

ANA Contact Center Telephone number/Operation hours information

ANA コンタクトセンター電話番号/営業時間情報

凡例 Legend	☀️: During local office operation hour/現地支店営業時間内対応 🌅: Outside local office operation hour/現地支店営業時間外対応 JP/EN: Japanese&English/日本語・英語
ご注意 Notice	特別なお知らせ 新型コロナウイルス感染拡大に伴い、 日本語・英語によるお問い合わせ窓口の営業時間を現在一時的に変更 させていただいております。 ・ 営業時間(日本時間): 8:00~19:00, 22:00~翌8:00(年中無休) ご迷惑をおかけいたしますが、何卒ご理解いただきますようお願い申し上げます。
	Contact Information Due to the spread of Novel Coronavirus (COVID-19), the business hours of ANA Contact Center (English, Japanese) is temporarily changed. ・ Business hours (Japan Standard Time): 8:00 - 19:00, 22:00 - 8:00 (open year around) We apologize for any inconvenience this may cause.

Asia-Pacific Countries / Regions

China/中国 (CNY/中国元)		Telephone			
☀️/🌅	24hours/7days	JP/EN		4008-82-8888	within China only
☀️	7days 8:00a.m.-6:00p.m.	Chinese		4008-82-8888	within China only
Hong Kong/香港 (HKD/香港ドル)		Telephone			
☀️	Mon-Fri 9:00a.m.-6:00p.m. Sat/Sun/Hol OFF	Cantonese		2810-7100	
☀️/🌅	24hours/7days	JP/EN	Toll Free	800960150	within HK only
Korea/韓国 (KRW/韓国ウォン)		Telephone			
☀️	Mon-Fri 9:00a.m.-6:00p.m. Sat/Sun/Hol OFF	Korean		(02)-2096-5500	
☀️/🌅	24hours/7days	JP/EN	Toll Free	007988171836	within Korea only
Taiwan/台湾 (TWD/台湾ドル)		Telephone			
☀️	Mon-Fri 9:00a.m.-6:00p.m. Sat/Sun/Hol OFF	Chinese		(02)-2521-1989	
☀️/🌅	24hours/7days	JP/EN	Toll Free	00801814750	within Taiwan only

Thailand/タイ (THB/タイバーツ)**Telephone**

☀	Mon-Fri 8:30a.m.-5:00p.m. Sat/Sun/Hol OFF	Thai		(02)-238-5121	
☀/C	24hours/7days	JP/EN	Toll Free	1800011254	within Thailand only

Singapore/シンガポール (SGD/シンガポールドル)**Telephone**

☀/C	24hours/7days	JP/EN	Toll Free	8008102448	within Singapore only
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Vietnam/ベトナム (USD)**Telephone**

☀	Mon-Fri:8:30a.m.-5:30p.m. Sat/Sun/Hol OFF	Vietnamese		SGN:(028)-3821-9612 HAN:(024)-3926-2808	
☀/C	24hours/7days	JP/EN		1900232442	within Vietnam only

Indonesia/インドネシア (IDR/インドネシアルピア)**Telephone**

☀	Mon-Fri 8:30a.m.-5:00p.m. Sat/Sun/Hol OFF	Indonesian		(021)-5797- 4382	
☀/C	24hours/7days	JP/EN	Toll Free	00180300811366	within Indonesia only

Philippines/フィリピン (USD)**Telephone**

☀	Mon-Fri : 8:30a.m.-5:30p.m. Sat/Sun/Hol OFF	Tagalog		02-553-8000	
☀/C	24hours/7days	JP/EN		02-8553-8000	

Myanmar/ミャンマー (USD)**Telephone**

☀	M-F 9:00a.m.-5:00p.m. Sat/Sun/Hol OFF	Myanmar		01-9255-100/101/102	
☀/C	24hours/7days	JP/EN		01-9255-103/104	

India/インド (INR/インドルピー)**Telephone**

☀/C	24hours/7days	JP/EN	Toll Free	0008001009274	within India only
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Malaysia/マレーシア (MYR/マレーシアリングギット)**Telephone**

☀	Mon-Fri 9:00a.m.-6:00p.m. Sat/Sun/Hol OFF	Malay/Chinese		(03)-2032-1331	
☀/C	24hours/7days	JP/EN	Toll Free	1800818015	within Malasia only

