



PRESS RELEASE

ACEA ATO 5 OPENS ITS DIGITAL HELP DESK

The innovative service allows to complete via video call all those procedures normally carried out at physical help desks

Frosinone, 23 December 2020 – Acea Ato 5 has opened its Digital Help Desk which **allows customers to complete all the procedures** traditionally carried out at physical help desks **from home, without queuing**.

Starting today, customers can book the service on Acea Ato 5's website. The first appointments will be booked for **28 December** and users will be able to do everything from home using their smartphone or PC.

The new service offered by Acea is an **additional remote contact method** that joins the existing channels already available to users: toll-free number, app, email, website.

The Digital Help Desk can be accessed via video call and will be active **from Monday to Friday, from 9:00 to 13:00 and from 14:00 to 16:00**.

The service can be accessed subject to booking. To book an appointment, customers are required to **fill in the digital form available on the dedicated page** of the website – **www.aceaato5.it** – easily reachable by clicking on the section highlighted on the **home page**.

Customers can choose the date, time, and service they require. After submitting their request, they will receive confirmation of the booking via email together with all the information regarding any documents required. On the date and time booked, **an Acea Ato 5 operator will contact the customer** and give them some simple instructions, an access link, and the necessary assistance to start a video call.

The project **confirms the Company's commitment to new technologies and innovation** even in the complex sector of customer relations, promoting the adoption of increasingly more popular and effective communication systems and solutions that simplify procedures and reduce response times.

Acea Ato 5 reminds customers that they can always contact the Company to submit any requests or questions using the toll-free number **800.639.251** (calls are free from land lines and mobiles); via email, writing to **commerciale@aceaato5.it**; via the **MyAcea** app (available for free on Google Play and Apple Store); or via the website **www.myacea.it**.

For all information on Acea Ato 5 integrated water service, please visit **www.aceaato5.it**.