

SSL Certificate Service Contact Us Product Documentation



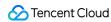


Copyright Notice

©2013-2024 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

Trademark Notice



All trademarks associated with Tencent Cloud and its services are owned by Tencent Cloud Computing (Beijing) Company Limited and its affiliated companies. Trademarks of third parties referred to in this document are owned by their respective proprietors.

Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.



Contact Us

Last updated: 2024-03-06 17:57:49

Customer Service

If you have any questions when using Tencent Cloud SSL Certificate Service, please contact our customer service for assistance.

- +852 800-964-163 (Hong Kong, China)
- +1 888-652-2736 (United States)
- +86 4009-100-100 (Others)

Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud and submit a ticket as instructed. We will respond to you as soon as possible and look forward to your valuable feedback.

The following is the ticket submission link:

Submitting a ticket: Submit a ticket

Ticket status query: 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:

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.