



Top Account service package

Terminal operation & troubleshooting

Do you have a large terminal population consisting of more than 50 terminals? Our Top Account service package is the answer to your special requirements.



The Top Account service package provides owners of large terminal populations with essential customer benefits. Leave your concerns about smooth terminal operation to us:

- Very rapid onsite troubleshooting:
From Monday to Sunday, within just 5 hours
- Telephone support on the toll-free hotline:
7 days a week, 24 hours a day, in four languages
- Attractive pricing that takes the size of your terminal population into consideration: Work with transparent and foreseeable costs to ensure the availability of your terminals

Services provided in the Top Account service package in detail

Top Account service package	
Troubleshooting within 5 hours	The fastest possible onsite troubleshooting within 5 hours with repair or a replacement terminal (Mon. to Sun., 8:00 am – 6:00 pm).
Security backup memory	All SIX Payment Services payment terminals have an integrated security backup memory to prevent potential loss of data in case of a breakdown.
Software updating	As soon as updated software is available, it is made accessible for installation on your payment terminal. We ensure that your payment terminals are always at the state-of-the-art of software development and comply with the highest security standards.
Transaction journal	The transaction journal provides you with an overview of cashless transactions with the accepted payment means at the point of sales (POS). You receive the daily closing statement in a clearly structured format sent to you each day per e-mail.
Free hotline	Our support team assists you with all questions regarding the operation of your payment terminals, free of charge, 24 hours a day, 365 days a year.
System operation	We ensure maintenance of the operation of the system necessary for the processing of card transactions.

Your personal contact: www.six-payment-services.com/contact

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