

Tencent Push Notification Service

Contact Us

Product Documentation



Tencent Cloud

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Contact Us

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Hotline

If you have any questions when using Tencent Cloud services, 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

Ticket System

If you encounter any OPS or technical problems when using the services, you can log in at Tencent Cloud official website and submit a ticket as instructed, and we will get back to you as soon as possible.

Ticket links:

- Ticket submission: [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 :

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