

**3.2 Remote Access: ISDN and Dial-Up - Residential**

- Services:
- i) Permanent ISDN cabling and jack installations, including outside the NCR (note: ISDN not available at all locations).
  - ii) Supplementary residential telephone line installation for remote SIGNET access.

Service	Advance Notice
Residential ISDN: - Within 50 km radius of NCR - Exceeding 50km radius	30 calendar days  40+ calendar days
Residential supplementary	1 month or more, depending on location of residence

**How to request:** Contact SXCH at 944-1776 (1-1-2) ( remote access and off-site support). After SXCH has configured computer(s), they will notify SXTV to proceed with the installation.

**Authorization:** Director General or Area Manager

- General points:**
- Pre-installation visit required by Bell Canada technician.
  - Installation by Bell Canada.
  - Bureaus provide computer and modem equipment, or rent modem(s) from Bell Canada.
  - Bureaus pay for service one year in advance.
  - Requires a DISA card for SIGNET access (see section 4.1, DISA Cards and Other Access-Related Services, for information on how to purchase a DISA card).
  - Calling line ID (CLID) will be enabled for DISA access from non-government numbers.

