

CloudApp

Contact Us

Product Documentation



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Contact Us

Last updated : 2025-04-15 14:13:56

Hotline

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

USA +1 844 606 0804 (Toll Free)

UK +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's official website and submit a ticket as instructed. We will respond as soon as possible.

Ticket links:

Ticket submission: [Submit a ticket](#)

Status check: [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:

If you submit a ticket after providing more information again, it will move to the "pending processing" state.

Closed: the ticket is solved or closed by you before the technical support team takes an action.