

Config

Contact Us

Product Documentation



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Contact Us

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Customer Service

If you have any questions about Tencent Cloud products, 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)

Submitting a Ticket

If you encounter any OPS or technical problems when using our products, you can log in to the [Tencent Cloud console](#) and follow the on-screen prompts to submit a ticket. We will get back to you as soon as possible.

Ticket links:

- Submitting a ticket: [Submit a ticket](#)
- Querying ticket state: [Ticket list](#)

A ticket can have the following status:

- **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.