

Title	<i>Radio Repairs</i>
Created by	<i>Manitoba and Bell Mobility</i>
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Background	The user gear repair process has been established in order to provide the guidelines and processes that the Public Safety Entity (PSE) must follow in order to request to have a radio repaired.
Purpose and Scope (What are goals, parameters, and scope? What is out of scope?)	To establish and implement a consistent process for requests to repair radios.
Process Input (Who and what prompts the request and why?)	The process is prompted by a request, from a radio user, to the Service Desk to report an issue with a radio.
Process Flow (What is the first step to start the input going? What are the activities?)	<p>1. Creation of Incident Ticket – During regular business hours (7:00am – 3:30pm CDT) All troubles regarding Bell PSCS Network and End User Equipment needs to be reported to Bell Mobility Radio’s National Service Desk & Billing Team utilizing one of the two below channels:</p> <ul style="list-style-type: none"> ○ Phone: toll free 1-833-551-3925 ○ E-mail: BMRadioCC@bell.ca <ul style="list-style-type: none"> ▪ If reported via email, pls. provide information noted in Appendix A (Trouble Reporting Template). <p>After regular business hours (3:30pm – 7:00am CDT), all calls are routed directly to Bell’s Wireless Network Operations Center.</p> <ul style="list-style-type: none"> ○ For network troubles, WNOC will create an incident ticket in real-time and provide you with the incident ticket number for reference. ○ For end user equipment troubles that are not urgent, please e-mail BMRadioCC@bell.ca and your case will be entered the following morning of the next business day. After the case is opened, you will receive an e-mail receipt with the case number and the above outlined process for resolution will begin. <p>2. Incident Ticket populated – A ticket is updated with information provided from the Trouble Reporting Template (Appendix A) It is important to acknowledge, if the equipment or repair is not under warranty there is a billable assessment charge of \$111.78 plus travel fees.</p> <p>Network troubles will be forwarded to Bell’s Wireless Network Operations Center. Once they have opened an incident ticket in their systems, you will receive an e-mail update noting the incident number.</p>

3. ***Incident Ticket issued to customer***

4. ***Bell Technician or Bell Service Partner assigned*** – For base units and mobiles, dispatching may be required. After the case has been submitted, the contact number will be called directly by Bell’s Service Partners to set up an appointment time to complete troubleshooting/repairs.

For portables that require repair, you will be e-mailed a Return Authorization (RA) form to send the equipment back to Bell for repair. Once received, print the RA and place it in a box with the portable radio to be shipped to the “Ship To” address on the RA.

5. ***Equipment repaired-*** If the repair is covered under warranty, the repair is completed, the case is closed, and you will receive solution details.

If the repair is outside of warranty, you will be billed an assessment charge of \$111.78 and receive a quote that will need to be approved prior to the repair being completed. If approved, the repair will be processed, the case will be closed, and an invoice for the applicable charges will be billed to the account.

Process for Radio Repairs

Document Owner: Manitoba and Bell Mobility

Version	Date	Author	Change Description
1.0	Apr 08, 2020	Manitoba/Bell	Initial Release
2.01	Jun 05, 2020	Bell	Process Input Recommendation Process Flow Step 1 Update Appendix A Hours of Operation
2.02	June 18, 2020	Manitoba	General edits
3.0	July 22, 2020	Manitoba	General Edits

Appendix A

Trouble Reporting Template

When reporting a trouble the below information needs to be populated with all required fields to ensure an efficient resolution:

Required Information:

- PSE (agency/dept name):
- Contact Name:
- Contact Number:
- Alternate contact:
- Contact email address:
- Return Address (applicable for radios sent out for repair)
- Detailed Description of Trouble/Request:

Provide at least one of the following:

- BMR Tag Number:
- BMR LID (ID or PC #):
- Serial Number (if available):
- **Optional/Additional information:**
- Vehicle Number (if mobile):
- Is there an available spare? Yes/No
- Select a Bell Service Partner to complete the repair: Alcom (Winnipeg), Gene's (The Pas), Prairie Mobile (Winnipeg), Prairie Mobile (Brandon), Prairie Mobile (Russell)
- Would you require the technician to be dispatched to the below location address for the repair? Note travel time, repair time, and materials are all billable: Yes/No
- Address location where equipment will be repaired/installed/moved to (Vehicle ID including license plate number and Unit Number):