

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 VMS Team below:

Bill Semrau	VMS 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	Multispecies & Monkfish Reporting; VMS Letters of Exemption (to Power Down Inport); NAFO Reporting; VMS Training	Samantha.Tolken@noaa.gov	(978) 281-9230
Philip Corcoran	VMS 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?

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

McMurdo Fleet Management (formerly Boatracs):

- Address: 11610 Iberia Place, Suite 100, San Diego, CA 92128
- Phone: 1-800-262-8722
- Email: support@boatracs.com
- Web: www.mcmurdogroup.com

Network Innovations (formerly GMPCS):

- 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

Woods Hole Group (formerly CLS America):

- 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