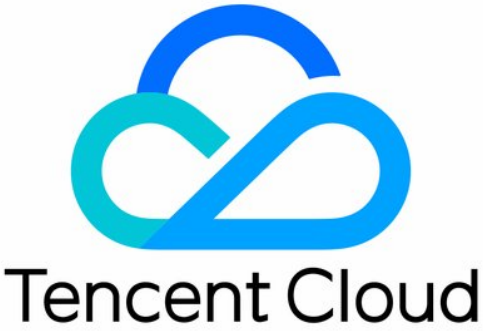
TDMQ for RocketMQ

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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