

## Transport Contact Information

### Contact Addresses for customer services:

<b>First Essex Buses Ltd</b>	<b>Stephensons of Essex Limited</b>
Westway Chelmsford Essex CM1 3AR	Stephensons Ticketing Office & Customer Care Unit 2, Boreham Industrial Estate Waltham Road Boreham Essex CM3 3AW
<b>First Bus Customer Service</b> <b>Contact Form:</b> <a href="http://www.firstbus.co.uk/essex/help-and-support">www.firstbus.co.uk/essex/help-and-support</a> <b>Live Chat &amp; Phone Lines:</b> 03456 460 707 08:00 – 18:00 Monday-Friday <b>Twitter:</b> @FirstEssex Between the hours of 07:00-19:00 Monday – Friday 09:00 – 17:00 Weekends and Bank Holidays	<b>Telephone for Lost Property/Complaints/ General route enquiries:</b> <b>Telephone:</b> 01376 503050 <b>Email:</b> <a href="mailto:customerservices@stephensonsofessex.com">customerservices@stephensonsofessex.com</a>  <b>Most of Stephenson's routes offer live tracking. Please refer to <a href="http://www.stephensonsofessex.com">www.stephensonsofessex.com</a> and select the relevant service number.</b>
	<b>Email:</b> <a href="mailto:ticketing@stephensonsofessex.com">ticketing@stephensonsofessex.com</a> (for bus stop location queries only)
<b>Website:</b> <a href="http://www.firstbus.co.uk/essex">www.firstbus.co.uk/essex</a>	<b>Website:</b> <a href="http://www.stephensonsofessex.com">www.stephensonsofessex.com</a>

### Contact Details for Ticketing and Registration Queries Only

Consortium Transport Office  
PO Box 3087  
Chelmsford  
Essex  
CM1 3SY

Telephone 01245 281194  
Email: [transport@csse.org.uk](mailto:transport@csse.org.uk)

Opening Times 9:30am – 4:00pm term time only

### Useful Contact Details

#### **Traveline Public Transport Information**

Bus stop & route queries  
Website: [www.traveline.info](http://www.traveline.info)