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| **Details of the document being reviewed** | | | |
| *Title:* | **User support contacts** | *Doc. identifier:* | **EGI-MS306-V1** |
| *Project:* | **EGI-InSPIRE** | *Deliverable identifier:* | **MS306** |
| *Author(s):* | **…** | *Date:* | **27/06/2011** |

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| **Identification of the reviewer** | | | |
| *Reviewer:* | **T. Ferrari** | *Activity:* | **SA1** |

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| **General comments:**  Repeated usage of term “service” to refer to different things (end-user support, application layer software, the helpdesk itself), I suggest to replace “service” with something more specific when possible.  The word “EGI” is occurring many many times. I think in some cases it can be easily omitted as I think it is clear that we are talking about EGI unless differently specified (the document is a EGI-InSPIRE milestone).  URLs should go to a footnote, and I would use abbreviators when too long  I don’t find the screenshots particularly useful in this document, the url is more than sufficient. I expect any relevant partner who is looking for information to use this MS to point to the relevant urls, not as source of information itself (conveyed through the screenshot).  References to figures have wrong numbers in them (no use apparently of MS Word cross referencing feature).  Other editorial comments are embedded in the word document. |
| **Response from author:**  The meanings of “service” was clarified/specified wherever possible.  Extra occurrences of “EGI” have been removed.  URLs moved from the text to references.  Screenshots were kept, so the document is more compact for the readers. E.g. one can see how the NGI map looks like without visiting the EGI website.  References to Figures got fixed.  Almost all of the changes that the reviewer made to the text have been incorporated into the next version. Some could not as were contradictory with the other reviewer’s remarks. |

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| **Additional comments** *(not affecting the document content) e.g. recommendations for the future ……* |

**Detailed comments on the content:**

| **N°** | **Page** | **§** | **Observations** | **Reply from author** (correction / reject,  …) |
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**English and other corrections:**

Note: English and typo corrections can be made directly in the document as comments.