***Billionaire***

**Daily Operation Times:** 10:00am - 11:00pm

BR\_1.1.1 (a) and BR\_1.1.1 (e) - Opening before 5pm

BR\_1.1.2 (a) and BR\_1.1.2 (e) - Opening after 5pm

BR\_1.2 (a) and BR\_1.2 (e) - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

BR\_1.3 (a) and BR\_1.3 (e) - Disclaimer (The call is recorded)

BR\_1.4.3 (a) and BR\_1.4.3 - (e) - Out of office message (outside the operation times)

BR\_1.4.6 en and BR\_1.4.6 ar - Message to be added in case of technical issues

BR\_1.5 (a) and BR\_1.5 (e) - Initial holding message

**Ramadan Operation Times:** 2:00pm - 2:00am (Break for 1h for Iftar to be determined during Ramadan)

BR\_1.7 (a) and BR\_1.7 (e) - Opening at any time

BR\_1.2 (a) and BR\_1.2 (e) - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

BR\_1.3 (a) and BR\_1.3 (e) - Disclaimer (The call is recorded)

BR\_1.4.1 (a) and BR\_1.4.1 - (e) - Out of office message (outside the operation times)

BR\_1.4.5 (a) and BR\_1.4.5 (e) - Lines closure during Iftar

BR\_1.5 (a) and BR\_1.5 (e) - Initial holding message