

# **GÉANT Operations Centre Communication Details:**

**Document ID: GOC-2014100101**

**Release Date: 1<sup>st</sup> October 2014**

**Obsoletes: N/A**

**Version 1.1**

# Contacting GÉANT Operations Centre: Change to Details from notified date

With effect from 1<sup>st</sup> October 2014 the new contact details for the GÉANT Operations Centre are as follows:

Telephone Number	+44 1223 733033
Email Address	REMOVED  (Unless otherwise given for specific projects)
Customer/Member Support Portal	<a href="https://tts.geant.net">https://tts.geant.net</a>
Operations Centre Micro Web Site	<a href="http://oc.geant.net">http://oc.geant.net</a>

Incidents reported via the web portal will invoke Service Level Agreements (SLAs), whereas incidents reported by email will initially be treated as Service Requests (SRs) and may be subject to working hour SLAs. Once an incident has been reported using the web portal, follow up communications can be by email or via the portal.

Please disregard and update all previous contact details you have for the GÉANT Operations Centre/GÉANT NOC. The previous details are shown below. The contact information below will continue to work until the end of October 2014.

Telephone: +44 (0)1480 484694

Email: REMOVED

Customer support portal: <http://tickets.noc.geant.net/helpdesk/>

For the Multi Domain Service Desk (MDSD)

Telephone: +44 1480 484697

Email: REMOVED