



ALPEGA TMS CONNECTED

SUPPORT SERVICES for SHIPPERS

Alpega Second Level Support Contact details				
Region	Contact	Services availability		Languages
FOR ALL REGIONS	Emergency Hotline: EMEA: (BE) +32 2 722 99 33 (FR) +33 186 651892 (UK) +32 2 722 99 33 (PL) +48 2230 72704 (DE) +49 2318 868106 (IT) +39 800 596804 (ES) +34 919039166 NAFTA: +1 877 778 9433	only for serious incidents and urgent technical malfunctions in productive operations, i.e. incidents qualified as priority 1	24/7	English
EMEA	Incident case to be notified via email to: support@transwide.com	08:00 – 18:00 (CET)	Monday to Friday Except: New Year's Day, Christmas Day, Easter Monday	English French
NAFTA	Incident case to be notified via email to: supportNA@alpegagroup.com	08:00 – 18:00 (GMT-4 Pittsburg)	Monday to Friday Except: New Year's Day, Christmas Day	English