



Published on *MTS Intranet* (<https://mtsnet.demosite.us>)

[Home](#) > [Information Technology](#) > [Service Desk](#) > [Contact Service Desk](#) > [Service Desk - Phone Support](#)

Service Desk - Phone Support

Image not found or type unknown

A large rectangular area with a thick grey border and a large grey 'X' drawn across it, indicating that the image content is missing or not supported.

If your call/request **is urgent** please call us.

You can call us on: **6600**

- We aim to answer all calls within 4 rings
- The IT staff member answering your call should introduce themselves and the IT department
- If needed (with your permission) we can make a remote connection to your computer for troubleshooting etc.
- Your details will be taken and a call will be logged. You will receive an automated email with a case reference number for tracking and updates. e.g. [26635]
- If your call can not resolved immediately it will be escalated to the relevant team within IT

Source URL: <https://mtsnet.demosite.us/departments/information-technology/service-desk/contact-service-desk/service-desk-phone-support>