

São Paulo, March 6th, 2023

EMAIL BR.TICKET.EQC@ONE-LINE.COM WILL BE DEACTIVATED AS OF MARCH 16TH
NEW SERVICES WILL PROVIDED BY **ONE CHAT**

Dera ONE customer,

We would like to inform you that the email address br.ticket.eqc@one-line.com will be no longer active from March 16th.

After March 16th all customer service needed will be provided by **ONE Chat** on <https://br.one-line.com/pt-br/>

ONE Chat OPERATING HOURS	
MONDAY TO FRIDAY	9 AM - 12 PM
	1:30 PM - 5:30 PM

Check the categories that must be selected in **ONE Chat** to star a new service:

Category:

Container > Empty Pick-up > General Support
- For support about Empty Pick-up

Category:

Container > Empty Return > General Support
– For support about Empty Return

Thank you for shipping with ONE.

OCEAN NETWORK EXPRESS (LATIN AMERICA) AGÊNCIA MARÍTIMA LTDA.