

Business Intelligence

Contact Us

Product Documentation



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Contact Us

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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.