User Manual

for

Clinical Trial Technology Services

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Introduction

ClinPhone Interactive Voice Response (IVR) is a telephone-based system and ClinPhone Interactive Web Response (IWR) is an Internet based system. Both are accessible 24 hours-a-day, 7 days-a-week.

ClinPhone Group Ltd. designs, develops and manages telephone and Internet based IT systems that dramatically reduce the costs and improve the efficiencies of clinical trials.

This manual contains information about how to access and use the ClinPhone IVR and ClinPhone IWR, as well as providing the answers to some frequently asked questions. You may have access to one or both of these systems and your monitor (CRA) or study team representative will tell you which system is applicable to you.

If this manual does not answer your query, a dedicated ClinPhone Support Team is available to take calls 24 hours-a-day, 7 days-a-week. See the section entitled "ClinPhone Support" for information on how to contact them.

In addition to this document, your ClinPhone user pack also contains a study specific, pocket sized guide, and call specific worksheets.

What you will need to access the IVR

Telephone access

To use the ClinPhone IVR you will need to use a touch-tone generating telephone, which allows you to call toll-free telephone numbers. A touch-tone generating telephone produces a sound (tone) when a number is pressed on the telephone keypad.

If you do not have a touch-tone generating telephone an adapter can be provided. This simple adapter is held over the mouthpiece of the telephone and produces the necessary tones when the numbers on the adapter are pressed. Please contact ClinPhone support if you require an adapter.

IVR access envelope

To enter the IVR you will also need:

- A ClinPhone IVR access code, which will be provided to you inside a sealed envelope.

- A 4-digit PIN of your choice that should be kept confidential.

What you will need to access the IWR

Web access

To use the ClinPhone IWR you will require access to the Internet. ClinPhone recommends the use of Internet Explorer 5.5 (IE) or higher as a web browser. ClinPhone will advise you of any specific settings associated with the IE for your project in the pocket sized guide. The address is www.clinphone.com/IWR.

IWR access envelope

To enter the IWR you will also need:

- A ClinPhone username that will be provided to you inside a sealed envelope. If you have access to the IVR as well as the IWR this username will be the same as your IVR access code.

- A ClinPhone password which will be provided to you inside the same sealed envelope as your username.

- A 4-digit PIN of your choice that should be kept confidential.

Access code/username

Access code/username

- Each access code envelope is unique and is identified by a 5-digit number. Before you open the envelope for the first time you should check that the seal is intact and that no-one else will have been able to see the information held inside. If you have any concerns that someone may have tampered with your envelope, do not use it.

- Your access code/username envelope should not be shared under any circumstances.

- Your access code/username is also unique and can be found inside the envelope. It is an 8-digit number and will remain valid for the duration of the study.

- If you are using ClinPhone IWR you will be provided with an additional 8-digit alpha-numeric password inside the envelope.

- It is your responsibility to ensure that your access code envelope is kept in a secure place.

- If you lose your envelope, or forget your access code, you will need to obtain a new envelope from the person who issued you with your original envelope.

Personal identification number

Personal identification number (PIN)

- The first time you use the IVR/IWR you will be asked to choose your own PIN.

- Your PIN should remain confidential to you at all times.

- Your PIN may periodically expire. If this occurs you will be asked to choose a new PIN.

- You may change your PIN at the start of any IVR call by pressing the * key. You may change the PIN at any time using the IWR by selecting the "Change your PIN" option in the menu bar.

- You will not be able to reuse a PIN that you have used previously.

- Several incorrect entries of your PIN will result in your PIN being locked or, after more incorrect entries, it will be deactivated:

    o A locked PIN will be unlocked after 30 minutes.

    o A deactivated PIN cannot be reactivated. If your PIN is deactivated you will need to use a new access code envelope and set up a new IVR/IWR account.

Information about the IVR/IWR account

Understanding the IVR/IWR account

You will find a "New IVR/IWR Account Worksheet" in your User Pack. This worksheet requires you to sign a statement to confirm that you understand that your access code/username, password (IWR only), and PIN will be your user authentication, and will be associated with all transactions performed by you on the ClinPhone IVR/IWR.

You will be asked to enter your initials if using the IVR, or your name if using the IWR, when you first use the system. This will enable each of your calls or web sessions to be linked to you as the authorised user.