Cambodia/カンボジア (USD)**Telephone**

☀️	Mon-Fri 8:00a.m.-12:00p.m., 1:00p.m.-5:00p.m. Sat/Sun/Hol OFF	Khmer/EN		023-963-617 023-963-618	
	☀️/🌐 24hours/7days	JP/EN		023-963-617 023-963-618	

Australia/オーストラリア (AUD/オーストラリアドル)**Telephone**

☀️/🌐	24hours/7days	JP/EN	Toll Free	1800081765	within Australia only
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The Americas**U.S. (USD)**

☀️/🌐	24hours/7days	JP/EN	Toll Free	18002359262	within US only
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Canada/カナダ (CAD)**Telephone**

☀️/🌐	24hours/7days	JP/EN	Toll Free	18447280647	within Canada only
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Mexico/メキシコ (MXN/メキシコペソ)**Telephone**

☀️	Mon-Fri 9:00a.m. – 6:00p.m.(UTC) Sat/Sun/Hol in Mexico : OFF	Spanish		(55)2648-0390	
☀️/🌐	24hours/7days	JP/EN	Toll Free	800-062-3505	within Mexico only

Europe**U.K.(The United Kingdom)/英国 (GBP)****Telephone**

☀️/🌐	24hours/7days	JP/EN	Toll Free	08082346842	within UK only
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France /フランス (EUR)**Telephone**

☀️	Mon-Fri 10:00a.m. – 5:00p.m. Sat/Sun/Hol in France : OFF	French	Toll Free	0805-542-467	within France only
☀️/🌐	24hours/7days	JP/EN	Toll Free	0800909164	within France only

Germany/ドイツ (EUR)**Telephone**

☀	Mon-Fri 10:00a.m. – 4:30p.m. Sat/Sun/Hol in Germany OFF	German	Toll Free	0800-7243798	Within Germany only
☀/C	24hours/7days	JP/EN	Toll Free	08001810397	Within Germany only

Austria/オーストリア (EUR) Telephone

☀	Mon-Fri 10:00a.m. – 4:30p.m. Sat/Sun/Hol in Germany OFF	German	Toll Free	0800-0706264	Within Austria only
☀/C	24hours/7days	JP/EN	Toll Free	0800298382	Within Austria only

Netherland/オランダ (EUR) Telephone

☀/C	24hours/7days	JP/EN		08000223158	within Netherland only
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Belgium/ベルギー (EUR) Telephone

☀	Mon-Fri 10:00a.m. – 5:00p.m. Sat/Sun/Hol in France : OFF	French	Toll Free	0800-81760	within Belgium only
☀/C	24hours/7days	JP/EN	Toll Free	080081853	within Belgium only

Italy/イタリア (EUR) Telephone

☀/C	24hours/7days	JP/EN	Toll Free	800877261	within Italy only
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Switzerland/スイス (CHF) Telephone

☀	Mon-Fri 10:00a.m. – 5:00p.m. Sat/Sun/Hol in France : OFF	French		0800-002-206	within Switzerland only
☀	Mon-Fri 10:00a.m. – 4:30p.m. Sat/Sun/Hol in Germany OFF	German		0800-002-207	within Switzerland only
☀/C	24hours/7days	JP/EN		0800897679	within Switzerland only

Spain/スペイン (EUR) Telephone

☀/C	24hours/7days	JP/EN	Toll Free	900958199	within Spain only
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Ireland/アイルランド (EUR) Telephone

☀/C	24hours/7days	JP/EN	Toll Free	1800901642	within Ireland only
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Norway/ノルウェー (EUR) Telephone

☀/C	24hours/7days	JP/EN	Toll Free	80013443	within Norway only
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Sweden/スウェーデン (EUR)**Telephone**

☀/C	24hours/7days	JP/EN	Toll Free	020100439	within Sweden only
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Russia/ロシア (EUR/RUB ロシアループル)**Telephone**

☀	24hours/7days	JP/EN	Toll Free	8-800-301-3961	within Russia only
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その他の国・地域/From Other countries**Telephone**

☀/C	7days 24hours International Call to Japan	JP/EN		<81>(0)3-6741-6683	Processed in JPY*
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☀/C	7days 24hours International Call to US	JP/EN		<1>310-782-3011	Processed in USD**
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Japan / 日本

☀/C	24hours/7days	JP/EN		0570029333	
☀/C		JP/EN		0367416685	
☀/C		EN		0570029709	
☀/C		EN		0367411120	