### International Phone Numbers:

Any authorized contact at the client site can contact Customer Support.

* 24 x 7 IBM Client Success Portal: <https://support.ibmcloud.com>
* Phone:

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| **Country (Language Supported)** | **Phone Number** | **Hours of Operation** |
| US International (English) | +1 212 444 0140 | Sunday 7:30pm - Friday, 7:30 PM U.S. EST |
| US & Canada (English) | +1 888 791 3069 |
| United Kingdom (English) | 0 800 028 6347 |
| For the Telecom Expense Management Product  US International (English) | |  | | --- | | +1 855 268 0412 |   + 1 703 995 6100 |
| Australia (English) | +1 800 049715 |
| India (English) | 000 800 852 1501 |
| South Africa (English) | 0800 202 873 |
| Japan (Japanese) | +81 357676015 | Weekdays 8:00am – 5pm Tokyo Time |
| Russia (Russian) | +44 2030241427 | Weekdays 8:00am – 5pm Moscow Time |
| Spain (Spanish) | +34 912754317 | Weekdays 8:00am – 5pm Madrid Time |
| Chile (Spanish) | 1230-020-0083 | Weekdays 8:00am – 5pm Mexico Time |
| Germany (German) | +49 6951709188 | Weekdays 8:00am – 5pm Berlin Time |
| France (French) | +33 157323112 | Weekdays 8:00am – 5pm Paris Time |
| Italy (Italian) | +39 0269682957 | Weekdays 8:00am – 5pm Rome Time |
| Brazil (Portuguese) | 0800 761 1583 | Weekdays 8:00am – 5pm Brasilia Time |
| Portugal (Portuguese) | +351 214159395 | Weekdays 8:00am – 5pm Lisbon Time |
| Taiwan (Chinese)  China (Beijing) | 00 800 8888 3030  +852 30114576 | Weekdays 8:00am – 5pm Beijing Time  Weekdays 8:00am – 5pm Beijing Time |

### After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, call the support line for the language from the phone numbers listed above and follow the prompts. Please note the following information is required for assistance:

* Client Name
* Caller Name
* Phone Number
* Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.