



**NEW  
CENTRALIZED SERVICE  
DESK  
PHONE NUMBER  
626-3177**

**NEW 24/7 TELEPHONE NUMBER FOR THE NCI AGENCY CENTRALIZED SERVICE DESK (CSD)**

The NCI Agency Operations (Ops) Centre is implementing a new Call Management System. Your Service Desk has been centralized, so this change affects your location.

**From 12 October 2015, the NATO Communications Network (NCN) telephone number for the Ops Centre's CSD is changing to 626-3177.**

This new number will provide a unique 24/7 Point of Contact for users needing to call the Ops Centre's CSD.

The implementation of this new Call Management System is intended to provide users with a faster and more efficient response when they call the CSD, providing a single unique number for everyone with access to the NCN.

Mobile users who do not have access to the NCN will be able to contact the Ops Centre by dialling an international number to Belgium or the Netherland, using Public or Cellular networks.

To mitigate against the high cost of making international calls from other Nations, the new Call Management System will also be accessible via some National numbers.

These International and National phone numbers will be listed on the opening and Log-In screens of NR AIS (REACH) laptops.



- BELGIUM: +32 65 44 3177
- NETHERLANDS: +31 70374 3177
- ITALY: +39 081 721 3177
- GERMANY: +49 282 4978 3177
- Other National numbers will be promulgated as and when they become available

When the new number is dialled, an automated voice assistant will guide the caller through a defined set of options to ensure that they are directed to the appropriate assistant within the Ops Centre.



**Technical reminders:**

- Please note that users may have to add **precursor numbers** on their local telephone to access the **NCN** (e.g. \*1), followed by the new number: 626-3177.
- Please also note that, depending on the local telephone system, user may also have to dial **precursor numbers** (e.g. ##), followed by the appropriate menu number, to use the **voice assistant menu**.