

Tencent Cloud TCHouse-D Contact Us Product Documentation



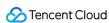


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Contact Us

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Hotline

If you have any problems while using Tencent Cloud, you can call customer service for help.

Hong Kong (China): +852 800-964-163 (toll free)

USA: +1 888-652-2736 (toll free)

Others: +86 75595716

Ticket System

If you encounter any Ops or technical issues with our products, you can log in to the Tencent Cloud official website and submit a ticket following the interface instructions. We will respond as soon as possible and look forward to receiving your valuable feedback.

The relevant entries for tickets are as follows:

Ticket submission: Submit a ticket

Status check: Ticket list

The ticket status is described as follows:

Unprocessed: A newly submitted ticket, or a ticket received by technical support personnel but the assessment is not yet completed. You can supplement and close unprocessed tickets.

Processing: Technical support personnel has received the ticket and is assessing it, and it is in the process of implementation. You can supplement and close the tickets in progress.

To be supplemented: Technical support personnel has received the ticket and assessed it, but incomplete information is not submitted and needs to be supplemented. You can close the tickets to be supplemented.

Note:

When a ticket in the to-be-supplemented status is supplemented and resubmitted, it will enter the unprocessed status again.

Closed: The ticket is completed, or you have closed the ticket before the technical support personnel takes action.