



# OPERATIONS CENTER

You can contact our NTS Operations Center (OC) by telephone 24/7, 365 days a year.

## HOW TO CONTACT US IN CASE OF MALFUNCTIONS?

Call these numbers to report a malfunction:

- ▶ **Austria:** 0810 820 455
- ▶ **Italy:** +39 0471 097 -709
- ▶ **Germany:** +49 7541 402 83 -40
- ▶ **International:** +43 316 405 455 -20

And this **back-up number** in case the above numbers are not available due to technical reasons: +43 664 88 499 599.

We would like to point out to you that, although we can be contacted by e-mail 24/7 ([support@nts.eu](mailto:support@nts.eu)), the transmission of e-mails may be delayed for reasons outside of NTS control. We therefore recommend that important enquiries are always made by telephone.

## WHAT TO DO IN CASE OF A MALFUNCTION?

NTS OC works in compliance with ITIL processes. By this means we guarantee that all malfunctions are processed and rectified as fast as possible by qualified and certified engineers of various support levels. Please have the following information to hand so that your query can be processed fast and efficiently:



**Valid NTS- Maintenance contract number**



**Serial number of the device in question**



**Description of problem**



**Level of urgency from your point of view**

# RELAX, WE CARE

For NTS quality and customer satisfaction is particularly important. A manager is available to you around the clock, should you not be satisfied with our service once the malfunction has been rectified. Please ask for him explicitly at our service hotline and he will contact you without delay.

→ [www.nts.eu](http://www.nts.eu)