

# Gemini & MIPI Contacts



# Useful Contact Numbers

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## GEMINI

- Gemini Helpline Number: **0845 6000 506**
  - **Option 3** (Gemini & Conquest calls).
    - This will take you to the National Grid service desk to select the appropriate further option (press option 4 to avoid any messages around existing issues).
    - Each call will subsequently be routed via the Helpdesk to the most appropriate party for resolution:
      - Application Issues – Xoserve
      - Infrastructure Issues – National Grid (CSC)
      - IX – Xoserve (Cable & Wireless)
    - All escalations should be made through the helpdesk.
    - *Note: Following Gemini Re-platforming Project calls will no longer route through the National Grid Service Desk.*

## MIPI

National Grid - Market Analysis Team

- Telephone Queries: **+44 (0)1926 656474** (Initial contact Lisa Chappell)
- Email Queries: [Sysop.centre.reporting@nationalgrid.com](mailto:Sysop.centre.reporting@nationalgrid.com)