



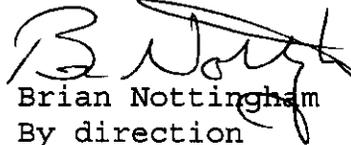
DEPARTMENT OF THE NAVY
NAVAL CONSTRUCTION BATTALION CENTER
4902 MARVIN SHIELDS BLVD
GULFPORT MS 39501-5001

11000
14 Feb 13

MEMORANDUM

From: Commanding Officer, Naval Construction Battalion Center,
Gulfport
To: NCBC Gulfport Building Managers and Tenant Commands
Subj: TROUBLE DESK TRANSITION TO REGIONAL CALL CENTER

1. Effective 01 April 2013, all emergency and routine service calls will be submitted to the NAVFAC Southeast Regional Call Center (RCC). The call center will be operated 24-hours per day and replace the current PWD Gulfport Trouble Desk.
2. Routine service calls are relatively minor in scope, require a minimal amount of planning and are not emergent in nature. Only Authorized Callers may submit service requests via phone or e-mail. Authorized Callers are Building Managers, Facility Managers, and emergency personnel designated in writing by PWD Gulfport. To add, change, or delete authorized callers, notify your PWD Facility Management Specialist (FMS).
3. Emergency service calls may be submitted by anyone. Emergencies shall be submitted by phone only. These calls are intended to correct failures that immediately endanger personnel, property, or natural resources.
4. The RCC phone numbers for both emergency and service calls are (855) 462-8322 and DSN 942-5700. Any service request submitted via e-mail to NAVFAC_SE_Regional_Call_Center@navy.mil must include a Service Request Form available at <http://www.cnic.navy.mil/gulfport/index.htm>.
5. The enclosure announces upcoming training about the transition. Time for questions and answers will be provided.
6. If you have any questions, contact the PWD Requirements Branch Head, Mr. Kurt Bratzler, at 228-871-4270 or kurt.bratzler@navy.mil.


Brian Nottingham
By direction

Encl: Regional Call Center Announcement

Copy to:
Commanding Officer, NCBC Gulfport