

regarding the transition. The contact details are as follows:

- Level 1 Support:

- Working Hours: Monday to Friday, 09:00 – 18:00
- Email: info@rs.ge
- Phone: +995 (32) 2 299 299
- RS Chat on website www.rs.ge
- RS Chat Available: Monday to Friday, 09:00 – 18:00
- RS Bot Available: 24/7

- Level 2 Support:

- Working Hours: 24/7, Seven days a week

- Email: ncts.hd@rs.ge
- Phone: +995 (32) 2 299 299 (calls forwarded from Level 1)
- Additional Phone Numbers: +995 (32) 226 11 12, +995 (32) 226 14 46 (working languages: Georgian, English)

We are committed to ensuring a smooth transition to the new system and appreciate your cooperation in this process. It is crucial to distribute this information among all relevant stakeholders to ensure everyone is informed and prepared.

We look forward to working together towards a simplified and efficient goods transit system. For further inquiries, please reach out to our team through the helpdesk or use the contact information provided above.

We extend our highest consideration and respect.

Sincerely,

Levan KAKAVA
Director General



