

# **Video on Demand**

## **Contact Us**

### **Product Documentation**



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# Contact Us

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## Hotline

- Hong Kong, China: +852 800-964-163 (Toll Free)
- United States: +1 888-652-2736 (Toll Free)
- Others: +86 4009100100

## Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud's official website and submit a ticket as instructed. We will respond as soon as possible.

Ticket links:

- Ticket Submission: [Submit a ticket](#)
- Status check: [Ticket list](#)

A ticket can have the following states:

- 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 :**

If you submit a ticket after providing more information again, it will move to the "pending processing" state.

- Closed: the ticket is solved or closed by you before the technical support team takes an action