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Service Change Notice 20-37  
National Weather Service Headquarters Silver Spring MD  
1110 AM EDT Wed Apr 1 2020

To:           Subscribers:  
              -NOAA Weather Wire Service  
              -Emergency Managers Weather Information Network  
              -NOAAPort  
              Other NWS Partners, Users and Employees

FROM:        Ben Kyger  
              Director NCEP Central Operations

SUBJECT:     Termination of the 1-800 OneNWSnet Phone Numbers with  
              Request for Comments, to be implemented May 1, 2020

The OneNWSnet Tier I and Tier II support phone numbers will be terminated on May 1, 2020. At that time, phone numbers 1-888-227-0527, 1-888-662-2638 and 1-888-690-6760 will no longer be used by OneNWSnet support personnel.

Report all OneNWSnet network issues to the Tier I Gateway staff at 301-683-1523. You may begin using 301-683-1523 immediately. In the event that you need to reach the Tier II engineering support staff, you will be conferenced in with Tier II by Tier I Gateway personnel.

Questions, comments, or requests regarding this implementation should be directed to the contacts below. We will review any feedback and decide whether to proceed.

For questions on this change, contact:  
Susan Murphy  
[susan.murphy@noaa.gov](mailto:susan.murphy@noaa.gov)  
301-683-3873

National Service Change Notices are online at:  
<https://www.weather.gov/notification/>

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