

News from our IS service desk

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As many of us use National Grid smartphones, tablets, AirCards, MiFis and cell phones in our day-to-day work, we've introduced mobile support as part of the help our IS service desk provides. Going forward, when you call **1 877 373 1112**, you'll have the option to press 2 for questions related to mobile devices after pressing option 1 for Technical support.

Please be aware that this new service is available **8am-5pm, Monday-Friday**. You can leave a message and expect a call back the following business day, if you call outside of these hours.

We're committed to improving our service to you, and helping make your working life easier through increased mobility. If you have any questions about this, or would like to provide us with feedback on the new service, please contact us at box.myis@nationalgrid.com

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