



# **GÉANT Operations Centre Communication Details:**

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**Obsoletes: GOC-2014100101**

**Version 1.0**



## Contacting GÉANT Operations Centre:

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

|                                  |   |
|----------------------------------|---|
| Telephone Number                 | +44 1223 733033   |
| Email Address                    | MEMBERSHIP ONLY   |
| 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.