

Radio Repairs

Date Created:	February 12, 2020
Last Updated:	October 18, 2021

Background

The user gear repair process has been established in order to provide the guidelines and processes that the PSE (Public Safety Entity) must follow in order to request to have a radio repaired.

Purpose and Scope

To establish and implement a consistent process for requests to repair radios.

Process Input

The process is prompted by a request, from a radio user, to the Bell Service Desk to report an issue with a radio.

Process Flow

- 1. Creation of Incident Ticket** – PSE contacts Service Desk or Bell Service Partner to report an issue with a radio. The Bell Service Partner will open up a ticket with Bell Service Desk for the repair request on behalf of the PSE. Based on the information collected by Bell Service Desk an incident ticket will be created.
 - a) User gear issues: Incident tickets are created by the Service Desk.
 - b) Network issues: Incident tickets are created by Bell’s Wireless Network Operations Centre (WNOC).
 - c) Please refer to Appendix A for Bell’s Service Desk contact information and hours of operation. After hours calls will be answered by Bell’s Wireless Network Operation Centre who will manage network related incidents and forward user gear information to Bell’s Service Desk for contact the following business day.
- 2. Incident Ticket populated** – A ticket is updated with information provided from the Trouble Reporting Template (Appendix A).

It is important to note, if the PSE has a **spare** to replace the radio for repair that they advise the Service Desk when reporting the incident (Appendix A). The spare must be programmed prior to

the Bell Service Partner appointment and the Service Desk will require the Tag and Serial Number of the spare radio. Once a ticket is created, the ticket number is issued and provided to the user as a reference point to have the equipment returned and assessed.

3. Incident Ticket issued to customer as Return Material Authorization (RMA) for portable radios –

It is the customer's responsibility to validate warranty based on the date of purchase and manufacturer warranty period. If the customer is unsure of the warranty date, they may ask the Bell Service Desk prior to having an incident opened. If an incident is opened that requires the equipment to be sent away, Bell Service Desk will create the incident and send the customer an RMA. The RMA is to be included in the box being sent to the Bell Repair Depot and the customer will incur the associated shipping costs.

If the product and repair is covered under the manufacturer's warranty, the defective equipment is repaired or replaced at no charge. If the radio repair is not covered under warranty, the PSE will be advised and provided with a quote after the Bell Technician completes their repair assessment. The repair assessment is billable to the customer.

4. Radio inhibit and uninhibit: If radios are sent away to be repaired, Bell will inhibit the radio prior to having it shipped. Once a radio is returned to the PSE, it is their responsibility to advise Service Desk that the equipment has been received and to uninhibit the radio.

5. Bell Technician or Bell Service Partner assigned – In the event that the radio is a mobile or installed within a vehicle/location, the PSE will have the option to attend a Bell Service Partner location or have a Technician dispatched to the location in order to troubleshoot or replace the defective piece of hardware. If the equipment is not under warranty, the PSE will be charged a PSE Equipment Testing and Repairs fee, plus travel for the equipment repair to be assessed. If possible, the equipment is reconfigured/repaired or replaced. All billable service & repairs are quoted to the PSE by Bell prior to work being completed.

6. Equipment replacement required – If the technician is unable to return the unit to a proper working condition a spare product is deployed (if available) with the defective unit being returned to the Bell Maintenance Centre.

7. Spare unit deployed and CI updated – The technician will update the Bell Service Desk with the replacement product deployed and the Asset Configuration Management System is updated to reflect the changes to the unit in service vs. spare.

8. Defective Equipment Received – The technician returns the defective equipment to the warehouse for warranty, repair, or replacement purposes.

9. Defective equipment returned to OEM – In the event that Bell is unable to complete the repairs within their facility, Bell returns the defective equipment to the manufacturer for repair or replacement as per service levels.