How to connect to the IVR/IWR

Step 1   First call/log in to the IVR/IWR

- Complete the New IVR/IWR account worksheet. One copy of each of the call worksheets can be found in your user pack. It is recommended that you take photocopies of the blank worksheets for future use before you begin to use them.

- Dial the IVR toll-free number for your country or log on to the web address www.clinphone.com/IWR. The toll free numbers can be found in this manual.

- Enter your 8-digit access code or username (found inside the envelope).

- Enter the language code if applicable (found on the worksheet) - IVR only.

- Enter the 5-digit envelope number (found on the outside of the envelope) - IVR only.

- Enter your initials (using the coding chart provided on the worksheet) - IVR only.

- Enter the 8-digit alpha-numeric password - IWR only.

- Enter your full name - IWR only.

- Enter a 4-digit PIN of your choice.

- Enter your site, centre or depot number.

- Enter your country code (if applicable).

A user only needs to set up an account once, either on the IVR or IWR. Once an account has been set up on one system e.g. the IVR system, it will also function on the other system i.e. the IWR system.

Step 2   Subsequent calls to the IVR/IWR

On all subsequent calls to the IVR you will only need to enter:

- Your unique 8-digit access code (IVR) or username (IWR).

- Your 8-digit password - IWR only.

- Your 4-digit PIN.

Prior to using the IVR/IWR, complete the appropriate worksheet for the call or web session that you wish to make. Listen and respond to the pre-recorded messages or the on screen questions, and let the worksheet guide you through the call or web session. Write down any information that ClinPhone provides.

Please sign and date each worksheet at the end of your call and file with other study documentation.

ClinPhone training system

ClinPhone recommends that you practice using the IVR or IWR by accessing the training systems. The training systems do not contain real data so they can be used without interfering with the real study.

The IVR training system is normally accessed using your 8 digit access code and PIN *. If you are making your first call you will automatically be offered the opportunity to complete a short training call. For subsequent calls, the training system is not automatically offered to you but is still accessible via the IVR menu.

The training system is available for the duration of the study.

*Some IVR systems are designed to use a separate access code and PIN. If this is true for your study please refer to the study specific, pocket sized guide that can be found in your user pack.

The training system for the IWR is accessed by entering your username and password, and by choosing the on screen option. Once you have entered the training system you cannot revert to the "live" study. To do this you will have to end the session and log back in.

Additional information

IWR

Use the buttons displayed on the IWR to progress through the session, cancel an entry, or exit the system. Do not use the web browser toolbar buttons for "back" or "forward" or "X" (to close a screen) at any point. This may result in technical problems which require the intervention of ClinPhone Support to restart your web session.

Mobile/cellular telephones

ClinPhone recommends that you do not use a mobile/cellular telephone to call the IVR. Calls to the IVR are free for the majority of countries, however many mobile/cellular telephone network providers charge for calls made to toll-free telephone numbers. ClinPhone recommends callers check with their network provider to determine whether they will be charged to access toll-free numbers prior to using the IVR. If you do use a mobile/cellular phone, please ensure you are in an area of good reception so that the call is not terminated early due to poor reception.

How to enter dates

In some calls you will be asked to enter a date. Dates should be entered in the format specified on the worksheet.

In some cases you may be asked to enter the date or to press the 'star' (*) key for today's date. This is an entry feature to enable you to move through the call quickly.

How to enter initials/letters

In some IVR calls you may be asked to enter initials or letters. For initials you will be asked to enter the first, middle and last initial (in that order). For each initial you will need to enter 2 digits to identify the letter, e.g. for ABC you should enter 01 02 03. You MUST enter a first and last initial. Enter 00 if the middle initial is not applicable or not known, e.g. for A-C you should enter 01 00 03.

A=01	B=02	C=03	D=04	E=05	F=06	G=07
H=08	I=09	J=10	K=11	L=12	M=13	N=14
O=15	P=16	Q=17	R=18	S=19	T=20	U=21
V=22	W=23	X=24	Y=25	Z=26	No initial = 00	

The IVR will not normally accept letters or characters other than those indicated in the table.

How to enter country codes

In the account set up call you may be asked to enter a country code. Country codes should be entered in the same format as initials. Refer to the pocket sized guide for country codes.

How to access web reports

ClinPhone is able to provide certain users the option to view real time data reports from the ClinPhone Web Site. Users will be provided with full instructions and a separate username and password.

- Open your Web browser and go to the ClinPhone web site at http://www.clinphone.com

- Click on Login and enter your username and password

- Click on Login and click the relevant report. You can navigate to different levels by clicking on the blue areas.

