Contact CSIRT

Team contact details

You can contact Janet CSIRT by electronic mail (preferred), telephone or fax during service hours; or by post.

E-mail:

irt@csirt.ja.net [1]

Telephone:

0300 999 2340
from outside UK: 00 44 1235 822 340

Janet CSIRT
Lumen House
Library Avenue
Harwell Oxford
Didcot, Oxfordshire
OX11 0SG
United Kingdom

et CSIRT members [2]

Public key information

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

The public keys of the team and its individual members are available at public keyservers worldwide.

- CSIRT public key [3] (opens in a new window) for the role address irt@csirt.ja.net [1] (keyID 0x4EC70D66, accessible on the international key servers).
- (Public key for the old role address [4] cert@cert.ja.net [5], keyID 0x836D7141).
- Public keys for individual team members [2]
  (Do **not** use for encryption to the team; use the CSIRT public key instead).

Service Hours

08:00 to 18:00 Monday to Friday (exceptions below)	Full service	Janet CSIRT will respond to e-mail, telephone and fax within one hour.

18:00 to 00:00 Monday to Friday 09:00 to 17:00 Saturday and Sunday (inclusive of Christmas)	Reduced service	Janet 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.

The exceptions follow those specified in section J.1 Definitions "*Working Day*" and "*Extended Hours*" of the current Service Level Agreement between Janet and the JISC.

- Janet SLA [6]

Links
[1] mailto:irt@csirt.ja.net
[2] http://community.ja.net/library/janet-services-documentation/csirt-team-members
[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
[5] mailto:cert@cert.ja.net
[6] http://community.ja.net/library/janet-policies/service-level-agreement