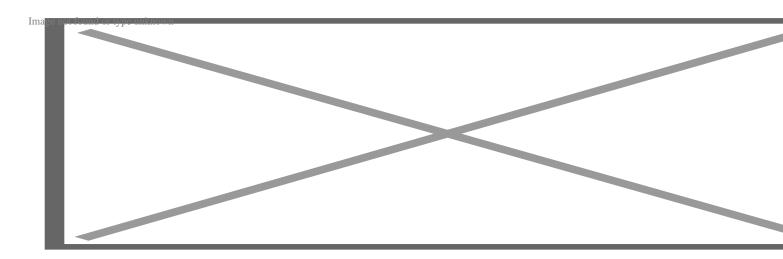
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Home > Information Technology > Service Desk > Contact Service Desk > Service Desk - Email

Service Desk - Email



Email

If your call/request is not urgent please email your request to us.

Our e-mail address is: <u>ServiceDesk@sdmts.com</u>. However we would encourage our customers to log tickets via the <u>MTS Self Service Portal</u>, as this will allow you to track the progress and status of your request.

- Your email will be automatically entered into our call logging system
- You will receive an automated reply email within 5 minutes with a case reference number for tracking. e.g. [26635]
- Your call will be placed in our call queue and we will process it as soon as possible
- Depending on call volumes we aim to provide an update email within 3 hours (during business hours)

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