

National Maritime Center/Suspension and Revocation National Center of Expertise Telephone Transition to Microsoft Teams (Update 1)

Below are several updates to our [bulletin](#) dated March 6, 2025.

Outgoing phone calls from individuals at the National Maritime Center (NMC) and Suspension and Revocation National Center of Expertise (S&R NCOE) appear in caller ID from either the 206 or 571 area codes vice the previous 304.

Maritime training providers, designated examiners, qualified assessors, and others who previously contacted the Mariner Training and Assessment Division by phone at 304-433-3720 may now call 206-815-6893 for assistance. Incoming calls will ring once then play music for approximately 30 seconds while waiting for an agent to pick up the call. If an agent does not answer, the call will transfer to voicemail.

NMC fax numbers remain as previously advertised. However, those numbers will be changing in the future and new numbers will be announced in future bulletins.

As a reminder, this transition does not impact the NMC's Customer Contact Center telephone number. 1-888-IASKNMC (427-5662) remains the primary contact telephone number for NMC operations. However, the Customer Contact Center will no longer be able to directly transfer calls to specific points of contact (POC). Instead, an agent will take your information and e-mail the appropriate POC.

We will push updates to www.uscg.mil/nmc regarding additional changes as needed. If you have any questions, contact the NMC Customer Service Center by e-mailing IASKNMC@uscg.mil or calling 1-888-IASKNMC (427-5662).

Sincerely,

/B. W. Clare/

Bradley W. Clare
Captain, U.S. Coast Guard
Commanding Officer