

IBM X-Force Incident Response Hotline Numbers



Last revision: February 11, 2021

In case of security incident

- DO NOT panic or react without a plan.
- DO NOT discuss the incident with others unless directed.
- DO NOT shutdown, power off or backup affected systems.
- DO NOT remotely access systems unless necessary.
- DO NOT use common privileged domain credentials.
- DO NOT install or execute any software on the systems.
- DO NOT conduct Anti-Virus or similar scanning processes.
- DO NOT attempt to retaliate against perpetrators.

Call the X-Force IR Hotline number and ask for support.

The worldwide hotline number is +1 312 212 8034

Regional access numbers are listed on the following pages.

List of X-Force IR Hotline Numbers

Worldwide Hotline

+1 312 212 8034

Asia Pacific (except Japan)

Country	Number
Australia	(+61) 1 800 637 539
China	(+86) 4008 424 397
Hong Kong	(+852) 800 900 704
India	(+91) 0008 000 401 045
Indonesia	(+62) 00 180 361 859
Malaysia	(+60) 1800 818 276
New Zealand	(+64) 0800 426 111
Philippines	(+63) 1800 1611 0322
Singapore	(+65) 800 616 7095
Taiwan	(+886) 00801 852 057
Thailand	(+66) 1800 011 806
Vietnam (Mobifone)	121010013
Vietnam (Viettel)	12280435
Vietnam (VNPT-I)	120852208

Japan (staffed locally)

(+81) 356 952 751

Europe, Middle East and Africa

Country	Number
Denmark	(+45) 4331 4987
Finland	(+358) 972 522 099
France	(+33) 157 327 272
Germany	(+49) 693 8079 1120
Italy	(+39) 029 995 3631
Latvia	(+371) 66 163 849
Netherlands	(+31) 707 709 351
Norway	(+47) 23 024 798
Poland	(+48) 223 062 234
Portugal	(+351) 213 665 622
Saudi Arabia (Landline)	(+966) 800 844 3872
Saudi Arabia (Mobile)	(+966) 800 850 0399
Spain	(+34) 910 507 799
Sweden	(+46) 850 252 313
Switzerland	(+41) 227 614 228
United Arab Emirates	(+971) 80 004 442 417
United Kingdom	(+44) 203 684 4872

North America and Latin America

Country	Number
Canada	(+1) 888 241 9812
United States of America	(+1) 888 241 9812
(all others)	(+1) 312 212 8034 (worldwide number)