

# Game Multimedia Engine

## Contact Us

### Product Documentation



Tencent Cloud

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# Contact Us

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You can contact us in the following ways to enjoy personalized presales inquiry and aftersales service. You can also follow our official accounts on social media platforms to get the latest GME updates.

## Email

Official email address of GME: [gme\\_service@tencent.com](mailto:gme_service@tencent.com). Feel free to contact us for business consulting and technical support.

To help us make a prompt and accurate reply, detail your project conditions, requirements, or problems as much as possible in the email, and we will reply to you as soon as we can.

## Presales inquiry

If you have any questions before purchase, [contact us](#) for presales inquiry. A dedicated account manager will answer your questions online and recommend professional cloud migration solutions to you.

In addition, you can directly call our 24/7 customer service, and we will respond in no time. Below are our global customer service hotlines:

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

US: +1 844 606 0804 (toll-free)

UK: +44 808 196 4551 (toll-free)

Australia: +61 1300 986 386 (toll-free)

South Korea: +82 080-899-3166 (toll-free; availability: 9:00–12:00 and 13:00–18:00 Korea Standard Time)

## Aftersales support

If you encounter any Ops or technical problems when using our services, you can directly [submit a ticket](#) for assistance. We will get back to you as soon as possible.

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