

## 6. Repairs and Troubleshooting

### 6.1 Repairs — Telephone and SIGNET

**Service:** All telephone line and set repairs for DFAIT-owned phones in the NCR, and only cable/outlet/jack repairs related to SIGNET service.

**How to request:**

Item	Call
Telephone: – During work hours – Outside work hours	944-1776*(1-2-1) 8-611*
SIGNET data cables	944-1776 (1-1-2)

**Time required:** Allow up to 2 working days for repairs after SXTV receives request.

**Authorization:** Bureau Administrator or designate

**General points:** Telephone —

- May require site visit by Bell Canada technician.
- Cost recovery may apply if a Bell Canada technician is required to investigate and finds that a phone is plugged into a SIGNET outlet instead of a telephone outlet, or that a telephone is not plugged into its outlet and/or the AC adaptor is not plugged into its receptacle.
- \* Please refer to 6.2 "Troubleshooting" before calling the help line.

