

# How to contact IBM

Contact **IBM** : Belgium WMQ Family Administration <[WMQADMIN@be.ibm.com](mailto:WMQADMIN@be.ibm.com)>

Create an IBM ticket and call IBM to indicate that the ticket is urgent.

Do not forget to precise if it concern UX4 or UX7 (or both)

Give to Solvay the incident number and level of priority/criticality (it is important that you ask on the phone) so we know that IBM is working on the issue

In this document all needed details to be defined before/during contacting IBM :

[Adagio - Communication with IBM](#)