

## Customer Services

### Important Contact Points

As a special service, we have provided you with following selection of important phone numbers available at Frankfurt Airport:

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#### **Fraport Communication Center**

Switchboard, Passenger information, e.g. departure and arrival times, making announcements.

Calls from within Germany: 01805 FRAINFO (= 01805 372-4636)

From other countries: 069 690-0

#### **Terminal Duty Manager (TDM)**

Monitoring of the operational safety and operability at terminals, issuing short-term ID cards for terminal equipment, licensing of film recordings, organization of construction site barriers.

Tel.: +49 69 690-55555

#### **Airside Duty Manager (ADM)**

Contact point for problems in or with traffic handling, provision of short-term ID cards for the ramp, coordination of short-term changes in traffic, such as changes of positions and delays.

Tel.: +49 069 690-77777

#### **Airport Duty Officer (ADO)**

As the central coordination and control point for operational problems, the Airport Duty Officer monitors and ensures the smooth functioning of all airside and landside airport operations in 24/7 service. Outside the regular service hours of the Fraport Press Office (UKM-PS), the ADO also handles inquiries from the press regarding operational issues (delays, weather conditions, etc.).

Tel.: +49 69 690-30000

#### **Customer Service Center for airlines and government agencies**

Central contact point for airlines, government agencies and other aviation customers for all questions and issues regarding airport operations

Tel.: +49 69 690-77091

### **Complaint Management and Customer Care**

Tel.: +49 1804 FRAFEEDBACK (= +49 1804 372333)



### **Lost & Found**

Tel.: +49 69 690-66359

### **Air Supervisor**

E.g. requests for exceptional permits concerning night-time restrictions.

Tel.: +49 69 690-71717

### **Air Security (Passenger Checks)**

Security checking of passengers.

Tel.: +49 69 690-33333

### **Parking Control Station**

Multi-storey car park supervisor, monitoring of car park situation

Tel.: +49 69 690-88888

### **Porter Service**

Baggage transport service, storage of baggage

Porter Service ([http://www.airportcity-frankfurt.com/cms/default/rubrik/9/9839.baggage\\_assistance.htm](http://www.airportcity-frankfurt.com/cms/default/rubrik/9/9839.baggage_assistance.htm))

### **Security Control Station**

Central contact point for all security-related occurrences at Frankfurt Airport, as well as for the airport fire service and for rescue services, central reporting and alarm centre of Frankfurt Airport for emergencies.

Tel.: +49 69 690-22222

