

Contact CSIRT

Team contact details

You can contact Jisc (formerly Janet) CSIRT by email (preferred) or telephone during service hours; or by post.

Email:	Jisc CSIRT
irt@jisc.ac.uk ^[1]	Lumen House
	Library Avenue
	Harwell Oxford
Telephone:	Didcot, Oxfordshire
	OX11 0SG
0300 999 2340	United Kingdom
from outside UK: 00 44 1235 822 340	

*** For enquiries relating to Security Contacts please contact the Jisc Service Desk, help@jisc.ac.uk ^[2]**

Public key information

Jisc CSIRT uses PGP (normally GnuPG or OpenPGP) to ensure the integrity, and when appropriate the privacy, of email messages; and we encourage you to do the same when you write to us.

The public key of the team is available at public keyservers worldwide.

- [CSIRT public key](#) ^[3] (opens in a new window) for the role address irt@jisc.ac.uk (keyID 0x4EC70D66, accessible on the international key servers).
- (Public key for the [old role address](#) ^[4] irt@jisc.ac.uk ^[1], keyID 0x836D7141).

Service Hours

08:00 to 18:00 Monday to Friday (exceptions below)	Full service	Jisc CSIRT will respond to emails and telephone calls within one hour.
---	--------------	--

18:00 to 00:00 Monday to Friday 09:00 to 17:00 Saturday and Sunday (inclusive of Christmas)	Reduced service	Jisc CSIRT will respond to telephone calls within two hours. Incoming calls are normally routed through an answering service.
---	-----------------	--

These are generally days observed as public holidays simultaneously in all parts of the UK. Where festivals fall on a Saturday or Sunday, the corresponding public holidays are replaced by substitute days nearby.

Source URL: <https://community.jisc.ac.uk/library/janet-services-documentation/contact-csirt>

Links

- [1] <mailto:irt@jisc.ac.uk>
- [2] <mailto:help@jisc.ac.uk>
- [3] <https://community.ja.net/sites/default/files/csirt/irt@csirt.ja.net.asc>
- [4] <http://www.ja.net/services/csirt/wp-content/uploads/cert@cert.ja.net.asc>