

# **Simple Email Service**

## **Contact Us**

### **Product Documentation**



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# Contact Us

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## Customer Service

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:

Ticket submission: [submit a ticket](#)

Querying ticket status: [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 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 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. You can close the ticket at this stage.

**Note:**

The ticket will revert to the "pending processing" status after you re-submit the ticket with more information.

Closed: the ticket has been resolved, or you have closed the ticket before it was processed.