

# Terminal Services Overview

## Luxembourg

<b>Terminals</b>	<p>yomani, yoximo, xenta, xentissimo, davinci2 vending</p> <p>Please keep the following details at hand whenever you contact the hotline:</p> <p>Merchant ID _____</p> <p>Terminal ID _____</p>																		
<b>Helpdesk (24/7)</b>	<p>Phone number +352 49 10 38</p> <p>E-mail: <a href="mailto:helpdesk.lux@six-payment-services.com">helpdesk.lux@six-payment-services.com</a></p>																		
<b>Commercial (8 h 30–12 h 00, 13 h 00–17 h 00)</b>	<p>Phone number +352 35566-444</p> <p>E-mail: <a href="mailto:commercial.lux@six-payment-services.com">commercial.lux@six-payment-services.com</a></p>																		
<b>Customer (8 h 00–18 h 00)</b>	<p>Phone number +352 35566-222</p> <p>E-mail: <a href="mailto:cs_luxembourg@six-payment-services.com">cs_luxembourg@six-payment-services.com</a></p>																		
<b>Technical intervention</b>																			
<b>On-site repair</b> Service package Classic	<p>8h00–17h00 Monday–Friday</p> <p>The repair is performed following prior agreement with the helpdesk within a business day.</p>																		
<b>On-site repair</b> Service package Premium	<p>8h00–22h00 Monday–Saturday</p> <p>The repair is performed following prior agreement with the helpdesk within a business day.</p>																		
<b>On-site repair</b> Service package Premium+	<p>24/7 Monday–Sunday</p> <p>The repair is performed following prior agreement with the helpdesk within a non-business day.</p>																		
	<p>All interventions beside the services provided in the agreed service package shall be invoiced separately based on the hourly rate below:</p> <table border="1"> <thead> <tr> <th></th> <th>Monday to Friday</th> <th>Saturday</th> <th>Sunday</th> <th>Public holiday</th> <th>Public holiday Sunday</th> </tr> </thead> <tbody> <tr> <td>Day (6 h to 22 h)</td> <td>EUR 90</td> <td>EUR 135</td> <td>EUR 198</td> <td>EUR 315</td> <td>EUR 378</td> </tr> <tr> <td>Night (22 h to 6 h)</td> <td>EUR 162</td> <td>EUR 207</td> <td>EUR 225</td> <td>EUR 342</td> <td>EUR 405</td> </tr> </tbody> </table> <p>Frais fixes de déplacement EUR 45. Tous les prix s'entendent hors TVA.</p>		Monday to Friday	Saturday	Sunday	Public holiday	Public holiday Sunday	Day (6 h to 22 h)	EUR 90	EUR 135	EUR 198	EUR 315	EUR 378	Night (22 h to 6 h)	EUR 162	EUR 207	EUR 225	EUR 342	EUR 405
	Monday to Friday	Saturday	Sunday	Public holiday	Public holiday Sunday														
Day (6 h to 22 h)	EUR 90	EUR 135	EUR 198	EUR 315	EUR 378														
Night (22 h to 6 h)	EUR 162	EUR 207	EUR 225	EUR 342	EUR 405														

Your local point of contact can be found at: [www.six-payment-services.com/contacts](http://www.six-payment-services.com/contacts)

SIX Payment Services (Europe) S.A.  
10, rue Gabriel Lippmann  
5365 Munsbach  
Luxembourg