IVR/IWR notifications

Notifications and alerts are produced following an event, e.g. an IVR call, an IWR web session, or a milestone being met, or where attention must be drawn to an impending problem.

- These notifications may be sent by fax or e-mail (or both) and confirm the details of your IVR call/IWR web session.

- Please check the content of the notifications and then file with other study documentation.

- Report any discrepancies to ClinPhone support, either by faxing the IVR/IWR correction form (a copy of which can be found in your user pack), or telephoning if the change is urgent.

- If your notifications do not arrive on the same day as your call, please contact your monitor (CRA) or study team representative so that your fax/e-mail details can be checked.

ClinPhone support department

ClinPhone provides IVR/IWR users with the assurance of a dedicated support department. These experienced professionals are available to take calls 24 hours-a-day, 7 days-a-week, all year round. All queries received, whether by telephone, fax or e-mail, are assigned a call logging number (helpdesk number) that enables ClinPhone Support to prioritise and to track queries. If you wish to follow up on a query it is helpful to be able to quote this helpdesk number.

Via E-mail:

ClinPhone Support can be contacted at Support@clinphone.com.

If your query is urgent and you are e-mailing support, please state in the subject line that your request is urgent, and then follow this up by telephone.

Include the study protocol number and the ClinPhone project code in the subject line of the e-mail. The project code can be found in the IVR pocket sized guide

Via Telephone:

Refer to the ClinPhone telephone numbers section for contact details. Telephone calls to support may be recorded to ensure service excellence.

Please have the following details available when you call:

- Study protocol number.

- ClinPhone project code.

- Site/depot number (if applicable).

- Patient number (if applicable).

- Medication kit number (if applicable).

- The date and time of your IVR call/IWR session (if you had a problem making a call or with your session).

ClinPhone support staff are English speaking but there is an interpreter service available. If you require this service please state the language that you require and then wait while Support conference-in a translator. This can take a few moments and your call will be placed on hold whilst this is done.

ClinPhone support staff are experts in the ClinPhone IVR/IWR but may not be able to help you with protocol related issues. Please ask your study contact if you have clinical questions regarding the protocol.

Frequently asked questions

Question	Answer
Why was my ClinPhone access code rejected?	• Re-enter the access code as you may have entered it incorrectly, remembering to complete your entry with the # key for IVR and the return key for IWR.
My access code (followed by the # key) was entered correctly, but was not accepted.	• You may not be using a touch-tone telephone. If you do not have a touch-tone telephone your study contact can provide you with an adapter, which is held over the mouthpiece of the telephone. The numbers on the adapter are pressed rather than the numbers on the telephone. • Contact the person who provided you with the access code envelope.
Why are the ClinPhone messages in the wrong language?	• If you expected to hear ClinPhone recorded messages in a different language please contact ClinPhone Support. Please note that IWR studies are available in English only. • If you are using the telephone calling service the "welcome to ClinPhone" prompt will be heard in the local language of the country you are calling from. Following entry of your access code all prompts should be in the caller's correct language. If not, please contact ClinPhone Support.
Why hasn't my call notification arrived more than 30 minutes after my call/web session?	• Not all calls/web sessions generate a notification. Check with your study contact that a notification should be sent for the call/web session you have made. • Check that your fax machine is in correct working order, loaded with paper, and is not receiving another fax. • You may have ended your telephone call too early, and missed the final confirmation for the data you entered. Please contact ClinPhone Support. • Contact ClinPhone Support to check that they have your correct fax number or e-mail address.
How do I request a notification to be resent?	• Contact ClinPhone Support to resend a notification.

Question	Answer
What if I mistakenly enter information during the call/web session?	- Any information that is entered by mistake can be corrected in the following ways: - During your IVR call to ClinPhone: - ClinPhone asks you to confirm most of your entries, e.g. "You entered 123. "To confirm press 1, to re-enter press 0." If you make a mistake simply press 0 and enter the correct information. - During your IWR web session: - Over type the correct entry in the appropriate field. - After your call/web session is complete: - If you think you have made a mistake after your call, complete and fax the IVR/IWR correction form to ClinPhone Support. ClinPhone will make the change for you. - If your correction is urgent please telephone ClinPhone Support. - Please be aware that ClinPhone may have to seek approval from the Sponsor before making certain changes to live databases.
Why isn't there a toll-free number for my country?	- The telephone provider for your country is not able to provide this service to ClinPhone at the current time. - ClinPhone may be able to offer you the use of the telephone calling service. If this service is available to you for your study, details can be found in your pocket sized guide.
The toll-free number for my country is not working.	- This is usually an issue with your local telecommunications company. Please inform ClinPhone Support who will endeavour to resolve the issue. - Use the alternative toll-free number if available for your country. Alternative toll free numbers can be found at the back of this manual.

