

HOW DO I CONTACT THE NMFS NORTHEAST VMS TEAM?

By Phone or E-Mail. The NMFS VMS Team is located within the Office of Law Enforcement in the NMFS Regional Office, Gloucester, MA. The main number is (978) 281-9213 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
Linda Galvin	Multispecies Trips; VMS Training; Activations/Deactivations; Power-Down Letters of Exemption (LOE); Vessel Reporting Rate	Linda.Galvin@noaa.gov	(978) 281-9230
Carol Bleszinski	Multispecies & Monkfish Trips; Days at Sea issues; IVR Call-In	Carol.Bleszinski@noaa.gov	(978) 281-9239
Tyler Requejo	Scallop/Surfclam/Quahog/Herring and NAFO trips; Non-Reporting issues	Tyler.Requejo@noaa.gov	(978) 281-9274
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 NMFS 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, the 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 vendor, and any regulatory/rule-related questions to the Northeast Region.** The Support Center is located at NMFS Headquarters, Office for Law Enforcement, 8484 Georgia Avenue, 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 this 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 One** (Maine, New Hampshire, Vermont, and Northern Massachusetts including Boston). Call (617) 884-5754.
- **District Two** (Southern Massachusetts including south of Boston, the Cape and Islands, Rhode Island and Connecticut). Call (508) 992-7711.
- **District Three** (New York, New Jersey, Pennsylvania). Call (732) 280-6490.
- **District Four** (Delaware, Maryland, Virginia). Call (757) 595-2692.

HOW DO I CONTACT AN APPROVED NORTHEAST VMS VENDOR?

SkyMate, Inc.

Address: 11890 Sunrise Valley Drive, Suite 100, Reston, VA 20191
Phone: 1-866-SKYMATE or (703) 961-5800 (e-mail: support@skymate.com)
Call Center: Operates 24/7 for technical support (call above phone numbers)
Web Address: <http://www.skymate.com/>

Boatracs, Inc.

Address: 11610 Iberia Place, Suite 100, San Diego, CA 92128
Phone: 1-800-262-8722 (customer service) (e-mail: operations@boatrac.com)
1-800-262-8722 (technical support) (e-mail: support@boatrac.com)
Call Center: Operates 24/7 for technical support (call above phone numbers)
Web Address: <http://www.boatrac.com/>

GMPCS, Inc. (for Thrane VMS units)

Address: 1501 Green Road, Suite A-B, Pompano Beach, FL 33064
Phone: 1-954-973-3100 (e-mail: support@gmpcs-us.com)
Call Center: Call Center: Operates 24/7 technical service (call the above number after hours and select the prompt for technical support)
Web Address: <http://www.gmpcs-us.com/>