

# **Introduction**

## **Important Notes About This Guidebook**

### *Serving DFAIT Headquarters in the National Capital Region*

This guidebook tells you how to initiate service requests for **voice services, data connections, voice messaging services, special telecommunication needs** and **repairs**. The Table of Contents gives an overview of the specific services provided. **Unless otherwise stated, services are provided only within the National Capital Region.**

### *Service Request Forms*

Sections 1 through 4 have corresponding service request forms, which can be obtained by calling the Information Technology Help Line at 944-1776(1-2-1), or visiting SXTV's website: <http://sxtvweb/hqtel-e.htm>

### *Advance Notification*

The advance notice period indicates the anticipated duration for a service request to be completed, beginning the day after SXTV receives a request. For example, service delivery for a request received on a Monday and requiring 5 working days advance notice will be completed by the end of the following Monday.

### *Missions*

Contact your area technician (EL) or the Regional Telecommunications Manager (RTM) for telecommunications services.

### *We Welcome Feedback*

Satisfying your telecommunications requirements is important to us. Let us know what you think. Your comments help to ensure that our services reflect your requirements. Contact the Telecommunications Services Officer at 944-2513.



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