

Commercial Program Participants – Support Contacts

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North America Region Support Contacts

Country	Email	Phone	Hours (in Local Time)
Canada	RATechConnect_CS@ra.rockwell.com	+1 440-646-7505	Monday - Friday 8:00AM - 5:00PM EST
United States	RATechConnect_CS@ra.rockwell.com	+1 440-646-7505	Monday - Friday 8:00AM - 5:00PM EST

E-mails received during business hours are typically answered same day. After hours requests will be prioritized the next business day.

Latin America Region Support Contacts

Country	Email	Phone	Hours (in Local Time)
Argentina	raorderentry_la@ra.rockwell.com	+54 11 5554-4080	
Bolivia	raorderentry_la@ra.rockwell.com	0800-100-915	
Brazil (Distributors)	RABRCC@ra.rockwell.com	+55 11 5189-9400	
Brazil (Direct Customers)	RABRCC@ra.rockwell.com	+55 11 5189-9500	
Chile	raorderentry_la@ra.rockwell.com	+56 2 2290-0701	
Colombia	raorderentry_la@ra.rockwell.com	+57 1 6499632	
Mexico	ramexcsc@ra.rockwell.com	+52 (1) 55 5246 2010	
Paraguay	raorderentry_la@ra.rockwell.com	+54 11 5554-4080	
Peru	raorderentry_la@ra.rockwell.com	+51 1 211-4912	
Puerto Rico & Caribe Trinidad & Tobago Dominican Republic	raorderentry_la@ra.rockwell.com	+1 787-300-6240	
Venezuela	raorderentry_la@ra.rockwell.com	+58 212 9490770	

E-mails are typically answered within 24 HRS. (Excluding weekends and holidays).

The below table outlines contact information for help with your **Rockwell Automation Login Account** for users in the **EMEA Region (Europe Middle East and Africa)**.

EMEA Region (Europe Middle East and Africa) Support Contacts

Country	Email	Phone	Hours
Austria	customeraredach@ra.rockwell.com	+43 73238909	
Belgium	EMEACustomerCareBenelux@ra.rockwell.com	+32 27168499	
Czech Cluster	racz@ra.rockwell.com	+420 284015901	
Denmark	radenmark_distribution@ra.rockwell.com	+45 43466050	
France	franceorderentry@ra.rockwell.com	+33 161087980	
Germany	customeraredach@ra.rockwell.com	+49 21141553620	
Italy	Cs-italy@ra.rockwell.com	+39 0230249577 or +39 0230249578	
Netherlands	EMEACustomerCareBenelux@ra.rockwell.com	+31 102665580	
Poland	polandorderentry@ra.rockwell.com	+48 327208998	
Portugal	raportugal_csc@ra.rockwell.com	+351 214225500	
Russia	russiaorderentry@ra.rockwell.com	+7 4959560464	
South Africa	customercareza@ra.rockwell.com	+27 860762522	
Spain	raspaincsc@ra.rockwell.com	+34 902309330	
Sweden	racscse@ra.rockwell.com	+46 46199478	
Switzerland (Deutsch)	customeraredach@ra.rockwell.com	+41 848000277	
Switzerland (Francais)	customeraredach@ra.rockwell.com	+41 848000278	
Switzerland (Italiano)	customeraredach@ra.rockwell.com	+41 848000279	
Turkey	CustomerCareTR@ra.rockwell.com	+90 4444940	
UAE (Middle East)	ra_customer care_middleeast@ra.rockwell.com	+971 2 6948106	
UK	rauk_order_management@ra.rockwell.com	+44 8702411803	

Asia Pacific Region Support Contacts

Country	email	Phone	Hours (in Local Time)
China	raccgrc@ra.rockwell.com	+86 21 61288288	Monday - Friday 8:30AM - 6:00PM
Taiwan	raccgrc@ra.rockwell.com	+886 266188244	Monday - Friday 8:30AM - 6:00PM
Hong Kong	raccgrc@ra.rockwell.com	+852 28874666	Monday - Friday 8:30AM - 6:00PM
India	ccareindia@ra.rockwell.com	+91 1204671590	Monday - Friday 8:30AM - 6:00PM
Philippines	CCareSea@ra.rockwell.com	+63 2 705 6488	Monday - Friday 9:00 am to 5:30 pm
Indonesia	CCareSea@ra.rockwell.com	+62 21 25545255	Monday - Friday 9:00 am to 5:30 pm
Thailand	CCareSea@ra.rockwell.com	+66 2 936 1500	Monday - Friday 8:30 am to 5:00 pm
Vietnam	CCareSea@ra.rockwell.com	+84 8 6255 6433	Monday - Friday 9:00 am to 5:30 pm
Malaysia	CCareSea@ra.rockwell.com	+60 3 8997 6698	Monday - Friday 9:00 am to 5:30 pm
Singapore	CCareSea@ra.rockwell.com	+65 6510 6774	Monday - Thursday 9:00 am to 5:30 pm (Friday 9:00 am to 4:00 pm)
Pakistan	CCareSea@ra.rockwell.com	+65 65106772	Monday - Thursday 6:00 am to 2:30 pm (Friday 6:00 am to 1:00 pm)

Country	email	Phone	Hours (in Local Time)
Australia	ccare@ra.rockwell.com	+61 3 9757 1588	Monday - Friday 8:30AM - 5:30PM
New Zealand	ccare@ra.rockwell.com	+61 3 9757 1589	Monday - Friday 8:30AM - 5:30PM
Korea	korea.customer.care@ra.rockwell.com	+82 2 21884488	Monday - Friday 8:30AM - 6:00PM Local time
Japan	raccjp@ra.rockwell.com	+81 332062784	Monday - Friday 9:00 am to 5:30 pm

E-mails are typically answered within 24 HRS. (Excluding weekends and holidays).