

AIRPORT SUPPORT

LINE
We are delighted to announce the launch of the CMC dedicated line designed to support our Ground Ops crew with complex customer scenarios and policy expertise.

The line will be open from **1st November 2023** and we look forward to support the great work of our frontline teams by enabling faster customer support and challenges resolution.

Opening times:

05.00 to 02.00 GMT



Opening days:

Monday to Sunday



Languages covered:

ENGLISH Only



Phone Number:

+44 (0) 330 5515171



Support Provided

The agents on the line will be fully trained to assist you with the below topics:



- Dangerous Goods / Exceptional items / PRM policy queries
- SSDM query/support
- Exceptional customer Disruption event query/support
- Manual eRes transactions requiring urgent processing. (solely for customer support purposes and not technical support.)

The lines are designed to help you resolve challenges at pace and deal with exceptional cases, this should not be used in replacement of the GHM or other Knowledge sources.*



This line is for Ground Crew use only and should never be shared with customers. Reasons for calling will be monitored and misuse flagged.