

AUDIENCE:

Train Crew

Maintenance
Staff & Cleaners

Signallers

Control
Office

This bulletin is aimed at persons engaged in the maintenance of GSM-R Cab Radio and is provided only for information and actioned by the Operator as appropriate.

Further information and support can be obtained by contacting:

NRTenquiries@networkrail.co.uk

Please ensure that the subject title of the e mail is "GSM-R Bulletin 39"

MAINTAINERS

This Technical Support Facility is only available to Operator Maintenance Staff

The Siemens 24/7 GSM-R Technical Support Line telephone number is **08447 360005**.

The call shall be logged / recorded and responded to on the next working day during office hours 09:00 – 16:00 (excluding Bank Holidays)

Procedure to Gain Siemens Technical Support

Ensure that you have all details prepared including;

- Name and operating company you are representing
- Grade and location
- Contact telephone number
- Class of vehicle (Please include if dual DCP or loco single DCP operation)
- Details of issue