

# **Table of Contents**

Introduction: Important Notes About This Guidebook . . . . . i

1. Minor Voice and Data Connection Requests. . . . . 1

    1.1 Telephone Line and SIGNET Connection Moves,  
        Adds and Changes. . . . . 1

    1.2 Personal Voice Messaging . . . . . 2

2. Major Voice and Data Connection Requests. . . . . 3

    2.1 Office Moves and LBP Building Retreats  
        and Seminars . . . . . 3-4

    2.2 Retreats and Seminars Held Off-Site . . . . . 5

3. ISDN and Remote Access . . . . . 6

    3.1 ISDN Access: DFAIT Offices . . . . . 6

    3.2 Remote Access: ISDN and Dial-Up - Residential . . . . . 7

4. Special Communication Service Requests . . . . . 8

    4.1 DISA Cards and Other Access-Related Services . . . . . 8

    4.2 Special Phone Equipment Needs. . . . . 9

    4.3 Cable Television . . . . . 10

5. Call Centre Services . . . . . 11

    5.1 Standard Call Centre Implementation. . . . . 11

    5.2 Incoming Toll-Free Services. . . . . 12

    5.3 Octel Voice Message Scripting . . . . . 13

6. Repairs and Troubleshooting. . . . . 14

    6.1 Repairs — Telephone and SIGNET . . . . . 14

    6.2 Telephones — Troubleshooting . . . . . 15-17

Notes . . . . . 18-19

