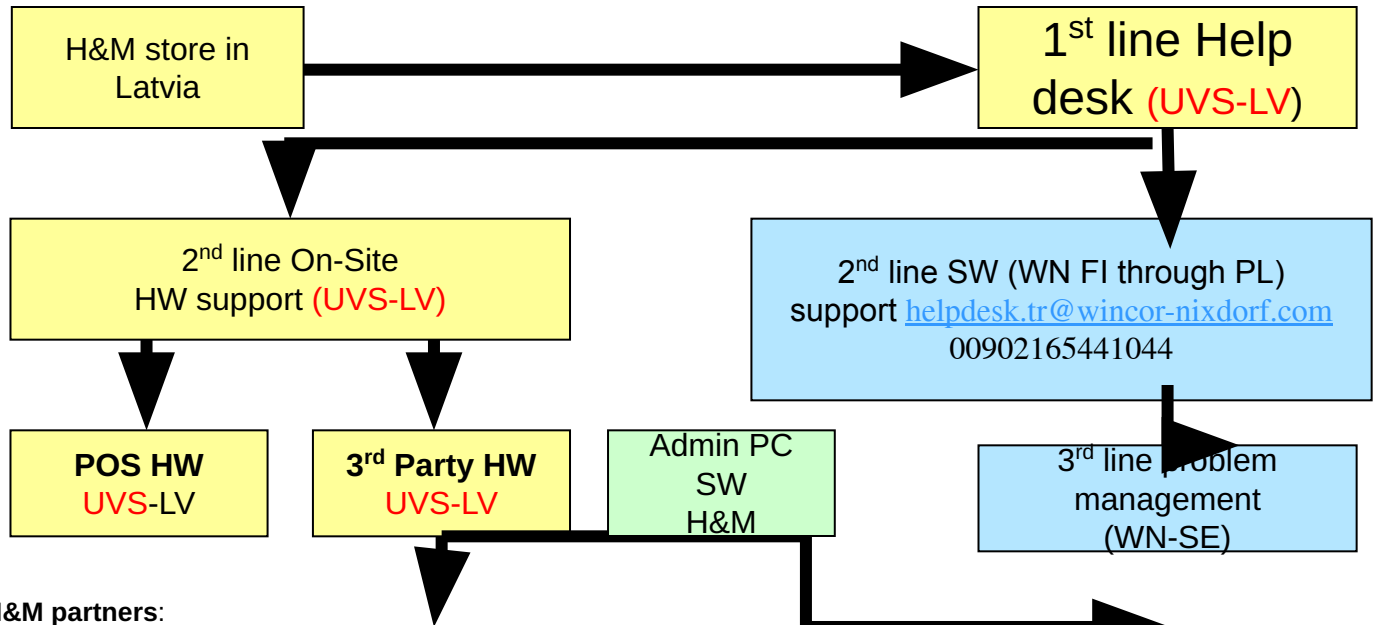


# Helpdesk escalation path for H&M Latvia



## H&M partners:

**Telia:** data communication, 24/7: (+371) 8000 0277 / [cc@telia.lv](mailto:cc@telia.lv)

**Unistars:** data communication (only Mūkusalas 71, Rīga), t.67791210, mob.25443210 / [support@unistars.lv](mailto:support@unistars.lv)

**Cube&Security Cameras:** Ints Indriksonst.t.(+371)29203820/([ints@tips.lv](mailto:ints@tips.lv))

Cube Access issues: Saulis Vēgelis: t. (+371) 29255572/([saulis@entra24.lv](mailto:saulis@entra24.lv))

**Verizon:** RT, SW, IP ph, 24/7: +49 231 972 1456

[managed-solutions-do@emea.verizonbusiness.com](mailto:managed-solutions-do@emea.verizonbusiness.com) (circuit ID ???)

**Swedbank :** EFT HW, communication to banks/aquirer, 9-20 (10-20):

(+371) 67357058 / [serviss@hansab.lv](mailto:serviss@hansab.lv)

**H&M:** Admin PC SW, Citrix, 8-16: +358 9 2588 0324 /

[FIThehelpdesk@hm.com](mailto:FIThehelpdesk@hm.com)

**\*) Note: UVS handles the Helpdesk but the calls from H&M will be answered with "Wincor Nixdorf Helpdesk"**