

Short Message Service

Contact Us

Product Documentation



Tencent Cloud

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Contact Us

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Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud's official website and submit a ticket as instructed. We will respond as soon as possible.

Ticket links:

- Ticket submission: [Submit a ticket](#)

Querying ticket status: [Ticket list](#)

A ticket can have the following states:

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 for processing it. You can close the ticket at this stage.

Note:

If you submit a ticket after providing more information again, it will move to the "pending processing" state.

Closed: the ticket is solved or closed by you before the technical support team takes an action