Question	Answer
Why do you recommend not calling the IVR on my mobile/cellular telephone?	• Calls to the ClinPhone IVR are free for the majority of countries, however many mobile/cellular telephone network providers charge for calls made to toll-free telephone numbers. However, a call to the IVR from a mobile/cellular telephone will work, but you must ensure you are in a good reception area before you call.
I have a clinical question regarding the study. Who should I contact?	• Your study contact. ClinPhone support is only able to answer questions relating to the ClinPhone IVR/IWR.
I have lost my access code envelope/ forgotten my PIN. What should I do?	• If you lose your envelope or forget your PIN you will need to obtain a new envelope and set up a New IVR/IWR account. Contact the person who issued you with your original envelope.
Who do I call if my fax or other contact details change?	• Call your monitor (CRA) or study team representative to update your information.

If this table does not provide an answer to your question please contact ClinPhone Support.

ClinPhone telephone numbers

All of the telephone numbers in the tables on the following pages are free unless indicated by an asterisk.(*)

If you experience a problem with the primary or secondary IVR system toll-free numbers, please use the alternative IVR system number. The alternative number is not free.

ClinPhone Support may also be contacted toll-free by telephone or fax if not indicated by an asterisk.

If a toll-free telephone number is not available in your country, ClinPhone may be able to offer you the use of the telephone calling service so that you do not incur long-distance charges.

The telephone calling service will allow you to access the following services:

- ClinPhone IVR system.

- ClinPhone support.

- ClinPhone fax.

Instructions on how to access the telephone calling service can be found in the IVR pocket sized guide if applicable.

This list of telephone numbers is up to date at the time of printing. On occasion, telephone numbers are changed by the telecommunication providers at short notice.

An up to date list of numbers can be found at www.clinphone.com/support/phones.

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Argentina	0800 666 0228	0800 222 0071	0800 666 0192	0800 666 0283	00 44 115 9340207*
Australia	1 800 504 336	1800 142051	1 800 504 340	1 800 555 614	00 11 44 115 9340203*
Austria	0800 29 7317	0800 292100	0800 281 609	0800 281 646	00 44 115 9340208*
Bahamas	1 800 872 2881 +866 573 6536	Not available	1 800 872 2881 +866 539 5297	1 800 872 2881 +866 573 6542	11 44 115 9340338*
Bangladesh	00 44 115 9340399*	Not available	00 44 115 844182*	00 44 115 9568846*	00 44 115 9340399*
Barbados	800 534 0091	Not available	800 534 0092	800 534 0090	11 44 115 9340341*
Belarus	810 44 115 9340343*	Not available	810 44 115 8448182*	810 44 115 9568846*	810 44 115 9340343*
Belgium	0800 71278	0800 80999	0800 74226	0800 74220	00 44 115 9340209*
Brazil	0800 891 7837	Not available	0800 891 7744	0800 891 7745	00 44 115 9340210*
Bulgaria	008001104404	00 800 0010 +1866 638 4877	008001104403	008001104402	00 44 115 9340211*
Canada	1877 428 1323	1800 852 7961	1 866 483 2983	1 800 654 0265	011 44 115 9340202*
Chile	1230 020 6020	1230 020 2318	1230 020 8414	1230 020 8415	00 44 115 9340212*

