

Programmed 24/7 Customer Fault Line



For all faults within
**Terminals 2, 3, 4, Building 64, and
Landside Business Park**

(Car parks, Grounds, Civil Infrastructure and all APAM owned buildings)

Please call

9297 1001

If there is an **URGENT FAULT** that is impacting Airport Operations or Safety

For Non-Urgent Faults please email

melairfault@programmed.com.au

If there is an **EMERGENCY** please call **9297 1601**

Please ensure when logging a maintenance request through phone or email, the following details are provided to the Programmed Fault Centre:

- Site Location/ Location ID/ Building Number/ Level/ Department/ Room
- Fault or problem details (i.e. work required)
- Level of urgency and reasons

•On-site Contact details including full name, email address and phone number

For tracking a work order status or escalation of service please call the Programmed Fault Line
1300 659 024 and quote the reference number provided