

EMC CUSTOMER SUPPORT CENTERS

The EMC® global support network provides 24x7 coverage—with redundancy and failover—through global customer support centers in North America, Europe, and Asia.

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 24x7 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.

UPDATED

October 2013

COUNTRY	TOLL-FREE NUMBERS	TOLL NUMBERS
ARGENTINA	0800 6661769	+44 203 684 0996
AUSTRALIA	1800 335 438	02 8223 9403
AUSTRIA	0800 312103	+44 203 684 0994
BELGIUM	0800 77 179	+44 203 684 0995
BOLIVIA	800 100 479	+44 203 684 0996
BRAZIL	0800 8919310	0800 7712023
CANADA	1 800 543 4782	
CANADA (QUEBEC)	1 866 362 2800	+44 203 684 0995
CHILE	1230 0206 033	+44 203 684 0996
CHINA (MAINLAND)	Chinese: 800 8190009 or 800 8103777 English: 10800 852 1116 or 10800 712 1295	400 6700009
CHINA (HONG KONG)	3009 5851 or 3009 5852	
CHINA (TAIPEI)	Chinese: 0800 030 919 English: 0080 113 8640	+44 203 684 0995
COLOMBIA	01800 944 0775	+44 203 684 0996

HANDOUT

COUNTRY	TOLL-FREE NUMBERS	TOLL NUMBERS
COSTA RICA	0800 012 1845	+44 203 684 0996
CZECH REPUBLIC		+420 731 182 938
DENMARK	80 206 678	+44 203 450 9715
DOMINICAN REPUBLIC	1 800 734 8564	+44 203 684 0996
ECUADOR	1 800 225 528 then 877 759 3762	+44 203 684 0996
EGYPT	800 000 0128	
EL SALVADOR		+44 203 684 0996
FINLAND	800 114 963	+44 203 450 9715
FRANCE	0805 113 759	+44 203 684 0995
GERMANY	0800 085 5556	+44 203 684 0994
GREECE		+30 6973 730 039
HUNGARY	1777 4762	
INDIA	000800 440 1379	
INDONESIA	001 803 852 9878	
IRELAND	1800 946 864	+44 870 6000 300
ISRAEL	1 800 360 470	+972 36 45 4291 or +972 35 77 2133
ITALY	800 13 746 or 800 318 975	+44 203 684 0997
JAPAN	0120 770 365	
KOREA	080 2125 777	
LUXEMBOURG	800 292 34	+44 203 684 0995
MALAYSIA	1 800 882 853	
MEXICO	01 800 123 8590	+44 203 684 0996
NETHERLANDS	030 288 9488	+44 203 684 0998
NEW ZEALAND	0800 448 575	09921 4587
NICARAGUA	00 1800 220 2287	+44 203 684 0996
NORWAY	800 10 599	+44 203 450 9715
PAKISTAN	800 9004 4026	
PANAMA	C&W: 011 0018005073012	+44 203 684 0996
PERU	0800 52 328	+44 203 684 0996
PHILIPPINES	Philippines Globe: 180089086416 PLDT: 180014410696	

COUNTRY	TOLL-FREE NUMBERS	TOLL NUMBERS
POLAND	800 684 000	+48 224 178 761 or +48 601 709 710
PORTUGAL	800 206 353	+44 203 684 0996
SAUDI ARABIA	800 8444 903	
SINGAPORE	800 852 3538	6415 5091
SOUTH AFRICA	0800 99 5634	+44 203 450 9715
SPAIN	900 100 805	+44 203 684 0996
SWEDEN	0200 214 977	+44 203 450 9715 or +46-8-555 140 97
SWITZERLAND	0800 85 45 99	+44 203 684 0994
THAILAND	001 800 4414 350	
TURKEY		+90 532 606 1781
UNITED ARAB EMIRATES	8000 4414965	
UNITED KINGDOM	0870 6000 300	+44 870 6000 300
URUGUAY	404 4004	+44 203 684 0996
VENEZUELA	800 100 4130	+44 203 684 0996

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