

**QUICK TIP:** As soon as you hear the greeting, you can dial for quick results. For example, pressing "31" will take you straight to a live person for Opera tickets. Pressing "932" will take you straight to Kimmel Center box office hours.

Phone Number	Resident Company	Quick Access Buttons
215-893-1999	Ticket Philadelphia Main Line	See chart
215-893-1955	Ticket Phila Subscriber Services (POA, POPS, KCP, PBA, BWY)	See chart
215-731-3333	Broadway	Press 1 for live person
215-893-1018	Opera	Press 1 for live person – single tix Press 2 for Opera-only subscriber services – live person
215-893-1709	Chamber Orchestra of Phila	Press 1 for live person – single tix

## Main Line Queue Options

## 215-893-1999

**GREETING:** "Hello! Thank you for calling Ticket Philadelphia. Your call may be monitored or recorded to help us provide you with the best service possible. Fees are added to all ticket sales. All sales are final."

\*\*NOTE: BWY QUEUE CALLS MAY BE TRANSFERRED TO TURNSTYLES DURING PERIODS OF HIGH VOLUME\*\*

Option #	Goal	Action
1	Broadway	Taken to live person.  May be forwarded to Turnstyles during high volume.
2	Pops, Phil Orch, Ballet, Kimmel Presents	Taken to live person.
3	Opera Direct line: 215-893-1018	Press 1 for single tix – live person. Press 2 for Opera-only subscriber services – live person
4	Mann Center	Referred to Ticketmaster-gives phone number.
5	Other events – rentals, Longwood Gardens	Taken to live person.
6	Gift Certificate	Taken to live person.
7	Subscriber services Direct line: 215-893-1955	More options (see chart below)
9	Frequently asked questions	More options.
8	Web and other tech support	Taken to live person.
*	>	Repeat options
Wait	(not dialing from touchtone phone)	Taken to live person.



## <u>Subscriber Services Queue Options</u> **215-893-1955**

**GREETING:** "Hello! You have reached the subscriber services department for the Philadelphia Orchestra, Peter Nero and The Philly POPs, Kimmel Center Presents, The Broadway Series, The Pennsylvania Ballet, Philadelphia Speaker Series, and the Mann Center for the Performing Arts. Your call may be monitored or recorded to help us provide you with the best service possible. Fees are added to all ticket sales. All sales are final. Credit card charges will appear as Ticket Philadelphia."

Option #	Goal	Action
1	Exchange or Donate tickets	Taken to live person.
2	Renew current subscription	Taken to live person.
3	Purchase new subscription	Taken to live person.
4	Change or ask questions about existing subscription	Taken to live person.
6	Purchase single tickets	Transferred to 215-893-1999 (see chart above)
8	Frequently asked questions	More options.
*	>	Repeat options
Wait	(not dialing from touchtone phone)	Taken to live person.