

## Worldwide Contact Information

### Value-Added Reseller Technical Support

Customers of value-added resellers (VARs) should contact their VAR directly. To identify the VARs in your area, see [www.ptc.com/partners/drp/index.htm](http://www.ptc.com/partners/drp/index.htm).

### PTC Electronic Support

Electronic services are available 7 days a week, 24 hours a day.

URL: [www.ptc.com/support/index.htm](http://www.ptc.com/support/index.htm)

E-Mail: [cs\\_ptc@ptc.com](mailto:cs_ptc@ptc.com) (For opening calls and sending data.)  
[latinamericasupport@ptc.com](mailto:latinamericasupport@ptc.com) (For Portuguese-speaking and Spanish-speaking customers only.)

[cs-webaccts@ptc.com](mailto:cs-webaccts@ptc.com) (For Web account issues only. Customer Number and Service Contract Number (SCN) required.)  
[ftp.ptc.com](ftp://ftp.ptc.com)

FTP:

# PTC Worldwide Technical Support

You can contact PTC for Technical Support, License Management, Maintenance Sales, and Training services by telephone Monday through Friday in local time zones and local languages.

## North and South America

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### United States and Canada

- Technical Support
  - Phone - Toll Free [Telephone Menu Map](#)  
800-477-6435
  - Fax  
781-707-0328
- License Management
  - Phone - Toll Free  
877-ASK-4-PTC  
(877-275-4782)
  - Fax  
781-707-0331
- Maintenance Sales
  - Phone - Toll Free  
877-ASK-4-PTC
  - Fax  
781-707-0322
- Order Management
  - Phone - Toll Free  
877-ASK-4-PTC
  - Fax  
781-707-0326
- Training
  - Phone - Toll Free  
877-ASK-4-PTC
  - Fax  
781-370-5307

### Brazil

- Technical Support
  - Phone - Toll Free [Telephone Menu Map](#)  
0800-891-0978
  - Fax  
781-707-0328

## Europe and Africa

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Customer Care Centers cover the following services: Technical Support, License Management, Training, Consulting and Credit.

### Austria

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
- Maintenance Sales
  - Phone +49 89-32106-0

### Belgium

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
- Maintenance Sales
  - Phone +49 89-32106-0

### Denmark

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
- Maintenance Sales
  - Phone +44 1252-817600

### Finland

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
- Maintenance Sales
  - Phone +44 1252-817600

### France

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
  - Phone 04-42-970-007
- Maintenance Sales
  - Phone +44 1252-817600

## Germany

- Customer Care Center
  - Phone - Toll Free
  - Phone
- Maintenance Sales
  - Phone

[Telephone Menu Map](#)

+800-PTC-4-HELP  
(00-800-78-24-43-57)  
06-950-070-845

+49 89-32106-0

## Ireland

- Customer Care Center
  - Phone - Toll Free
- Maintenance Sales
  - Phone

[Telephone Menu Map](#)

+800-PTC-4-HELP  
(00-800-78-24-43-57)

+44 1252-817600

## Italy

- Customer Care Center
  - Phone - Toll Free
  - Phone
- Maintenance Sales
  - Phone

[Telephone Menu Map](#)

+800-PTC-4-HELP  
(00-800-78-24-43-57)  
02-69-682-737

+39 3965-656-68

## Israel

- Customer Care Center
  - Phone - Toll Free
- Maintenance Sales
  - Phone

[Telephone Menu Map](#)

+800-PTC-4-HELP  
(00-800-78-24-43-57)

+34 91-452-0128

## Netherlands

- Customer Care Center
  - Phone - Toll Free
- Maintenance Sales
  - Phone

[Telephone Menu Map](#)

+800-PTC-4-HELP  
(00-800-78-24-43-57)

+49 89-32106-0

## Norway

- Customer Care Center
  - Phone - Toll Free
- Maintenance Sales
  - Phone

[Telephone Menu Map](#)

+800-PTC-4-HELP  
(00-800-78-24-43-57)

+44 1252-817600

## **Portugal**

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
- Maintenance Sales
  - Phone +34 91-452-0128

## **Spain**

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
  - Phone 912-702-537
- Maintenance Sales
  - Phone +34 91-452-0128

## **South Africa**

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
- Maintenance Sales
  - Phone +44 1252-817600

## **Sweden**

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
  - Phone 08-58-536-847
- Maintenance Sales
  - Phone +44 1252-817600

## **Switzerland**

- Customer Care Center
  - Phone [Telephone Menu Map](#)  
1800-94-55
- Maintenance Sales
  - Phone +49 89-32106-0

