

# **Short Message Service**

## **Contact Us**

### **Product Documentation**



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## 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](#)
- Querying ticket status: [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