

LEVELS OF CONTACT →	Operational (H24)			Operational (H16)				Operational Support (Office Hours)			Non-Operational Support (Office Hours)
IN WHICH SITUATION ↓	IFPS Operations Belgium +3227451950 France +33169881750	Flow Management Operations +32 2 745 1901	Technical HELPDESK (NM CSO) +32 2 745 1997	Airspace Data Operations +32 2 745 1904 (or +32 2 729 9848) (0700-2200 CET)	RPL +32 2 745 1957	IFPUV Support FP1-Brussels: +32 2 745 19 50 or FP2-Brétigny: +33 1 69 88 17 50	RAD documentation	Post-Operational incident reporting on Flight Planning or Flow Management.	Post-Operational Incident reporting on Airspace Data CACD: + 32 2 745 1904 (FAX: +32 2 745 4795) CADF: +32 2 745 1939	Network Operations Training Team	NM User Relations Team
<b>Flight Planning Ops :</b> Real time query or problem on message sent to IFPS operations (including RPL within EOBT -20Hrs)	IFPS Operations Telephone										
<b>Flow Management Ops:</b> Real-time flow management operational problem or query		e-Helpdesk, or if not able, telephone									
<b>Technical problems</b> (use of tokens, transmission, terminals) which require immediate corrective action			Email, or if not able, telephone								
<b>Airspace Data Ops:</b> (Centralised Airspace Data Function) Problems specific to airspace data not affecting current operational FPL/FLOW systems				Email or Telephone							
<b>RPL</b> (Repetitive Flight Plan) problems					Email or Telephone						
<b>Flight Planning / IFPUV problems</b> (unexpected behaviour or inadequacy in NM procedures or system behaviour)						Email or Telephone IFPS Operations					
Questions or problems related directly to the <b>RAD documentation</b> .							Email RAD Team				
Flow Management or Flight Planning problems reported <b>after the event/ post-flight incidents</b> (unexpected behaviour or inadequacy in NM procedures or systems)								CCMS Web, or if not able, Email			
<b>Airspace Data Post Event</b> Problem Reporting (CACD + CADF)									Email or Telephone		
<b>CHMI Support:</b> Functional questions on the use of CHMI										CHMI Questions/Training Email	
Requests for <b>access to services</b> (usernames and passwords)											<a href="#">Step-by-step guide for accessing NM's operational services</a>
Non operational requests for <b>information</b> on Network Management <b>Services</b>											<a href="#">Online Request for information form</a>
<b>PRIORITY</b>	<b>URGENT NOW (UN)</b>			<b>IMPORTANT FUTURE (IF)</b>				<b>INVESTIGATE AFTER (IA)</b>			<b>REQUEST FUTURE (RF)</b>
<b>RESPONSE TIMELINE</b>	URGENT OPERATIONAL OR TECHNICAL PROBLEMS WHICH REQUIRE IMMEDIATE CORRECTIVE ACTION RESPONSE TIME = OPERATIONAL (H24 as indicated above)			IMPORTANT ISSUES FOR FUTURE OPERATIONS WHICH REQUIRE PRIORITY ACTION RESPONSE TIME = OPERATIONAL (H16 as indicated above)				POST OPERATIONS, TRAINING OR SUPPORT ISSUES WHICH DO NOT REQUIRE IMMEDIATE CORRECTIVE ACTION RESPONSE TIME = 3 WORKING DAYS			REQUESTS UNDERGO A VALIDATION PROCESS WHICH ENTAILS A VARIABLE DELAY IN RESPONSE