**Contacting Customer Support**

If contacting Customer Support via e-mail (EmptorisSupport@us.ibm.com). Please include the following information in the e-mail:

* IBM Customer Number
* Contact name
* Contact e-mail address
* Contact preferred phone number
* Severity in this format: "Severity 3"
* How many users are impacted
* Product Name
* URL for the product instance where the issue is being experienced
* Summary of the issue in the e-mail subject
* Description of the issue
* Related attachments (as applicable)

**Support Options**

**Product and technical assistance you can rely on.**

Our services do not end with implementation. As you use Emptoris, you can rely on full product and technical support from Emptoris. Our support staff is easily accessible by phone, and can provide comprehensive product and technical assistance.

**Worldwide, language specific local access telephone numbers:**

|  |  |
| --- | --- |
| - Australia - Toll free | 1 800 049715 |
| - Brazil - Toll free | 0800 761 1583 |
| - Chile - Toll free | 1230-020-0083 |
| - China/Taiwan - Toll free | 00 800 8888 3030 |
| - Chinese | +852 30114576 |
| - English | +1 212 444 0140 |
| - French | +33 157323112 |
| - German | +49 6951709188 |
| - Italian | +39 0269682957 |
| - Japanese | +81 357676015 |
| - Portuguese | +351 214159395 |
| - Russian | +44 2030241427 |
| - South Africa - Toll Free | 0800 202 873 |
| - Spanish | +34 912754317 |
| - United Kingdom - Toll Free | 0 800 028 6347 |
| - US & Canada - Toll free | +1 888 791 3069 |

In addition to allowing you to use local access numbers from locations around the world, these numbers will directly connect you to language-specific support engineers speaking the following languages: