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Service Desk - Email

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Email

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

Our e-mail address is: ServiceDesk@sdmts.com. However we would encourage our customers to log tickets via the [MTS Self Service Portal](#), 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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