

From: customer.support@ieso.ca [customer.support@ieso.ca]
Sent: 2018-02-12 8:38:28 AM
To: Anthony Martinello [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3fb7d76317b34780b15d96309b995c31-Anthony Mar]
Subject: SD553262 Priority 4, has been Closed, "Feb 15, 2018 : Plz add USA Travel Bundle for Anthony Martinello's cell phone"

IESO IT Service Desk

The ticket, [SD553262](#), has now been CLOSED, "Feb 15, 2018 : Plz add USA Travel Bundle for Anthony Martinello's cell phone".

Resolution Code:

1 - Successful

Resolution:

Related Request RM076314 closed.

Good Day John,

Thanks for your email.

I have added the US Travel Bundle for Voice, Text Messaging & Data at \$40 for thirty days for Anthony Martinello starting Thursday February 15, 2018.

- 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.

Regards,

Vipul Sanghvi
Enterprise Representative - Corporate Client Care

enterprisecc7@bell.ca
Vipul Sanghvi: 905 282 2537
Neelam Luthra: 905 282 3064
General toll free number: 1 800 667 0123

*** ** Resolution updated by RM076314 Related records exist, call not closed

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

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.

Description 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:

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- 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.

**Title from related Request record RM076314:

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

Related Request RM076314 closed.

Good Day John,

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Activities

Closed Time Mon Feb 12 2018 08:38:22 GMT-0500 (US Eastern Standard Time)

Submitted Sat Feb 10 2018 15:22:14 GMT-0500 (US Eastern Standard Time)

If you feel it has not been addressed adequately, please contact the IT Service Desk at (905) 855-6200 or It.Servicedesk@ieso.ca

IESO IT Service Desk

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