

# Cloud Virtual Desktop

## Contact Us

## Product Documentation



Tencent Cloud

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# Contact Us

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## Customer Service

When you encounter issues while using Tencent Cloud, you can directly call customer service for assistance.

- Hong Kong, China: +852 800 906 020 (Toll-Free)
- United States: +1 844 606 0804 (Toll-Free) toll-free
- United Kingdom: +44 808 196 4551 (Toll-Free) or +44 808 196 4551 (toll-free)
- Canada: +1 888 605 7930 (Toll-Free)
- Australia: +61 1300 986 386 (Toll-Free) 86 386 (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 official website](#), and follow the on-screen prompts to submit a ticket. We will get back to you as soon as possible.

The ticket-related entries are as follows:

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

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 closed the ticket before it was processed.