

3. ISDN and Remote Access

3.1 ISDN Access: DFAIT Offices

- Services:
- i) Permanent — All ISDN cabling, jack and service installations for DFAIT offices **within** the NCR.
 - ii) Temporary — All ISDN cabling, jack and service installations for DFAIT **within or outside** the NCR.

| Service | Advance Notice |
|-----------------|-----------------|
| With the NCR | 10 working days |
| Outside the NCR | 20 working days |

How to request: Submit SXTV service request form 3 which can be found at: <http://sxtvweb/hqtel-e.htm> and displayed under service request form.

Authorization: Director

- General points:**
- Site visit required by Bell Canada technician.
 - Installation by Bell Canada.
 - Bureaus provide computer and modem equipment, or rent modem(s) from Bell Canada.
 - **Temporary installations:** Bureaus are responsible for covering installation costs for their own projects.
 - See 3.2 for residential ISDN.

