Communication guide

This document aims to detail the communication channel a market participant needs to use depending on the content in order to communicate with JAO for auction related matters.

	Reason for communication	Communication channel to be used						
		Servicedesk platform	Email	Website Publication	eCat	Mail	Phone	As per fallback notification
JAO informs the Market Participant	Confirmation or refusal of change by Market Participant (modification/amendment)		x					
	Confirmation or refusal of the creation of the user account		x					
	Confirmation of acceptance or refusal of the Bank Guarantee or collateral modification		x					
	Collateral incident		x					
	Information about application of fallback procedure		x	x	x			
	Confirmation of entered data into Auction Tool		x				x	
	Data exchange to Market Participants in case of fallback procedure			x				x
	Postponement of Auction		x	x	x			
	Auction cancellation		x	x	x			
	Reason of auction cancellation			x				
	Information about curtailment		x	x				
	Triggering event and estimated duration of curtailment			x				
	Sending the invoice		x					
	Notification of assignment and subcontracting		x					
	Market messages (information about amendments, updates of the rules, forms, platforms etc.)		x	x				
The Market Participant informs JAO	Information about observed problem with the use of the Auction Tool by Market Participant		x				x	
	Request to enter data into Auction Tool by Market Participant							x
	Request for alternative procedure of non-automated payment by Market Participant		x					
	Payment dispute by Market Participant		x			x		
	Any question, information request or issue	x					x	
	Contestation	x						
	Sending of documents/files for registration, modifications, collaterals or the auction tool (please refer to our "Overview of document requirements" available under Support/Resource center/1. Registration)	x				x		
	Password reset request for user in the Auction Tool	x						