Cloud SSL Certificate Service, please contact our customer service for assistance.

**Hong Kong, China:** +852 800 906 020 (Toll Free)

**United States:** +1 844 606 0804 (Toll Free)

**United Kingdom:** +44 808 196 4551 (Toll Free)

**Canada:** +1 888 605 7930 (Toll Free)

**Australia:** +61 1300 986 386 (Toll Free)

More local hotlines coming soon.

## Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud and submit a ticket as instructed. We will respond to you as soon as possible and look forward to your valuable feedback.

The following is the ticket submission link:

Submitting a ticket: [Submit a ticket](#)

Ticket status query: [ticket list](#)

A ticket can have the following states:

**Pending processing:** the ticket is just submitted or has been received but not reviewed by the technical support team. You can submit more information for or close the ticket at this stage.

**Processing:** the technical support team has received and reviewed the ticket and is taking an action. You can submit more information for or close the ticket at this stage.

**More information required:** the technical support team has received and reviewed the ticket, but more information is required for processing it. You can close the ticket at this stage.

**Note:**

The ticket will revert to "pending processing" status after you re-submit the ticket with more information.

**Closed:** the ticket has been resolved, or you closed the ticket before it was processed.