

U.S. Department of  
Homeland Security

United States  
Coast Guard



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National Vessel Documentation Center

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NVDCINST 16713

## CUSTOMER SERVICE PHONE SCHEDULE UPDATE

Beginning Thursday April 17, 2014, the National Vessel Documentation Center will be suspending phone service on Thursdays (until further notice). Phones will not be manned and customers will not be able to leave a message.

This action is being taken in order to allow the NVDC to focus on the reduction of instrument backlogs that are secondary to Initial and Reissue COD backlogs.

Telephones will continue to be manned as normal on Mondays, Tuesdays, Wednesdays and Fridays from 9:00 am to 3:00 pm local time. Customers will have the ability to leave voice messages from 7:30 am to 6:00 pm local time.