

# Cloud Virtual Desktop

## Contact Us

## Product Documentation



## 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: 2026-01-16 10:54:27

## 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)om +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.