

# ITPS CALL LOGGING PROCEDURE

Helpdesk Telephone No: 0191 442 0250

Helpdesk E-mail: [support@it-ps.com](mailto:support@it-ps.com)

ITPS Switchboard: 0191 442 8300

## Please have the following information available:

- Company name and location
- All contact details
- Make and model of faulty equipment (if available)
- ITPS tag number  
(The tag number should be on an ITPS tag; which is clearly visible and attached to the equipment)

*OR*

- Unit serial number  
(This will usually be located on the manufacturer's label)
- Nature of the fault

**PLEASE INCLUDE ANY INFORMATION WHICH YOU FEEL MAY ASSIST ITPS IN CORRECTLY DIAGNOSING AND RESOLVING THE FAULT YOU ARE EXPERIENCING.**

- You will be allocated a 'service number' to use in all future communication

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