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
China (Telecom)	10800 4400012	Not available	10800 4400072	1080044 00073	00 44 115 9340213*
China (Netcom)	108007 440012	Not available	108007 440072	108007 440073	00 44 115 9340213*
China	10800 440 0012	Not available	10800 440 0072	10800 440 0073	00 44 115 9340213*
Columbia	0180 0944 0074	Not available	0180 0944 6548	0180 0944 6576	9 44 115 9340214*
Costa Rica	0800 0121124	Not available	00 44 115 844 8182*	00 44 115 9568846*	00 44 115 9340215*
Croatia	0800222900	0800 220111 +1866 638 4877	0800222902	0800222901	00 44 115 9340216*
Cyprus	800 91131	Not available	800 91132	800 91133	00 44 115 9340299*
Czech	800 142093	Not available	800 142091	800 142092	00 44 115 9340217*
Denmark	808 81015	808 85118	80 88 42 86	80 88 42 87	00 44 115 9340218*
Dominican Republic	11 44 115 9340219*	Not available	11 44 115 8448182*	11 44 115 9568846*	11 44 115 9340219*
Ecuador (Pacifictel) Guayaquil, Loja, Quito	1 800 225 528 +866 893 1639	Not available	1 800 225 528 +866 893 1633	1 800 225 528 +866 692 7986	00 44 115 9340220*
Ecuador (Andinatel) Guayaquil, Loja, Quito	1 999 119 +866893 1639	Not available	1 999 119 +866893 1633	1 999 119 +866692 7986	00 44 115 9340220*
Egypt	00 44 115 9340294*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340294*
Estonia	8000044162	0800 12001 +866 638 4877	8000044161	8000044163	00 44 115 9340221*

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Finland	0800 117007	0800 914391	0800 11 4417	0800 11 4434	00 44 115 9340222*
France	0800 907029	Not available	0800 90 05 78	0800 91 96 06	00 44 115 9340223*
Germany	0800 1 824951	0800 1800324	0800 181 5232	0800 181 7844	00 44 115 9340224*
Georgia	810 44 115 9340342*	Not available	Not available	Not available	00 44 115 9340342*
Greece	00800 4412 3990	Not available	00800 4412 0709	00800 4412 0710	00 44 115 9340226*
Guatemala	999 91 90 +866893 1620	Not available	999 91 90 +866893 1609	999 91 90 +866690 4957	00 44 115 9340228*
Guatemala City	138 126 +866893 1620	Not available	138 126 +866893 1609	138 126 +866690 4957	00 44 115 9340228*
Honduras	00 44 115 9340295*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340295*
Hong Kong	800 96 3473	Not available	800 901 761	800 901 765	1 44 115 9340229*
Hungary	06 800 11778	Not available	06800 14811	06800 14817	00 44 115 9340230*
Iceland	800 8722	Not available	800 873 9	800 8740	00 44 115 9340238*
India	0008004401146	Not available	0008004401147	0008004401148	00 44 115 9340239*
Indonesia	001 803 441695	Not available	001 803 440711	001 803 440712	00 44 115 9340240*
Ireland	1800 409065	1800 946804	1 800 535 487	1 800 509 148	00 44 115 9340244*

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Israel	1 800 924 2038	1800 943 6422	1 800 943 6555	1 800 943 6585	00 44 115 9340204*
Italy	800 7 90015	800 782309	800 783294	800 783 592	00 44 115 9340245*
Jamaica	11 44 115 9340291*	Not available	11 44 115 8448182*	11 44 115 9568846*	11 44 115 9340291*
Japan	00 44 22442148	00 531 44 4301	00531 44 0020	00531 44 0021	00 44 115 9340205*
Kuwait	00 44 115 9340246*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340246*
Latvia	800 3117	Not available	800 3097	800 3123	00 44 115 9340247*
Lebanon	00 44 115 9340248*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340248*
Lithuania	8800 30001	Not available	8800 30003	8800 30002	810 44 115 9340249*
Luxembourg	800 2 2417	Not available	800 22141	800 22017	00 44 115 9340250*
Macedonia	99 44 115 9340296*	Not available	99 44 115 8448182*	99 44 115 9568846*	99 44 115 9340296*
Malaysia	1 800 80 8687	Not available	1 800 80 5468	1 800 80 5464	00 44 115 9340251*
Malta	800 62406	Not available	800 62408	800 62407	00 44 115 9340337*
Mexico	01 800 1234863	001 866 4176674	01 800 1234865	01 800 1234864	98 44 115 9340252*
Moldova	810 44 115 9340253*	Not available	810 44 115 8448182*	810 44 115 9568846*	810 44 115 9340253*

