

Lilly Service Desk Numbers



Zone 1 - US				
Support Center	Country	City / Affiliate	External Access Numbers	Local Service Desk Numbers
Canada Service Desk	Canada	Toronto	877-435-7550	416-693-3468
Computing Support Center	US	Indianapolis	800-435-7977	317-277-7000
CSC - Clinical Trial Investigator Support	US	Indianapolis	800-Lilly10	317-277-7800
CSC - LECS	US	Indianapolis	866-559-5327	
CSC - LillyNet External Collaborators	US	Indianapolis	866-629-5401	
US Field Support	US		800-222-4639 (INDY)	
Elanco Field Support	US		800-222-4639 (INDY)	

Zone 1 - OUS				
Support Center	Country	City / Affiliate	External Access Numbers	Local Service Desk Numbers
Service Desk	Venezuela	Caracas	9090837/9090838	+54 11 5550 4418
Service Desk	Argentina	Buenos Aires	11 4546 4065	+54 11 5550 4459
Service Desk	Argentina	BA-San Isidro	11 4546 4065	+54 11 5550 4459
Service Desk	Peru	Lima	5117126499	+54 11 5550 4199
Service Desk	Ecuador	Quito	59322485422	+54 11 5550 4373
Service Desk	Colombia	Bogota	6024201/018000111354	+54 11 5550 4396
Service Desk	Costa Rica	San Jose	50622087214	+54 11 5550 4433
Service Desk	Trinidad & Tobago	Port of Spain	50622087214	+54 11 5550 4433
Service Desk	Bahamas	Bahamas	50622087214	+54 11 5550 4433
Service Desk	Guatemala	Guatemala	50622087214	+54 11 5550 4433
Service Desk	Honduras	Tegucigalpa	50622087214	+54 11 5550 4433
Service Desk	El Salvador	El Salvador	50622087214	+54 11 5550 4433
Service Desk	Dominican Republic	Dominican Republic	50622087214	+54 11 5550 4433
Service Desk	Curazao	Curazao	50622087214	+54 11 5550 4433
Service Desk	Panama	Panama	50622087214	+54 11 5550 4433
Service Desk	Jamaica	Jamaica	50622087214	+54 11 5550 4433
Service Desk	Chile	Santiago	50622087214	+54 11 5550 4460
Service Desk	Brazil	Sao Paulo	0800 702 0309	11 2144-6006
Service Desk	Mexico	Mexico	01 800 288 00 88	5484 3890

Lilly Service Desk Numbers

Zone 2				
City	Country	Inbound Number	BT CCS Number	BT CCS Local PTT Access Number
Algiers	Algeria	Office Ext: 355 (External +213 21 98 13 55)	00 44 191 335 0000	00 44 191 335 0000
Vienna	Austria	500	+43179576252	01 79576252
	Bahrain	44 191 335 0242		
Brussels	Belgium	3333 (External: 02 548 86 66)	+3222006132	02 2006132
ELECT	Belgium	36000	+3222006132	02 2006132
Sarajevo	Bosnia and Herzegovina	877-248-2906	877-248-2906	877-248-2906
Sofia	Bulgaria	99	+442071365056 (iff)	00800 1104453
Zagreb	Croatia	959	+442071365057 (iff)	0800 222807
Limassol	Cyprus	800 1102 1102	800 1102 1102	800 1102 1102
Prague	Czech Republic	444	+442071365058 (iff)	800 143132
Copenhagen	Denmark	38323061	+4538323061	38323061
Cairo	Egypt	333 (External: 02 26965333)	08000000314	08000000314
Erl Wood	England	75555	+442070264633	020 70264633
Lilly House	England	75555	+442070264633	020 70264633
Sales Force	England	800315555	+442070265621	0800 315555
Speke	England	86666	+442070264633	020 70264633
Tallinn	Estonia	800 1102 1102	800 1102 1102	800 1102 1102
Helsinki	Finland	09 72519049	+358972519049	09 72519049
Fegersheim	France	4200	+33157323037	0157323037
Sales Force	France	+33 15549 3311	+33157323037	0157323037
Neuilly sur Seine	France	3311	+33157323037	0157323037
Huningue	France		+33157323037	
Bad Homburg	Germany	1888	+496951709066	069 51709066
Giessen	Germany	1888	+496951709066	069 51709066
Rest of Germany (Sales Force and Lilly Traveller)	Germany	0800 54559 43 (free phone number routed to +49695170966)	N/A - direct to existing country number	
Budapest	Hungary	680911045 / Ext. 8080	+442071365059 (iff)	068 0013477
Budapest Warehouse	Hungary	680911045 / Ext. 8080	N/A - direct to existing country number	
Cork	Ireland	2322	N/A - direct to existing country number	
Dublin	Ireland	40444	+35316569183	01 6569183
Kinsale	Ireland	2322	+35316569184	01 6569184
Tel Aviv	Israel	500 (External +97299606234x7)	800 1102 1102	800 1102 1102
Rome	Italy	7430 (External: + 39 055 425 7430)	+390269430399	02 69430399
Sales Force	Italy	800354559	+390269682941	0269682941
Sesto	Italy	7430 (External: + 39 055 425 7430)	+390269430399	02 69430399
Valleverde	Italy	7430 (External: + 39 055 425 7430)	+390269430399	02 69430399
Amman	Jordan	+44 191 335 0235	+44 191 335 0235	+44 191 335 0235

