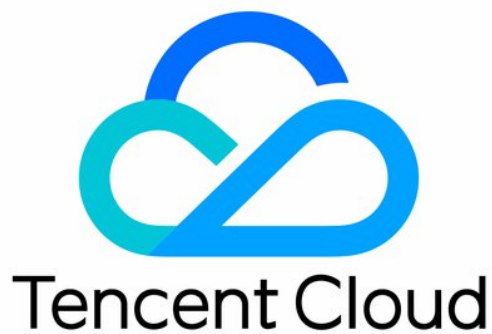


Cloud Contact Center

Contact Us

Product Documentation



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Contact Us

Last updated : 2025-01-23 15:49:53

Service Line

If you have any questions about Tencent Cloud products, please contact our customer service for assistance.

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

US: +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)

Ticketing System

If you encounter any OPS or technical problems with our products, you can log in to the [Tencent Cloud Official Website](#) and follow the on-screen instructions to submit a ticket. We will respond as swiftly as possible and look forward to your valuable feedback.

Related ticket links are as follows:

Ticket submission: [Submit a ticket](#)

Status check: [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.

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:

The ticket will revert to "Pending Processing" state after you re-submit the ticket with more information.

Closed: The ticket has been resolved, or you have closed the ticket before it was processed.

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