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Morocco	00 44 115 9340254*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340254*
Myanmar	00 44 115 9340255*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340255*
Netherlands	0800 022 9784	0800 0232793	0800 023 4018	0800 022 9931	00 44 115 9340256*
New Zealand	0800 174 047	0800 444891	0800 174048	0800 101 745	00 44 115 9340206*
Norway	800 11851	0800 10549	800 16181	800 16273	00 44 115 9340225*
Oman	00 44 115 9340257*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340257*
Pakistan	00 44 115 9340258*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340258*
Panama	00 44 115 9340259*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340259*
Peru	0800 51 686	Not available	0800 51 688	0800 51 687	00 44 115 9340260*
Philippines	1 800 1 410002	Not available	1 800 14410072	1 800 14410073	00 44 115 9340261*
Poland	00800 441 1216	Not available	00800 4411 385	00800 4411386	00 44 115 9340262*
Portugal	800 844776	800 844262	800 844 074	800 844 077	00 44 115 9340263*
Puerto Rico	1877 406 5539	Not available	1 877 819 6025	1 888 686 0701	11 44 115 9340201*
Romania	0800 894 402	Not available	0800 894 401	0800 894 403	00 44 115 9340264

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Russia - Moscow	580 9472	810 8002 2793011	580 9515	580 9516	810 44 115 9340265*
Russia - St Petersburg	325 5042 +866893 1628	Not available	325 5042 +866893 1621	325 5042 +866690 4973	810 44 115 9340265*
Russia - Magadan Ekaterinburg Irkutsk Novosibirsk Omsk Rostov-on-Don Ufa Vladivostok	810 800 1101011 +866893 1628	Not available	810 800 1101011 +866893 1621	810 800 1101011 +866690 4973	810 44 115 9340265*
Saudi Arabia	800 844 7395	Not available	800 844 7394	800 844 7396	00 44 115 9340266*
Serbia	00 44 115 9340293*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340293*
Singapore	800 4481 203	Not available	800 4481 282	800 4481 283	1 44 115 9340267*
Slovakia	0800 000 101 +1866 638 4877	Not available	0800 000 101 +1866 638 4883	0800 000 101 +1866 638 4879	00 44 115 9340268*
Slovenia	0800 800 84	Not available	0800 800 86	0800 800 85	00 44 115 9340269*
South Africa	0800 99 9145	Not available	0800 99 1226	0800 99 1227	00 44 115 9340270*
South Korea	00308 440 032	00798 441 4139	00368 440 0066	00368 440 0068	00 44 115 9340271*
Spain	900 96 4427	900 81 0362	900 94 8956	900 938 955	00 44 115 9340272*

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Sweden	020 79 31 47	0200 285769	020 791189	020 028 5373	00 44 115 9340227*
Switzerland	0800 55 2458	Not available	0800 835 822	0800 835 821	00 44 115 9340273*
Taiwan	00801 44 4077	Not available	00801 44 4186	00801 44 4187	2 44 115 9340274*
Thailand	001 800 4411673	Not available	001 800 4410714	001 800 4410756	1 44 115 9340275*
Trinidad & Tobago	11 44 115 9340340*	Not available	11 44 115 8448187*	11 44 115 9568846*	11 44 115 9340340*
Tunisia	00 44 115 9340276*	Not available	00 44 115 8448182*	00 44 115 9568846*	00 44 115 9340276*
Turkey	00800 4494 0168	Not available	00800 4491 0715	00800 4494 2482	00 44 115 9340277*
Uganda (Kampala, Jinja, Entebbe)	800 001 +866573 6536	Not available	800 001 +866539 5297	800 001 +866573 6542	00 44 115 9340339*
Ukraine – (Kharkiv, Kiev, Lvov)	8 100 11 +8668931641	Not available	8 100 11 +8668931640	8 100 11 +8666900554	810 44 115 9340233*
United Arab Emirates	8000 441 0072	Not available	8000 441 0070	8000 441 0071	00 44 115 9340278*
United Kingdom	0800 371806	0800 389 2089	0800 3890918	0800 389 3669	0115 9340279*
Uruguay – (Mercedes, Montevideo, San Jose)	0004044008	000 413 5982787	0004044009	0004044007	00 44 115 9340280*
USA	1877 406 5539	1800 984 9527	1 877 819 6025	1 888 686 0701	011 44 115 9340201*
Venezuela	0800 100 3073	0800 100 3743	0800 100 3072	0800 100 3074	00 44 115 9340281*

Country	IVR System Primary (Free)	IVR System Secondary (Free)	ClinPhone Support Help (Free)	ClinPhone Support Fax (Free)	Alternative Number* (Not Free)
Vietnam	00 44 115 9340242*	Not available	00 44 115 8448182	00 44 115 9568846	00 44 115 9340242*

* Not toll-free