

ICN NETWORK OPERATIONS CENTER

ICN SERVICE DESK

Contact via:

FIBER PHONE (IN ROOMS)
242-3182

DES MOINES METRO
242-3182

STATEWIDE
515-242-3182

Report problems as soon as they happen!

Try to have the following information on hand when contacting the ICN Service Desk:

1. Reservation number
2. Node # of the site(s) with problem(s)
3. Start/end times of session
4. Name of session
5. Problem(s) and how many sites affected

