



Helpdesk Operations Hours and Contact Details*	
Language	Operations Hours / Days
English	24 hours, Mon - Sun
Spanish, Portuguese	9am - 5pm GMT + 1 hour, Mon - Fri and 9am - 5pm EST
French, German, Italian	9am - 5pm GMT + 1 hour, Mon - Fri
Russian	9am - 5pm GMT + 3 hours, Mon - Fri
Mandarin	9am - 5pm GMT + 8 hours Mon - Fri
Japanese	11pm GMT + 9 hours, Mon - Fri
Bulgarian	24 hours, Mon - Sun

\*Note: Support for NIRT and iRelease is currently provided in English only

Country	Dial in #
Austria, Belgium, China, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Iceland, Ireland, Italy, Korea, Latvia, Lithuania, Macau, Malaysia, Netherlands, New Zealand, Norway, Philippines, Poland, Slovakia, South Korea, Spain, Sweden, Switzerland	00-800-3624-3422 *For Japan callers using cell phones, the caller may need to add a prefix number for the toll free number, making the number to dial '0033 010 800 362 43422'
Argentina	0-800-266-4508 / 0-8002220099
Australia	0011-800-36243422
Brazil	0-800-891-8845
Bulgaria	3592 491 70 59
Canada	1-8668991170 / 011-80036243422
Chile	1230-020-7842
Colombia	01-800-518-1349
Costa Rica	0-800-011-1194
Croatia	800223107
Ecuador	Andinatel: 1-999-119-866-842-0786 / Pacifictel: 1-800-225-528-866-842-0786 / Pacifictel-Spanish: 1-800-999-119-866-842-0786
Egypt	0800-000-0125
Finland	Sonera: 990-800-3624-3422 / Elisa: 999-800-3624-3422 / Finnet: 00-800-3624-3422
Greece	00800-44-14-5769
Guatemala	999-91-90-888-484-6505
Hong Kong	001-800-3624-3422
India	000-800-440-1609
Israel	1809344219 / GoldenLines: 00/012-80036243422 / Barak: 013-80036243422 / Bezeq: 0014-80036243422
Jamaica	1-8668991170
Japan	Cell phone: 0033 010 800 362 43422 / Softbank: 0041 010 800 362 43422 / 0061 010 800 362 43422
Mexico	18668991170
Nicaragua	1-800-0174-877 343 3544 / Spanish: 1-800-0164-8773433544
Panama	001-800-5072424
Peru	0800-54622
Portugal	00-80036243422 / Marconi: 001- 800 3624 3422
Romania	0800-89-4854
Russia	810-80036243422
Singapore	008-80036243422 / Singapore Telecom: 001-80036243422
South Africa	00-80036243422 / Telkom SA: 009-80036243422
South Korea	Korea Telecom: 001-80036243422 / DACOM: 002-80036243422
Taiwan	002-80036243422 / Chungwa Telecom: 00-80036243422
Thailand	001-80036243422
Trinidad / Tobago	8682245799
Turkey	0811-288-0001-866-848-8750
Uruguay	000-411-002-4643
Venezuela	0800-100-8684
USA	1-866-899-1170 / 00-80036243422
United Kingdom	00-800-3624-3422 / 8001690453
Toll Free # for all countries	1-973-989-5002

Help Desk Support Fax #	
RDC Fax	1-973-718-4388
EDC Fax	1-973-954-2957

Help Desk Support Email Address	
RDC Support	<a href="mailto:NovartisRDCSupport@c3iservice.com">NovartisRDCSupport@c3iservice.com</a>
Novartis IRT (NIRT)	<a href="mailto:NIRTSupport@c3iservice.com">NIRTSupport@c3iservice.com</a>
iRelease Support	<a href="mailto:NovartisiRelease@c3iservice.com">NovartisiRelease@c3iservice.com</a>
EDC Support	<a href="mailto:NovartisEDCSupport@c3iservice.com">NovartisEDCSupport@c3iservice.com</a>
iDS Integration	<a href="mailto:iDSIntegration@C3IService.com">iDSIntegration@C3IService.com</a>
iSupply Integration	<a href="mailto:isupplyintegration@c3iservice.com">isupplyintegration@c3iservice.com</a>

Help Desk Support Email Address	
Novartis IRT (NIRT)	<a href="mailto:NIRTSupport@c3iservice.com">NIRTSupport@c3iservice.com</a>