

Germany

DOC1 and Group 1 Products

TECHNICAL SUPPORT

- **Hours:** Monday - Thursday from 9:00 am to 6:00 pm CET, excluding holidays
Friday from 9:00 am to 5:00 pm CET, excluding holidays
- **Phone:** +49 89 462 387 55
- **Email:** Support@group1.de

CUSTOMER SERVICE

- **Phone:** +49 89 462 387 0
- **Fax:** +49 89 462 387 44
- **Email:** info@group.de

Encom Products

TECHNICAL SUPPORT

GIS -- DISCOVER, DISCOVER 3D, DISCOVER MOBILE AND ENGAGE3D

- **Hours:** Monday – Friday from 8:30 am to 5:00 pm AEST, excluding holidays
- **Phone:** +61 3 9523 0033
- **Email:** discover_support@encom.com.au
engage_support@encom.com.au
engage3d_support@encom.com.au

COMPASS

- **Hours:** Monday – Friday from 8:30 am to 5:00 pm AEST, excluding holidays

- **Phone:** +61 8 9226 0101
- **Email:** compass_support@encom.com.au

GEOPHYSICS

- **Hours:** Monday – Friday from 8:30 am to 5:00 pm AEST, excluding holidays
- **Phone:** +61 2 9957 4117
- **Email:** geophysical_support@encom.com.au

CUSTOMER SERVICE

- **Email:** asiapac.customerservice@mapinfo.com

MapInfo Products

TECHNICAL SUPPORT

- **Hours:** Monday – Friday from 9:00 am – 5:00 pm MEZ, excluding holidays
- **Phone:** +49 6142 203 400
- **Fax:** +49 6142 203 4444
- **Email:** support@mapinfo.com

CUSTOMER SERVICE

- **Phone:** +44 1753 848 200
- **Email:** emeacustomerservices@mapinfo.com

Sagent Data Flow Products

TECHNICAL SUPPORT

- **Hours:** Monday - Friday from 9:00 am to 5:00 pm MEZ, excluding holidays
- **Phone:** +49 89 46238755
- **Email:** sagentsupport@g1.com

CUSTOMER SERVICE

- **Phone:** +49 89 462 387 0
- **Fax:** +49 89 462 387 44
- **Email:** info@group1.de