

Business Intelligence Contact Us Product Documentation



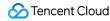


Copyright Notice

©2013-2025 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: 2025-09-19 15:30:19

Hotline

When you have problems using Tencent Cloud, you can call customer service directly to ask for appropriate assistance.

Hong Kong (China): +852 800 906 020 (free)

US: +1 844 606 0804 (free) UK: +44 808 196 4551 (free) Canada: +1 888 605 7930 (free) Australia: +61 1300 986 386 (free)

Ticket System

When you encounter operational or technical issues with the products, you can sign in to Tencent Cloud Official Website and submit a ticket following the interface instructions. We will respond as soon as possible and look forward to receiving your valuable feedback. Ticket-related entries are as follows:

Ticket submission: Submit a ticket

Status check: Ticket list

The ticket status is described as follows:

- Unprocessed: A newly submitted ticket, or a ticket received by technical support personnel but the assessment is not yet completed. You can supplement and close unprocessed tickets.
- Processing: Technical support personnel has received the ticket and is assessing it, and it is in the process of implementation. You can supplement and close the tickets in progress.
- To be supplemented: Technical support personnel has received the ticket and assessed it, but incomplete information is not submitted and needs to be supplemented. You can close the tickets to be supplemented.

Note:

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

 Closed: The ticket is completed, or you have closed the ticket before the technical support personnel takes action.