

## HOW DO I CONTACT THE NORTHEAST VMS TEAM?

**By Phone or E-Mail.** The NE VMS Team is located within the Office of Law Enforcement in the Greater Atlantic Regional Fisheries Office, Gloucester, MA. The main number is **(978) 281-9213 (option 1)** and the fax number is **(978) 281-9317**. For VMS questions or assistance, contact any member of the team below:

NAME	DUTIES	EMAIL	PHONE
Bill Semrau	Program Manager	William.Semrau@noaa.gov	(978) 281-9151
Carol Bleszinski	Herring, Mackerel & Squid Reporting; VMS Training; VMS Letters of Exemption (to Power Down Inport); VMS Activations/Deactivations & Welcome Letters	Carol.Bleszinski@noaa.gov	(978) 281-9239
Carl Lemire	Scallop, Surfclam, Ocean Quahog, Maine Mahogany Quahog & NAFO Reporting; VMS Training	Carl.Lemire@noaa.gov	(978) 281-9274
Samantha Tolken (contractor)	Multispecies & Monkfish Reporting; VMS Letters of Exemption (to Power Down Inport); NAFO Reporting; VMS Training	Samantha.Tolken@noaa.gov	(978) 281-9230
Philip Corcoran (contractor)	Computer Programmer	Philip.Corcoran@noaa.gov	(978) 281-9309

**Alternate E-mail Address.** You may also send an e-mail at any time to the VMS Team from your VMS unit. Send your e-mail to: NMFS.OLE.NE@noaa.gov.

## HOW AND WHEN SHOULD I CONTACT THE NMFS VMS SUPPORT CENTER?

If you are unable to reach the Northeast VMS Team, our headquarters support center has extended hours of operation and may be able to assist you with general questions about VMS registrations and vessel position reporting. The Support Center is the primary point of contact for the National VMS Reimbursement Program. **The Support Center will refer any technical VMS questions to the appropriate VMS vendor, and any regulatory/rule-related questions to the VMS Team/Greater Atlantic Region.** The Support Center is located at NMFS Headquarters, Office of Law Enforcement, 1315 East-West Highway, Silver Spring, MD, 20910. Hours of operation are 7:00 am to 11:00 pm, Monday through Friday. The phone number is **(888) 219-9228 (toll-free)**.

## HOW CAN I CONTACT A NMFS ENFORCEMENT AGENT?

If it is a law enforcement emergency, call the Enforcement Hot Line toll-free on a 24-hour basis at **(800) 853-1964**. Please do not call the Hot Line for a VMS-related equipment or technical issue; rather, contact your respective VMS vendor (see below).

For law enforcement-related questions or concerns that are of a non-emergency nature, contact your local NMFS enforcement office during business hours as follows:

- **District 1 Office – Boston, MA.** Covers Maine through Connecticut. Phone: (617) 565-1800.
- **District 2 Office – Wall, NJ.** Covers New York through Virginia. Phone: (732) 280-6490.

## **HOW DO I CONTACT AN APPROVED NORTHEAST VMS VENDOR?**

### **McMurdo:**

- Address: 4296 Forbes Blvd., Lanham, MD 20706
- Phone: 1-800-262-8722
- Email: FleetSupport@Orolia.com
- Web: www.mcmurdogroup.com

### **Network Innovations:**

- Address: 4950 West Prospect Road, Fort Lauderdale, FL 33309
- Phone: 1-954-973-3100 or (888) 664-6727
- E-mail: support@networkinv.com
- Web: www.networkinv.com

### **SkyMate:**

- Address: 11890 Sunrise Valley Drive, Suite 100, Reston, VA 20191
- Phone: 1-866-SKYMATE or (703) 961-5800
- Email: support@skymate.com
- Web: www.skymate.com

### **Woods Hole Group:**

- Address: 4300 Forbes Blvd, Suite 110, Lanham, MD 20706
- Phone: 1-301-925-4411 or (240) 492-1944
- Email: support@clsamerica.com
- Web: www.clsamerica.com