

# 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.