

OtisLine® Response Centre

Partners in Service

OtisLine® is our 24/7 Response Centre, utilising trained Customer Service Representatives to co-ordinate a rapid response to your service call. Our aim to minimise inconvenience by ensuring a technician is at your building servicing your elevator or escalator equipment as soon as possible.

BENEFITS

Confidence and peace of mind partnering with an experienced service provider

Coverage across Australia - direct access to a 24/7 service network

Fast and efficient assistance

Comprehensive knowledge of your equipment

FEATURES

Direct access to a 24-hour service network

OtisLine® is prompt, efficient and personalised. It is your direct access to a national service team available 24 hours a day, 7 days a week. Irrespective of the cause of your elevator or escalator malfunction, our OtisLine® team is ready to attend to your service request during any time of the day.

Fast Service

Your equipment doesn't keep office hours and neither do we. No matter where you are, any time of the day or night, a professional Customer Service Representative is ready to answer your call. An experienced Otis technician will be dispatched to attend to your request.

Only from Otis

When you call OtisLine® you will be talking to an in-house Customer Service Representative, who understands your equipment needs and any special conditions of your building.

Our experienced Customer Service Representatives participate in refresher courses for emergency response and regular customer service workshops. At Otis, we are focussed on quality improvement, therefore our response centre is benchmarked against call centre industry service level standards.

Understanding and Professional Customer Service

To enable our technician to resolve a problem, the Customer Service Representative will need to ask a few simple questions to identify your equipment and the problem, namely:

- Your name and phone number;
- Your building name, address and equipment identifier;
- The nature of the problem.

In the event of an emergency situation, your Customer Service Representative will stay in close contact with you until the situation is resolved.

Access to OtisLine® does not come at any extra charge and is part of our commitment to you being at your service.

OtisLine® Response Centre

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