

# Direct Connect

## 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.