Serverless Application Center

Contact Us

Product Documentation

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Customer Service

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

- Hong Kong (China): +852 800-964-163 (toll-free)
- US: +1 888-652-2736 (toll-free)
- Other regions: +86 4009100100

Submitting a Ticket

If you encounter any OPS or technical problems when using our products, you can log in to the Tencent Cloud console and follow the on-screen prompts to submit a ticket. We will get back to you as soon as possible.
Ticket links:

- Submitting a ticket: Submit a ticket
- Querying ticket state: Ticket list

A ticket can have the following status:

- 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 :
> The ticket will revert to "pending processing" status after you re-submit the ticket with more information.

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

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