Tencent Cloud Firewall

Contact Us

Product Documentation

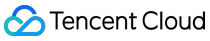
©2013-2026 Tencent Cloud. All rights reserved.

Copyright Notice

©2013–2026 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

Trademark Notice



All trademarks associated with Tencent Cloud and its services are owned by the Tencent corporate group, including its parent, subsidiaries and affiliated companies, as the case may be. Trademarks of third parties referred to in this document are owned by their respective proprietors.

Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

Contact Us

Last updated：2026-09-18 15:49:33

Customer Service

- Hong KongChina): +852 800 906 020 (Toll-free)
- United States: +1 844 606 0804 (Toll-free)
- Canada: +1 888 605 7930 (Toll-free)
- Australia: +61 1300 986 386 (Toll-free)

More local service hotlines are being added.

Ticket System

When you encounter Ops or technical issues, you can log in to Tencent Cloud official website, and follow the interface instructions to submit a ticket. We will respond as soon as possible and look forward to receiving your valuable feedback.
The ticket-related entries are as follows:

- Ticket submission: Submit a ticket
- Status check: Ticket list

The ticket status is described as follows:

- 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 the ticket 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 the ticket 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. You can close the ticket at this stage.

> **Note:**
> When a ticket in the to-be-supplemented status is supplemented and resubmitted, it will enter the unprocessed status again.

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

©2013-2026 Tencent Cloud. All rights reserved.