

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 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	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		0800-6661769	49 6131 32 41 732
AUSTRALIA	All HW/SW		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 HW/SW		0800 312103	+49 613 13 241 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 HW/SW		0800 77 179	+32 27 25 93 39 or +49 613 132 4132
BOLIVIA	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		800-100-479	
BRAZIL	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		0800-8919310	0800-7712023
CHILE	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		12300206033	49 6131 32 41 1116
CHINA	All HW/SW		Chinese: 800-8190009 / 800-8103777 English: 10800-852-1116 /10800-712-1295 (CNC) 10800-152-1116 /10800-120-1295 (China Telecom)	Chinese: 400-6700009
COLOMBIA	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		01800-944-0775	49 6131 32 41 1121
COSTA RICA	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		0800-0004-0027	49 6131 32 41 1123
CZECH REPUBLIC	All HW/SW		731 182 938	+420 731 182 938 or +420 222 191 414
DENMARK	Content	Mon–Fri 08:00–16:30 Central Europe Time		Danish & English: 45.72.30.63.91
	Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other HW/SW		80 206 678	+45 802 06 678 or 808 813 90
DOMINICAN REPUBLIC	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		1 800 734 8564	49 6131 32 41 1122

Country	Products	Local Hours	Toll-Free Number	Local Toll Number
EL SALVADOR	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		800-6289	49 6131 32 41 1125
FINLAND	Content	Mon–Fri 08:00–16:00 Local Time		Finnish & English: 358.20.726.6979
	Storage	08:00–18:00 Greenwich Mean Time	00 800 3622 3622 (Alternate Access Codes: 990, 994, 999)	
	All Other HW/SW		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	French: 33 1 46 95 89 66 or 44 (0) 20 8758 6832
	All Other HW/SW		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	German: 49 (0) 89-93091-260
	All Other HW/SW		0800 085 5556	+49 61 31 32 4124
GREECE	All HW/SW			+30 6973 730 039
HONG KONG	All HW/SW		3009-5851 3009-5852	
HUNGARY	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	
	All Other HW/SW		17774762	
INDIA	All HW/SW		000117-800-782-4362	
INDONESIA	All HW/SW		001-803-852-9878	
IRELAND	Content Mgmt. & Backup Recovery Software	08:00–18:00 Greenwich Mean Time	00 800 3622 3622	English: 44 (0)20 8758 6830
	All Other HW/SW		0870 6000 300	+44 870 6000 300 or +49 613 132 410
ISRAEL	Content Mgmt. & Backup Recovery Software	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 HW/SW		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	Italian: 44 (0) 20 8758 6830
	All Other HW/SW		HW Support: 800 013 746 SW Support: 800 318 975	+39 02 40 90 8393
JAPAN	All HW/SW		East: 0120-770-365 West: 0120-164-110	
KOREA (Peoples Republic of)	All HW/SW		080-2125-777	02-2125-7777
LUXEMBOURG	Content Management & Backup Recovery SW	08:00–18:00 Greenwich Mean Time		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 HW/SW		800-292 34	
MALAYSIA	All HW/SW		1-800-882-853	+49 61 31 32 4121
MEXICO	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		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 HW/SW		030 288 9488	+31 302 88 9488 or +49 613 132 4156
NEW ZEALAND	All HW/SW		0800-448-575	09921-4587
NICARAGUA	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		800-734-8563	49 61 31 32 41 1124
NORWAY	Content	Mon–Fri 08:00–16:00 Central Europe Time		Norwegian & English: 47 21 70 78 18
	Storage	08:00–18:00 Greenwich Mean Time	00 800 3622 3622	
	All Other HW/SW		800 10 599	+47 800 10 599 or +49 613 132 410
PANAMA	Content	Mon–Fri 08:30–17:30		55 21 4009-2795
	All Other HW/SW		008000-440015	49 6131 32 41 1126

Country	Products	Local Hours	Toll-Free Number	Local Toll Number
PERU	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		0800-52-328	49 6131 32 41 1117
PHILIPPINES	All Other HW/SW		1-800-7823-7977	
POLAND	Content & Storage	24x7	0800 684 000 Polish/English Language 0 503 123 456	+48 32 33 28 499 or +48 32 32 5690
	All Other HW/SW	24x7	0800 684 000 Polish/English Language 0 503 123 456	+48 32 33 28 499 or +48 32 32 5690
PORTUGAL	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622 Rubicon/BT “GeoVerse”: 882 800 3622 3622	
	All Other HW/SW		800 206 353	+351 21 41 29 600 or +351 93 80 30 310
PUERTO RICO	All HW/SW		800-307-7362	49 6131 32 41 1120
RUSSIA	Content	Mon–Fri 10:00–19:00 (GMT+3)		Russian: 7 (812) 448-66-90
	All Other HW/SW			+7 495 6489460
SAUDI ARABIA	All HW/SW		800-8444-903	
SINGAPORE	All HW/SW		800-852-3538	6415-5091
SOUTH AFRICA	Content Management & Backup Recovery Software	08:00–18:00 Greenwich Mean Time	09 800 3622 3622	
	All Other HW/SW		0800 99 5634	+49 613 132 4195
SPAIN	Content Management & Backup Recovery SW	08:00–18:00 GMT	00 800 3622 3622	Spanish: 44 (0) 20 8758 6830
	All Other HW/SW		900 100 805	Madrid: +34 914 103 800 or +34 616 468 348 Barcelona: +34 932 387 000 or Barcelona: +34 679 852 214
SWEDEN	Content	Mon–Fri 08:00–16:30 Central Europe Time		Swedish & English: 46.10.481.30.30
	Storage	08:00–18:00 GMT	00 800 3622 3622	+49 613 132 4124
	All Other HW/SW		0200 214 977	
SWITZERLAND	Content Management & Backup Recovery Software	08:00–18:00 Greenwich Mean Time	00 800 3622 3622	
	All Other HW/SW		0800 85 45 99	+49 613 132 4124
TAIWAN	All HW/SW		Chinese: 0800-030-919 English: 0080-113-8640	
THAILAND	All HW/SW		001-800-7823-7977 001-800-1206-62158	
TURKEY	All HW/SW			+90 532 606 1781
UAE	All Other HW/SW		8000 4414965	
UK (excluding Ireland)	Content Management & Backup Recovery Software	08:00–18:00 Greenwich Mean Time	00 800 3622 3622	English: 44 (0)20 8758 6830
	All Other HW/SW		0870 6000 300	+44 870 6000 300 or +49 613 132 410
URUGUAY	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		0004044004	49 6131 32 41 1118
VENEZUELA	Content	Mon–Fri 08:30–17:30 Local Time		55 21 4009-2795
	All Other HW/SW		08001004130	49 6131 32 41 1119



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