

Cloud Virtual Machine

Contact Us



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Contact Us

We are committed to providing personalized pre-sales consultation and technical after-sale support. Don't hesitate to contact us at 4009100100 or 95716 for any inquiries or concerns.

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Presales Inquiry

When you require purchasing advice, you can directly submit your questions through [Presales Inquiry](#). A dedicated account manager will be available online to provide answers and offer professional cloud migration solutions.

Additionally, you can directly call our sales representatives at the hotline: 4009100100, extension 1 (available on weekdays from 9:00 AM to 6:00 PM).

Aftersales Support

If you encounter any problem during service use, you can contact our 24/7 online [technical support](#).

You can also submit a ticket for assistance.

- Customer service hotline: 4009100100 (24/7).
- ICP filing assistance hotline: 4009100100 ext. 3 (24/7)

Questions and Feedback

We invite you to scan the QR code to follow the official account of Tencent Cloud CVM on WeChat and reply "CVM" to join our communication group, where we provide you with responsive and professional technical support for any questions or feedback about Tencent Cloud CVM.



Tencent Cloud Assistant

Tencent Cloud Assistant is a mobile management tool provided by Tencent Cloud for developers. It can help developers quickly manage cloud resources and accounts on mobile phones, perform top-up and renewal, manage ICP filing of tickets, and contact customer service for help quickly.

Tencent Cloud Assistant allows developers to improve management efficiency by quickly performing management operations anytime anywhere. To try out Tencent Cloud Assistant, use WeChat to scan the QR code below.



Q&A community

The Q&A community is a communication platform provided by Tencent Cloud for developers. It features popular tags such as cloud computing, AI, applets, and product documentation. You can log in to the Q&A community to ask questions, and product experts or enthusiastic users will provide answers, discussions, and guidance.

Entry: [Q&A](#)