## **United Kingdom (English, French, or Swedish support)**

- Customer Care Center
  - Phone - Toll Free [Telephone Menu Map](#)  
+800-PTC-4-HELP  
(00-800-78-24-43-57)
  - Phone 02-073-650-696
- Maintenance Sales
  - Phone +44 1252-817600

## **Other European Countries (English support)**

- Customer Care Center
  - Phone [Telephone Menu Map](#)  
+33 442-97-02-01

## Asia and Pacific Rim

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### Australia

- Technical Support [Telephone Menu Map](#)
  - Phone 1-800-553-565
  - Fax +91 20-6605-3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400

### China

- Technical Support [Telephone Menu Map](#)
  - Phone 800-810-0699
  - Fax +86 21- 61060744
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400
- Training
  - Beijing
    - Phone +86 10-65908699
    - Fax +86 10-65908698
  - Guangzhou
    - Phone +86 20-87554426
    - Fax +86 20-87554416
  - Shanghai
    - Phone +86 21-58401877
    - Fax +86 21-58402030

### Hong Kong

- Technical Support [Telephone Menu Map](#)
  - Phone 800-905330
  - Fax +86 21- 61060744
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400
- Training
  - Phone +852 2802-8982
  - Fax +852 2587-9095

### India

- Technical Support [Telephone Menu Map](#)
  - Phone 1 800 233-4599
  - Fax +91 20 6605 3009

- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400
- Training
  - Bangalore
    - Phone +91 80-2212-9741
    - Fax +91 80-2212-9747
  - Mumbai
    - Phone +91 22-2839-1596
    - Fax +91 22-2838-7512
  - New Delhi
    - Phone +91 11-4161-2233
    - Fax +91 11-4161-2232

### Indonesia

- Technical Support [Telephone Menu Map](#)
  - Phone 001-803-65-7250
  - Fax +91 20 6605 3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400

### Japan

- Technical Support [Telephone Menu Map](#)
  - Phone 0120-20-9023
  - Fax+81 03-3346-8284
- License Management and Maintenance Sales
  - Phone +81 03-3346-8280
  - Fax +81 03-3346-8262
- Training
  - Phone +81 3-3346-8642
  - Fax +81 3-3346-8643

### Malaysia

- Technical Support [Telephone Menu Map](#)
  - Phone - Toll Free 1-800-80-1026
  - Fax +91 20-6605-3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400
- Training
  - Phone +60 3-7954-8198
  - Fax +60 3-7954-8197

### New Zealand

- Technical Support [Telephone Menu Map](#)
  - Phone 0800-44-4376

- Fax +91 20-6605-3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400

**Philippines**

- Technical Support [Telephone Menu Map](#)
  - Phone 1800-1651-0637
  - Fax +91 20-6605-3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400

**Singapore**

- Technical Support [Telephone Menu Map](#)
  - Phone 1800-830-9901
  - Fax +91 20-6605-3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400

**South Korea**

- Technical Support [Telephone Menu Map](#)
  - Phone 080-3469-001
  - Fax +86 21- 61060744
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400
- Training
  - Phone +82 2-3484-8181
  - Fax +82 2-3484-819



## Taiwan

- Technical Support [Telephone Menu Map](#)
  - Phone 0800-013069
  - Fax +86 21- 61060744
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400
- Training
  - Kaohsiung
    - Phone +886 7-566-5266
    - Fax +886 7-566-5907
  - Taichung
    - Phone +886 4-2310-3311
    - Fax +886 4-2310-3334
  - Taipei
    - Phone +886 2-2758-8600
    - Fax +886 2-8788-3575

## Thailand

- Technical Support [Telephone Menu Map](#)
  - Phone 001-800-65-6213
  - Fax +91 20-6605-3009
- License Management and Maintenance Sales
  - Phone +86 21 61060421
  - Fax +86 21 61060400

## Technical Support Customer Feedback Line

The Technical Support Feedback Line is for general Technical Support concerns. For assistance with technical issues, use the electronic services or the Technical Support phone numbers above. To provide feedback, go to [www.ptc.com/support/feedback/ts.htm](http://www.ptc.com/support/feedback/ts.htm). To discuss any general, nontechnical issues with a technical Support manager, call the number for your region listed below.

### Worldwide Technical Support Customer Feedback Phone Numbers

- North American 1-888-782-3772
- Europe 00 800 PTC 4 HELP option 7
- Japan – Domestic Toll Free +0120 35-6211