

VOD on EdgeOne

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 : 2024-01-30 16:34:02

Tencent Cloud provides 24/7 telephonic assistance.

Hong Kong, China +852 800-964-163 (Toll-Free Hotline)

United States +1 888-652-2736 (Toll-Free Hotline)

Canada +1 888 605 7930 (Toll-Free)

United Kingdom +44 808 196 4551 (Toll-Free)

Australia +61 1300 986 386 (Toll-Free)

Ticketing System

When encountering operational or technical product usage issues, you can log in to the Tencent Cloud official website and submit a ticket according to the interface guidelines. We will respond promptly, looking forward to receiving your valuable feedback. The related entrances for ticket submission are as follows:

Ticket Submission: [Submit a Ticket](#).

Status Inquiry: [Ticket List](#).

The explanations for ticket status are as follows:

Pending processing: Newly submitted tickets, or tickets received by technical support but the evaluation is not yet completed. You can supplement and close unprocessed tickets.

Processing: The technical support has received and evaluated the ticket, and it is currently being implemented. You can supplement and close tickets that are in progress.

More information required: The technical support has received and evaluated the ticket, but the information submitted is not completed and needs to be supplemented. You can close tickets that are awaiting supplement.

Note:

Once the "More information required" tickets are supplemented and resubmitted, they will re-enter the "pending processing" status.

Closed: The ticket implementation is complete, or you have closed the ticket before the technical support operation.