

## Contacting Bell's Service Desk

Date Created:	January 31, 2020
Last Updated:	March 27, 2020

### Background

It is anticipated that over the course of the 15 year services agreement, Public Safety Entities (PSEs) will have a need to contact Bell to report/request a number of items including but not limited to:

- a) service issues (i.e. loss of service, degradation of service)
- b) radio inventory changes
- c) radio repairs, etc.

A single point of contact will be used to collect the required information and initiate the appropriate workflows to accommodate the various PSE inquiries.

### Purpose and Scope

To establish and implement a consistent process to contact Bell's' Service Desk.

### Process Input

The process is prompted by:

- a) An inquiry from a PSE regarding PSCS or
- b) An inquiry about PSE equipment

### Process Flow

1. PSE identifies a need to contact Bell (e.g. service outage, loss of PSE radio, etc.).
2. PSE calls 1-833-551-3925 or PSE sends an email to [BMRadioCC@bell.ca](mailto:BMRadioCC@bell.ca).
3. Bell logs an incident and provides the ticket/reference number to the PSE.
4. Appropriate Bell workflow is activated.
5. Bell notifies PSE when issue is resolved (as applicable).

### Version History

Version	Date	Author	Change Description
1.0	March 27, 2020	Manitoba	Initial Release