



THE BELT RAILWAY COMPANY OF CHICAGO

TRAIN DISPATCHER NOTICE

#2019-014

Effective 0001, November 27, 2019

To: Train Dispatchers, Clearing

Subject: Reporting of TMDS issues to Wabtec

Train Dispatcher Notice #2019-013 is void.

When an issue with TMDS occurs, reporting of the issue to Wabtec is required to ensure that the issue gets corrected.

For any TMDS technical support issue – 24 x 7 x 365 – Wabtec is implementing a live Wabtec Support Desk that will take your initial call and ensure that you are connected to appropriate TMDS support personnel.

The Wabtec Support Desk number is (855) 479-4909

For all non-service impacting issues (requests, upgrades, questions, comments) please continue to contact your TMDS team directly during normal business hours.

The Wabtec Support Desk Analyst will ask you to provide the following information when they answer your call:

- Your Name and phone number
- Railroad Name
- Application and Version
- System Location
- Description of Issue
- Severity of Issue (Critical, Severe, Medium or Minor)

The Analyst will contact the designated TMDS support personnel and bridge them onto the call. The Analyst will also use the information to establish an internal TMDS trouble ticket.

Escalation Process - The Wabtec Support Desk will contact secondary and tertiary support personnel as well as an internal Wabtec management to ensure you are provided appropriate support.

After the call is made, send a short e-mail to the following individuals:

hkirman@beltrailway.com
bfrerichs@wabtec.com
rwanda@beltrailway.com
command@beltrailway.com

This email is only used to document that we have submitted a report as a railroad and need only state a short version of what has occurred and what time/date the issue was reported.

Expect to receive a call from Wabtec to attempt to assist you with the issue that has been reported.

H.T. Kirman
Director-Strategic Planning and Compliance

Train Dispatcher Notices in Effect:

<u>Year of Issuance</u>	<u>Numbers</u>
2016	1, 004, 005
2017	007, 011
2018	002, 010, 011, 012, 013
2019	001, 002, 003, 005, 006, 008, 010, 012, 014