



June 17, 2009

## CA SUPPORT SERVICE DIRECTORY BY COUNTRY

### CA Support

Access to online support can be found at <http://support.ca.com>. Additional information on CA Support policies, including severity levels, can be found under [CA Support Policies](#).

### Emergency After-Hours Service

Support is available outside of primary business hours, in English. For after-hours support, please dial your local country number listed below or +1 303 262 8300.

**Note:** Mobile Telephone carriers generally charge airtime even when full toll free agreements exist between callers.

Service Directory as of 6 May 2009			
North America			
Country	Hours of Operation	Toll-Free	Direct Dial
North America	See Below *	1 800 225 5224	+1 303 262 8300
* Hours of operation in North America vary by product. Please see the <a href="#">CA Enterprise Product Support Directory</a> for hours and phone numbers listed by product.			

Asia Pacific Japan			
Country	Hours of Operation	Toll-Free	Direct Dial
Australia	8:00 AM – 6:00 PM (AEST)	1800 023 386	+61 2 9112 7057
China	9:00 AM – 6:00 PM (CST)	400 8100 670	+852 30029788
Hong Kong	9:00 AM – 6:00 PM (CST)	852 2587 9993	+852 30029786
India	9:00 AM – 6:00 PM (IST)	1800 419 9393	+91 4066248200
Indonesia	9:00 AM – 6:00 PM (WIT)	001 803 657 259	+65 64155194
Japan	9:00 AM – 5:30 PM (JST)	81 3 5320 3720	+81 3 3570 8249
Korea	9:00 AM – 6:00 PM (KST)	080 022 0808	+822 34831106
Malaysia	9:00 AM – 6:00 PM (MYT)	1800 80 1160	+65 64155196
New Zealand	10:00 AM – 6:00 PM (NZST)	0800 652 580	+61 2 9112 7051
Philippines	9:00 AM – 6:00 PM (PHT)	1800 1651 0081	+65 64155197
Singapore	9:00 AM – 6:00 PM (SGT)	65 6336 6911	+65 64155191
Taiwan	9:00 AM – 6:00 PM (CST)	0800 005 454	+88 6221626562
Thailand	8:00 AM – 5:00 PM (ICT)	001 800 656 152	+65 64155193



Latin America			
Country	Hours of Operation	Toll-Free	Direct Dial/ Alternative Number
Argentina	9:00 AM – 6:00 PM (ART)	0800 666 0099	+55 11 5503 6024
Bolivia	8:00 AM – 6:00 PM (BOT)	800 100208	
Brazil	8:30 AM – 5:30 PM (BRT)	0800 771 6350	+55 11 5503 6100
Chile	9:00 AM – 6:30 PM (CLT)	800 410 088	
Colombia	8:30 AM – 5:30 PM (COT)	1800 944 6538	
Costa Rica	8:00 AM – 6:00 PM (CST)	0 800 011 0230	
Ecuador	8:00 AM – 6:00 PM (ECT)	1 800 999 119	888 404 4111
El Salvador	8:00 AM – 6:00 PM (CST)	800 6115	
Guatemala	8:00 AM – 6:00 PM (CST)	99 99 190	888 404 4111
Honduras	8:00 AM – 6:00 PM (CST)	800 0123	888 404 4111
Mexico	9:00 AM – 6:30 PM (CST)	1800 123 0148	
Nicaragua	8:00 AM – 6:00 PM (CST)	1 800 044 0240	
Panamá	8:00 AM – 6:00 PM (EST)	001 888 404 4111	
Paraguay	8:00 AM – 6:00 PM (PYST)	009 800 44 1 0003	
Peru	9:00 AM – 6:30 PM (PET)	0800 52055	
Puerto Rico	8:00 AM – 6:00 PM (AST)	888 776 7670	
República Dominicana	8:00 AM – 6:00 PM (AST)	1 888 751 2786	
Uruguay	8:00 AM – 6:00 PM (UYT)	000 411 005 8604	
Venezuela	8:00 AM – 6:00 PM (VET)	0800 100 2316	

