

Application Load Balancer

Contact Us

Product Documentation



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Contact Us

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Hotline

When you encounter issues while using Tencent Cloud, call customer service personnel for corresponding assistance.

- Hong Kong (China): +852 800 906 020 (toll-free)
- United States: +1 844 606 0804 (toll-free)
- United Kingdom: +44 808 196 4551 (toll-free)
- Canada: +1 888 605 7930 (toll-free)
- Australia: +61 1300 986 386 (toll-free)

Ticket System

If you encounter issues when using Ops or technical products, log in to the [Tencent Cloud official website](#) and submit a ticket by following the instructions on the page. We will respond as soon as possible, and we look forward to receiving your valuable feedback. The ticket-related entry points are as follows:

- Ticket submission: [Submit a ticket](#).
- Status check: [Check the 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 the ticket 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 the ticket or close the ticket at this stage.
- Pending supplement: The technical support team has received and reviewed the ticket, but more information is required. You can close the ticket at this stage.
- Closed: The ticket has been resolved, or you have closed the ticket before it was processed.

Note:

When a ticket in the Pending supplement status is supplemented and resubmitted, it enters the Pending processing status again.