

# Media Processing Service

## Contact Us

### Product Documentation



Tencent Cloud

## Copyright Notice

©2013-2019 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 : 2021-09-15 11:27:39

## 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.