

Message

From: customer.support@ieso.ca [customer.support@ieso.ca]
Sent: 2018-02-10 3:22:41 PM
To: Anthony Martinello [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3fb7d76317b34780b15d96309b995c31-Anthony Mar]
Subject: RM076314, Priority 4, has been Opened by IT Service Desk, "Feb 15, 2018 : Plz add USA Travel Bundle for Anthony Martinello's cell phone"

HP Service Manager

The ticket, RM076314, has been OPENED by IT Service Desk

Title Feb 15, 2018 : Plz add USA Travel Bundle for Anthony Martinello's cell phone

From: Anthony Martinello
Sent: February 10, 2018 15:19
To: IT Service Desk
Cc: john.mccullough@ieso.ca
Subject: Fw: Feb 15, 2018 : add USA Travel Bundle for cell phone

Please see below approval and email.

Please add USA travel bundle effective FEB-15-2018.

Regards.

From: Kim.Marshall@ieso.ca
Sent: February 10, 2018 1:02 PM
To: Anthony.Martinello@ieso.ca
Cc: john.mccullough@ieso.ca
Subject: Re: Feb 15, 2018 : add USA Travel Bundle for cell phone

Approved
Sent from my iPad

Description On Feb 9, 2018, at 4:30 PM, Anthony Martinello wrote:
I request your approval to add the 30 day (minimum) cell phone USA travel bundle to my IESO cell phone starting Feb 15, 2018.

I am on vacation Feb 16-Feb 23, but have several IESO business matters ongoing including a) insurance, b) fair hydro, c) pension plan audit f/s, d) upcoming AC memos on Feb 27 etc.

My having the travel bundle will provide me with connects to solve IESO matters in timely manner.

Onetime Cost is \$50.00 + taxes.

USA Travel Bundle:

- 200 minutes of USA / Canada voice time for the month with over usage billed at \$0.20 per minute.
- Unlimited Incoming and Outgoing Text messages for the month. (International text 15 cents per text)
- 200MB US Data Bundle for the month (tethering included), with over usage billed at \$0.10 per Meg.
- International Long Distance outside of US/Canada at 95 cents per minute

Cell Number: (289) 795-9426
Account Number: 526756552

Regards.

Category	General Service Requests
Request Model	Application/Software Support
Environment	Corporate
Assignment Group	Desktop Admin
Status	Initial
Requested For	Anthony Martinello -- Title: Director, Treasury & Pension Operations Department: Treasury & Pension Operations Phone: (905) 855-6369 Extension: Company: ONTARIOIMO
Requested By	martinea -- Anthony Martinello Title: Director, Treasury & Pension Operations Department: Treasury & Pension Operations Phone: (905) 855-6369 Extension: Company:
Activities	
Related Tickets	SD553262
Priority	4 - Low

If you feel it has not been addressed adequately, please contact the IT Service Desk.

IESO IT Service Desk

Sent from HP Service Manager. Do not reply to this email.