

SEMO Helpdesk Hours Over Christmas Period

- The SEMO Market Helpdesk will be unavailable from 14:00 on 24th December 2021 up to 09:00 on 4th January 2022 with the exception of the 30th and 31st December 2021. This includes info@sem-o.com and non-urgent phone lines.
- Please see below the relevant contact details should you have a Limited Communication Failure Operational Issue:
 - The SEMO [LCF Hotline](#) is available 24/7 365 days a year for any emergency operational issues relating to Limited Communication Failures.
 - Phone: +44 (0) 28 90 707415 Email: LCF@sem-o.com
- The 9:30am Participant Calls will recommence on the 6th January 2022.

SEMOpX Helpdesk Hours over Christmas Period

- During the Christmas period SEMOpX will remain available 24/7 for Urgent Operational Issues relating to the DAM/IDM, including ETS/M7 Availability, Connectivity issues, Password Resets etc.
- Urgent Auction operational issues:
 - ROI: 1800 283 010
 - NI: 0800 008 3010
 - International: +353 1 668 8183
 - Email: marketops@ops.semopx.com
- The SEMOpX non-urgent helpdesk will be unavailable from 14:00 on 24th December 2020 up to 09:00 4th January 2021 with the exception of the 30th and 31st of December 2020. This includes info@semopx.com and non-urgent phone lines (option3 & 4).

Registration Freeze

- There will be a registration freeze in the Balancing Market during the period **17:00 Wednesday 15th December 2020 until 09:00 Tuesday 4th January 2021** . No Units (generator, supplier and assetless) can be set effective during this time.
- The last available effective date prior to the freeze is Wednesday 15th December, and the first available effective date after the freeze will be Wednesday 12th January.
- The registration team remain available for Participants that have queries regarding their ongoing registrations:
balancingmarketregistration@sem-o.com