

Fallback contact information: customs offices and customer service teams

Customs office	Fallback e-mail address	Fallback fax address
Vienna	Post.FallbackZA1@bmf.gv.at	7.00 a.m. to 5.00 p.m. – see customer service team outside opening hours – 01 79590 5961110
St. Pölten Krems Wiener Neustadt	Post.FallbackZA2@bmf.gv.at	5.00 a.m. to 7.30 a.m. – 02742 212 5962110 7.30 a.m. to 3.30 p.m. – see customer service team 3.30 p.m. to 8.00 p.m. – 02742 212 5962110
Eisenstadt Vienna Airport	Post.FallbackZA3@bmf.gv.at	see customer service team; outside opening hours: 01 7007 32679 (ATD, ATE, ATI, ATJ, ATK)
Klagenfurt Villach	Post.FallbackZA4@bmf.gv.at	see customer service team
Linz Wels	Post.FallbackZA5@bmf.gv.at	7.30 a.m. to 3.30 p.m. – see customer service team outside opening hours – 01 51433 5965019
Salzburg	Post.FallbackZA6@bmf.gv.at	see customer service team
Graz	Post.FallbackZA7@bmf.gv.at	see customer service team outside opening hours – 01 51433 5967110
Innsbruck	Post.FallbackZA8@bmf.gv.at	0512 505 5968110
Feldkirch Wolfurt	Post.FallbackZA9@bmf.gv.at	8.00 a.m. to 4.00 p.m. – see customer service team outside opening hours – 01 51433 5969110

Fallback fax addresses – customer service teams

Customs office Customer service teams	Vienna	St. Pölten Krems Wiener Neustadt	Eisenstadt Vienna Airport	Klagenfurt Villach
ATA	01 79590 5961001	02742 212 5962001	01 7007 33095	0463 520 5964001
ATB	01 79590 5961002	02742 212 5962002	01 7007 33095	
ATC	01 79590 5961003	02742 212 5962003	01 7007 33095	0463 520 5964003
ATD	01 79590 5961004	02742 212 5962004	01 7007 32380	0463 520 5964004
ATE	01 79590 5961005	02742 212 5962005	01 7007 32380	
ATF	01 79590 5961006	02742 212 5962006	01 7007 33569	
ATG		02742 212 5962007	01 7007 33569	
ATH			01 7007 33569	
ATI			02235 43688	
ATJ			01 79061 5963010	
ATK			03325 6612 (for GS & JE), 03364 2693 (for OP, OW & HB)	

Customs office Customer service teams	Linz Wels	Salzburg	Graz	Feldkirch Wolfurt
ATA	0732 6998 5965001	0662 422565	01 51433 5967001	01 51433 5969001
ATB	0732 6998 5965002	0662 826912	01 51433 5967002	01 51433 5969002
ATC	0732 6998 5965003	0662 854665		01 51433 5969003
ATD	0732 6998 5965004	01 51433 5966004	01 51433 5967004	01 51433 5969004
ATE	0732 6998 5965005		01 51433 5967005	01 51433 5969005
ATF	0732 6998 5965006		01 51433 5967006	01 51433 5969006
ATG	0732 6998 5965007			01 51433 5969007
ATH	0732 6998 5965008			01 51433 5969008
ATI				01 51433 5969009