

Gilead Help Desk – Partner Support

You can receive support by:

- Asking your Gilead or Kite sponsor to open a SPARC ticket and request that you receive a return call back in your preferred language.
- Emailing SSO_Support@gilead.com and request that you receive a response in the language of your choice.
- Phoning one of the numbers listed below.

Please note the following regarding phone support:

- Our toll-free number (**+1 844 827 4373**) offers support only in English and will be an international call if not made from the U.S. or Canada.
- Most local numbers offer support in that country's primary language, but at some locations, calls are routed to English speakers.
- Please supply your Gilead ID to identify yourself as a partner. (Example: **ext_johndoe@partners.gilead.com**).
- If you get a recorded message, you can request a return call in your native language.

The Help Desk is open:

- English language support is available 24 hours / 7 days a week.
- Most local numbers provide native language support during business hours as noted below. After-hour calls are routed to an English speaker.

Help Desk phone numbers

Help Desk location	Language supported	Language supported	Phone number	Native language support in local time, 24-hour clock
Argentina	Spanish	Español	08004440927	05:00-20:00 M-F
Austria	German	Deutsch	+43 1 260 83 89	09:00-17:00 M-F
Australia	English	English	+61 3 9272 4498	24/7
Brazil	Portuguese	Português	08007621528	05:00-17:00 M-F
Brazil - Brasília	Portuguese	Português	+55 61 2099 2555	05:00-17:00 M-F

Brazil - Sao Paolo	Portuguese	Português	+55 11 3036 9955	05:00-17:00 M-F
Belgium	French	français	+32 24 01 35 98	09:00-17:00 M-F
Canada	English	English	+1 844 827 4373 (toll free)	24/7
China	Mandarin Chinese	中国人	+86 400 821 2727	07:00-22:00 M-F
England	English	English	+44 1223 897 444	24/7
France	French	français	+33 1 46 09 42 00	09:00-17:00 M-F
Germany	German	Deutsch	+49 89 8998 90 44	09:00-17:00 M-F
Greece	English	English	+30 210 89 30 271	24/7
Hong Kong	English	English	+852 3129 2197	24/7
India	English	English	0008000402256	24/7
Ireland	English	English	+353 21 482 5959	24/7
Israel	English	English	+972 9 8802109	24/7
Italy	Italian	Italiana	+39 02 43920439	09:00-17:00 M-F
Japan	Japanese	日本	+81 3 6837 0900	07:00-19:00 M-F
Mexico	Spanish	Español	0018442246643	02:00-17:00 M-F
Mexico - Mexico City	Spanish	Español	+52 55 5350 0955	02:00-17:00 M-F
Netherlands	English	English	+31 207 038 700	24/7
Poland	English	English	+48 22 262 8789	24/7
Portugal	Portuguese	Português	+351 213 104 525	09:00-21:00 M-F
South Korea	English	English	+822 6030 3319	24/7
Spain	Spanish	Español	+34 913877200	09:00-00:00 M-F
Sweden	English	English	+46 8 5057 4379	24/7
Switzerland	German	Deutsch	+41 41 58 00 289	09:00-17:00 M-F

Taiwan	English	English	+886 2 8729 6779	24/7
Turkey	English	English	+90 216 559 0398	24/7
United Arab Emirates	English	English	+971 4 556 4398	24/7
United States	English	English	+1 844 827 4373 (toll free) +1 650 522 5888	24/7