

EMC CUSTOMER SUPPORT CENTERS

The EMC® global support network provides 24x7 coverage—with redundancy and failover—through global customer support centers in Australia, Ireland, the United States, and Japan, and numerous regional centers in Europe, the Middle East, Latin America, and Asia Pacific.

For customer convenience, EMC offers a single support number for all EMC customers regardless of which products you have implemented. Sophisticated call-handling systems enable efficient dispatching and coordinated delivery via the EMC worldwide logistics organization for around-the-clock parts delivery to rapidly mitigate hardware issues. EMC global support centers and field offices are networked by a global CRM system to maximize your total customer experience and ensure rapid resolution of every service request, small or large.

- **United States:** 1 800 782 4362 (1 800 SVC 4EMC)
- **Canada:** 1 800 543 4782 (1 800 543 4SVC)
- **Worldwide Country Code:** 1 508 497 7901

IN-COUNTRY SUPPORT PHONE NUMBERS AVAILABLE

In addition, EMC provides local phone and toll-free access numbers for many countries throughout the world. Many of these access numbers will route you to support professionals who speak your local language.

Country	Products	Local Hours	Toll-Free Number	Local Toll Number
ARGENTINA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	0800 6661769	49 6131 32 41 732
AUSTRALIA	All	24x7	1800 335 438	02 8223 9403
AUSTRIA	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	German: 49 0 89 93091 260
	All Other SW/HW	24x7	0800 312103	49 6131 32 41 95 or 49 170 577 8732
BELGIUM	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	French: 33 1 46 95 89 66 or 44 0 20 8758 6832
	All Other SW/HW	24x7	0800 77 179	32 27 25 93 39 or 49 6131 32 41 32
BOLIVIA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	800 100 479	
BRAZIL	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	0800 8919310	0800 7712023
CANADA	All	24x7	1 800 543 4782	
CHILE	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	12300206033	49 6131 32 41 1116
CHINA	All	24x7	Chinese: 800 8190009 or 800 8103777 English: 10800 852 1116 or 10800 712 1295 China Netcom: 10800 744 0410 China Telecom: 10800 440 0393	400 6700009
COLOMBIA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	01800 944 0775	49 6131 32 41 1121

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COSTA RICA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	0800 0004 0027	49 6131 32 41 1123
CZECH REPUBLIC	All	24x7		420 731 182 938
DENMARK	Content Management SW	Mon–Fri 08:00–16 :30 GMT+1		Danish & English: 45 72 30 63 91
	Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	80 206 678	45 802 06 678
DOMINICAN REPUBLIC	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	1 800 734 8564	49 6131 32 41 1122
EL SALVADOR	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	800 6289	49 6131 32 41 1125
EGYPT	All	24x7	800 000 0128	
FINLAND	Content Management SW	Mon–Fri 08:00–16:00 Local Time		Finnish & English: 358 20 726 6979
	Storage	08:00–18:00 GMT	00 800 3622 3622 (Alternate Access Codes: 990, 994, 999)	
	All Other SW/HW	24x7	800 114 963	49 61 31 32 4124
FRANCE	Content Management & Backup Recovery SW	08:00–18:00 GMT	France Telecom: 00 800 3622 3622 TELE 2: 40 800 3622 3622 OMNICOM: 50 800 3622 3622 LE 7 CEGETEL: 70 800 3622 3622 9 TELECOM: 90 800 3622 3622	44 0 20 8758 6832
	All Other SW/HW	24x7	0 805 113 759	49 61 31 32 41 721
GERMANY	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	49 0 89 93091 260
	All Other SW/HW	24x7	0800 085 5556	49 61 31 32 4124
GREECE	All	24x7		30 6973 730 039
HONG KONG	All	24x7	3009 5851 or 3009 5852	
HUNGARY	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	17774762	
INDIA	All	24x7	000117 800 782 4362	
INDONESIA	All	24x7	001 803 852 9878	
IRELAND	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	44 0 20 8758 6830
	All Other SW/HW	24x7	0870 6000 300	44 870 6000 300 or 49 6131 32 41 0
ISRAEL	Content Management & Backup Recovery SW	08:00–18:00 GMT	Default selected carrier: 00 800 3622 3622 Golden Lines: 012 800 3622 3622 Barak LTD: 013 800 3622 3622 Bezeq LTD: 014 800 3622 3622	
	All Other SW/HW	24x7	1 800 360 470	972 36 45 4291 or 972 35 77 2133
ITALY	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	44 0 20 8758 6830
	All Other SW	24x7	800 318 975	39 02 40 90 8393
	All HW	24x7	800 013 746	
JAPAN	All	24x7	0120 770 365	
KOREA	All	24x7	080 2125 777	02 2125 7777
LUXEMBOURG	Content Management & Backup Recovery SW	08:00–18:00 GMT		English: 44 0 20 8758 6830 French: 33 1 46 95 89 66 or 44 0 20 8758 6832 German: 49 0 89 93091 260
	All Other SW/HW	24x7	800 292 34	49 61 31 32 4121
MALAYSIA	All	24x7	1 800 882 853	