Europe · Middle East · Africa			
Country	Hours of Operation	Part Tariff or Direct Dial	Direct Dial
Austria	8:00 AM – 6:00 PM (CET)	0810102548	+44 1753 245782
Bahrain	7:00 AM – 6:00 PM (AST)		+961 4 727537
Belgium	8:00 AM – 6:00 PM (CET)	078250853	+44 1753 245783
Czech Republic	9:00 AM – 5:30 PM (CET)	+44 1753 245784	+44 1753 245784
Denmark	8:00 AM – 6:00 PM (CET)	352 50692	+44 1753 245784
Egypt	7:00 AM – 6:00 PM (EET)	337 1349	+961 4 727537
Finland	9:00 AM – 7:00 PM (EET)	03039032	+44 1753 245784
France	8:00 AM – 6:00 PM (CET)	0811025146	+44 1753 245791
Germany	8:00 AM – 6:00 PM (CET)	01801223361	+44 1753 245782
Greece	10:00 AM – 7:00 PM (EET)	0080046121303	+44 1753 245784
Ireland	9:00 AM – 5:30 PM (GMT)	1890818925	+44 1753 245784
Israel	9:00 AM – 7:00 PM (IST)	+972 99626022	+44 1753 245784



Italy	9:00 AM – 6:00 PM (CET)	840320057	+44 1753 245792
Jordan	7:00 AM – 6:00 PM (EET)	0800 22727	+961 4 727537
Kuwait	7:00 AM – 6:00 PM (AST)	6669494	+961 4 727537
Lebanon	7:00 AM – 6:00 PM (EET)	04 727537	+961 4 727537
Luxembourg	8:00 AM – 6:00 PM (CET)	4066 615 609	+44 1753 245776
Norway	8:00 AM – 6:00 PM (CET)	81556712	+44 1753 245784
Oman	8:00 AM – 7:00 PM (GST)	2457 1972	+961 4 727537
Pakistan	9:00 AM – 8:00 PM (PKT)	+961 4 727537	+961 4 727537
Poland – Support Volume Products*	8:00 AM – 5:00 PM (CET)	+48 12 2544001	+48 12 2544001
Poland – All Other	8:00 AM – 5:00 PM (CET)	+44 1753 245784	+44 1753 245784
Portugal	9:00 AM – 5:30 PM (GMT)	808781224	+44 1753 245795
Qatar	8:00 AM – 7:00 PM (AST)	0800-961001	+961 4 727537
Russia – Support Volume Products*	8:00 AM – 5:00 PM (MSK)	+7 495 926 2736	+7 495 926 2736
Russia – All Other	8:00 AM – 5:00 PM (MSK)	+44 1753 245784	+44 1753 245784
Saudi Arabia	7:00 AM – 6:00 PM (AST)	050 4450361	+961 4 727537
South Africa	8:00 AM – 6:00 PM (SAST)	0027 11 2369248	+44 1753 245784
Spain	9:00 AM – 6:00 PM (CET)	901888125	+44 1753 245794
Sweden	8:00 AM – 6:00 PM (CET)	0776620003	+44 1753 245784
Switzerland	8:00 AM – 6:00 PM (CET)	0844000092	+44 1753 245793
The Netherlands	8:00 AM – 6:00 PM (CET)	09009080112	+44 1753 245784
Turkey – Support Volume Products*	7:00 AM – 6:00 PM (EET)	+ 90 212 285 15 72	+ 90 212 285 15 72
Turkey – All Other	7:00 AM – 6:00 PM (EET)	+44 1753 245784	+44 1753 245784
UK	9:00 AM – 5:30 PM (GMT)	08451610038	+44 1753 245784
United Arab Emirates	8:00 AM – 7:00 PM (GST)	800 6377	+961 4 727537
Yemen	7:00 AM – 6:00 PM (AST)	+961 4 727537	+961 4 727537

\*For CA Storage and CA Threat products

**If your country is not listed above, please use the numbers below for offered languages.**

Arabic	8:00 AM – 7:00:00 PM (UAE Time)	+961 4 727537
English	7:00 AM – 5:30:00 PM (UK Time)	+44 1753 245784
French	7:00 AM – 5:30:00 PM (UK Time)	+44 1753 245791
German	7:00 AM – 5:30:00 PM (UK Time)	+44 1753 245782
Italian	7:00 AM – 5:30:00 PM (UK Time)	+44 1753 245792
Spanish	7:00 AM – 5:30:00 PM (UK Time)	+44 1753 245794