Lilly Service Desk Numbers

Zone 2 - Continued				
City	Country	Inbound Number	BT CCS Number	BT CCS Local PTT Access Number
Almaty	Kazakhstan	+77272442657, x118	+442071365063	
	Kuwait	44 191 335 0235		
Riga	Latvia	800 1102 1102	800 1102 1102	800 1102 1102
Beirut	Lebanon	Ext Office: 776 (External 01-504 776)	+44 191 335 0235	+44 191 335 0235
Vilnius	Lithuania	800 1102 1102	800 1102 1102	800 1102 1102
Valletta	Malta	80062229	80062229	80062229
Casablanca	Morocco	Office Ext: 828 (External +212 529 06 98 28)	00 44 191 335 0000	00 44 191 335 0000
Houten	Netherlands	864 (External: 020 200 80 64)	+31202008064	020 2008064
Oslo	Norway	2015 (External: 24 159 515)	+4724159515	24159515
	Oman	44 191 335 0235	44 191 335 0235	
Warsaw	Poland	00800 4411871	+442071365061 (iff)	00800 4411871
Coimbra	Portugal	666 (External:+351214126688)	+351214159369	214159369
Lisbon	Portugal	666 (External:+351214126688)	+351214159369	214159369
	Qatar	44 191 335 0235		
Bucharest	Romania	00011 (External:	+442071365062 (iff)	0800 894634
Moscow	Russia	+74952585001, x118	+442071365063	
Jeddah	Saudi Arabia	011 461 7879	011 461 7879	8008443572
Khobar	Saudi Arabia	011 461 7879	011 461 7879	8008443572
Riyadh	Saudi Arabia	011 461 7879	8008443572	8008443572
Belgrade	Serbia	800190088	0800190088	0800190088
Bratislava	Slovak Republic	444	+442071365064 (iff)	800 004025
Ljubljana	Slovenia	44	+442071365065 (iff)	0800 80894
Johannesburg	South Africa	9400 (External +27(0) 115109400	+442071365066 (iff)	0800 980666
Johannesburg (Elanco)	South Africa	9400 (External +27(0) 115109400	+442071365066 (iff)	0800 980666
Alcobendas	Spain	5008	+34912754158	912754158
Stockholm	Sweden	08 50163253	+46850163253	08 50163253
English	Switzerland	446545611	+41446545611	044 6545611
German	Switzerland	792	+41446545612	044 6545612
	Switzerland	790	+41446545610	044 6545610
Basel	Switzerland	610	+41446545610	
Geneva	Switzerland	790	+41446545610	
St. Aubin	Switzerland	91444	+41446545610	
Tunis	Tunisia	+20 Speed Dial	00 44 191 335 0000	00 44 191 335 0000
Ankara	Turkey	40154 (External 02165540154)	+800448829392	+800448829392
Istanbul	Turkey	40154 (External 02165540154)	+800448829392	+800448829392
Istanbul LLY Warehouse	Turkey	40154 (External 02165540154)	+800448829392	+800448829392
Dubai	UAE	Ext office: 875 (External 1-44537875)	+442071365067	8000 4411418
Kiev	Ukraine	+38 044 4902585, x118	+442071365063	

Lilly Service Desk Numbers

Zone 3				
Country	City / Affiliate	Local Service Desk Numbers	Short Dial From Office	
Australia	All	+612 9325 4666	4666	
Bangladesh	All	+880 9609300303	303	
China General	All	+86 21 2302 1499 (1499) or 4008 811283	1499	
China Sales	All	+86 21 2302 1222 (1222) or 4008 811281	1222	
Hong Kong	All	+852 21051634 (1634)	1634	
India	All	180030025004	None	
Indonesia	All	0800-1000-559	600	
Japan	All	0800 500 8686 or +81 78 242 8686 (8686)	8686	
Malaysia	All	1800881679	None	
New Zealand	All	0800766540	None	
Pakistan	All	0800 75354 (English) 0800 75355 (Urdu)	None	
Philippines	All	+632 689-7900	7999	
Singapore	Lilly Clinic	Extension 9701 at LNUS or +65 6413 9949 from External Number	9701	
Singapore	Sales Office	+65 6304 1502	1502	
South Korea	All	+82 2 3459 2666 (2666)	2666	
Taiwan	All	+886 2 26567256 or 0800666471	3333	
Thailand	All	+662-6126292 or +662-6126200 ext 111	111	
Vietnam	All	+84 8 62 879 222	222	