- 10. *Repair authorized by OEM*** – The manufacturer confirms if the product in question falls under the warranty agreement in place. The manufacturer repairs or replaces the equipment and returns it to Bell.
- 11. *Repaired or Replacement product received*** – The Bell warehouse receives the repaired/replacement product from the manufacturer. The product tag/serial number is verified to ensure the correct equipment has been received, and the asset configuration tool is updated. Repaired or replacement product is updated in the system and made available for use by PSE. If no spare was deployed, the product will be returned to the Bell Service Partner to be re-installed into the proper vehicle/location or to the PSE to be put back into production. If spare radio was deployed, the product is returned to PSE to be added back into their spare pool of equipment for future requirements.
- 12. *Product out of warranty/unrepairable*** – If product is out of warranty, there will be a PSE Equipment Testing and Repairs fee to assess the equipment and provide a quote to have the unit repaired. The quote will be provided to the PSE for approval purposes. Once approved, authorization to proceed with repairs will be completed. Once repaired, the repaired product will be returned to Bell. Bell in turn will return the repaired unit back to the respective PSE to be used or returned to the spares pool. In the event that a spare was not available, the unit will be returned to service. In the event that the product is deemed unrepairable, Bell will inform the PSE that the defective product is unrepairable. The PSE will then decide whether they would like the equipment returned back to them or have Bell dispose of the equipment. In either case, the CI is updated and the unit will be removed from inventory.

Process for Radio Repairs

Appendix A

Bell's National Service Desk

Toll Free : [1-833-551-3925](tel:1-833-551-3925)

Email : BMRadioCC@bell.ca

Bell Service Desk Hours of Operation

Monday – Friday (excluding statutory holidays) 7:00 a.m. – 3:30 p.m. CDT

After Hours Operations

After regular business hours, all calls are routed directly to Bell's Wireless Network Operations Centre (WNOC).

- For network troubles, WNOC will create an incident ticket in real-time and provide you with the incident ticket number for reference.
- For end user equipment troubles that are not urgent, please e-mail BMRadioCC@bell.ca and your case will be entered the following morning of the next business day. After the case is opened, you will receive an e-mail receipt with the case number and the above outlined process for resolution will begin.

Trouble Reporting Template

When reporting a trouble the below information needs to be populated with all required fields to ensure an efficient resolution. It is important to acknowledge if the equipment or repair is not under warranty, as per Schedule J, there is a billable PSE Equipment Testing and Repairs charge plus travel fees. If reporting over e-mail please copy and paste the below fields into the e-mail request:

- Public Safety Entity:
- Billing Address:
- Contact Name:
- Contact Number:
- Alternate contact:
- Contact email address:
- Site Name (if applicable):
- Full Mailing Address:
- Request Type: Repair
- BMR Tag Number:
- BMR LID:
- Serial Number (if available):
- Vehicle Number (if mobile):
- Is there an available spare? Yes/No
- Select a Bell Service Partner to complete the repair: Alcom (Winnipeg), Gene's (The Pas), Prairie Mobile (Winnipeg), Prairie Mobile (Brandon), Prairie Mobile (Russell)
- Would you require the technician to be dispatched to the below location address for the repair? Note travel time, repair time, and materials are all billable: Yes/No
- Address location where equipment will be repaired/installed/moved to (Vehicle ID including license plate number and Unit Number):
- Detailed Description of Trouble/Request:

Version History

Version	Date	Author	Change Description
1.0	Apr 08, 2020	Manitoba/Bell	Initial Release
2.01	Jun 05, 2020	Bell	Process Input Recommendation Process Flow Step 1 Update Appendix A Hours of Operation
2.02	June 18, 2020	Manitoba	General edits
2.03	April 15, 2021	Manitoba	Process flow step 2 edits
2.03	May 3, 2021	Bell	Added spare and inhibit process
2.03	May 5, 2021	Manitoba	General edits and questions
2.03	May 10, 2021	Bell	Final
2.04	October 18, 2021	Bell	Added Service Partner in Creation of Incident Ticket