

Service Plan

Product Introduction

Product Documentation



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Product Introduction

Product Overview

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Tencent Cloud International Service Support Plan is a package of after-sales service products that cater to the needs of customers with different scales and technical capabilities, providing cloud service technical support. By purchasing the designated support plan product for a specific duration, you can receive cloud service technical support during that period. The technical personnel of Tencent Cloud Support Plan will provide comprehensive service support, including product usage guidance, troubleshooting, and architecture optimization.

Tencent Cloud is committed to helping you accelerate development and achieve success, no matter when or where, and regardless of your specific needs.

Product Category

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Tencent Cloud Support Plan is a series of after-sales product packages, included four support levels: Basic, Developer, Business and Enterprise.

You can choose the support plan product that best suits your needs based on project budget, your own cloud technology reserves, company size, and business importance.

Support Level	Product Features	Applicable Scenarios
Basic	Provides ticket consultation service	Individual users or small enterprises, Lightweight cloud business scenarios, basic use and deployment of cloud products.
Developer	Provides all standard services, Faster and more efficient response to technical issues.	Developer or small enterprises, Cloud business scenarios with massive computing and deployment of experiments, testing environments, or non-critical production environments.
Business	Provides some advanced services and expert services, Offers multi-channel rapid response and value-added services.	Medium to large enterprises, Large-scale cloud deployment scenarios, high performance, high stability, fast problem response speed and higher business availability required.
Enterprise	Provides exclusive services, dedicated technical account manager and round-the-clock expert group support, Customizes various architecture support for enterprises.	Large enterprises or critical production environments, Ultra-large-scale cloud deployment scenarios, extremely high security, controllability, and high availability required, the fastest problem response speed, higher business availability demanded, professional technical support and comprehensive management services.