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MEXICO	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	01 800 123 8590	49 6131 32 41 733
NETHERLANDS	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	030 288 9488	31 302 88 9488 or 49 6131 32 41 56
NEW ZEALAND	All	24x7	0800 448 575	09921 4587
NICARAGUA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	800 734 8563	49 6131 32 41 1124
NORWAY	Content Management SW	Mon–Fri 08:00–16:00 GMT+1		Norwegian & English: 47 21 70 78 18
	Storage	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	800 10 599	47 800 10 599 or 49 6131 32 41 0
PAKISTAN	All	24x7	0080090044026	
PANAMA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	00800 0440015	49 6131 32 41 1126
PERU	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	0800 52 328	49 6131 32 41 1117
PHILIPPINES	All Other SW/HW	24x7	1 800 7823 7977	
POLAND	All	24x7	0800 684 000 or 0 500 00 33 43	48 32 33 25 690
PORTUGAL	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622 Rubicon/BT “GeoVerse”: 882 800 3622 3622	
	All Other SW/HW	24x7	800 206 353	351 21 41 29 600
PUERTO RICO	All	24x7	800 307 7362	49 6131 32 41 1120
RUSSIA	Content Management SW	Mon–Fri 10:00–19:00 GMT+3		7 812 448 66 90
	All Other SW/HW	24x7		7 495 785 66 26
SAUDI ARABIA	All	24x7	800 8444 903	
SINGAPORE	All	24x7	800 852 3538	6415 5091
SOUTH AFRICA	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	0800 99 5634	49 6131 32 41 95
SPAIN	Content Management SW	Mon-Fri 08:00-16:30 GMT+1	00 800 3622 3622	44 0 20 8758 6830
	All Other SW/HW	24x7	900 100 805	49 6131 32 41 8600 34 91 410 3789
SWEDEN	Content Management SW	Mon–Fri 08:00–16:30 GMT+1		Swedish & English: 46 10 481 30 30
	Storage	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	0200 214 977	49 6131 32 41 24
SWITZERLAND	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other SW/HW	24x7	0800 85 45 99	49 6131 32 41 24
TAIWAN	All	24x7	Chinese: 0800 030 919 English: 0080 113 8640	
THAILAND	All	24x7	001 800 7823 7977 or 001 800 1206 62158	
TURKEY	All	24x7		90 532 606 1781
UNITED ARAB EMIRATES	All Other SW/HW	24x7	8000 4414965	

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UNITED KINGDOM (excluding Ireland)	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	44 0 20 8758 6830
	All Other SW/HW	24x7	0870 6000 300	44 870 6000 300 or 49 6131 32 41 0
URUGUAY	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	0004044004	49 6131 32 41 1118
VENEZUELA	Content Management SW	Mon–Fri 08:30–17:30 Local Time		55 21 4009 2795
	All Other SW/HW	24x7	08001004130	49 6131 32 41 1119

CONTACT US

To learn more about how EMC products, services, and solutions help solve your business and IT challenges contact your local representative or authorized reseller—or visit us at www.EMC.com

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