

# **Video on Demand**

## **Contact Us**

### **Product Documentation**



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# Contact Us

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## Hotline

**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)

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