

# **Edge Zone**

## **Contact Us**

### **Product Documentation**



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# Contact Us

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## Hotline

If you have any questions about Tencent Cloud products, please contact our customer service for assistance.

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

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

Others: +86 4009100100

## Ticket System

When you encounter operational or technical problems with the products, you can sign in [Tencent Cloud International Site](#) and follow the prompts on the screen to submit a ticket. We will respond as soon as possible, looking forward to receiving your valuable suggestions.

Ticket links:

Ticket submission: [Submit a Ticket](#)

Ticket status query: [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 for 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 for 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:

When the ticket marked as **to be supplemented** is supplemented and resubmitted, it will enter the "Unprocessed" state again.

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