

From: customer.support@ieso.ca [customer.support@ieso.ca]
Sent: 2018-04-20 9:07:52 AM
To: Anthony Martinello [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3fb7d76317b34780b15d96309b995c31-Anthony Mar]
Subject: RM079003, Priority 4, has been Closed by John Mccullough, "April 27, 2018 : add USA Travel Bundle for cell phone"

HP Service Manager

The ticket, RM079003, has been CLOSED by John Mccullough.

Resolution Code:

1 - Successful

Closure Comments:

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 Friday April 27, 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

Task Resolutions (if Applicable):

Title April 27, 2018 : add USA Travel Bundle for cell phone

From: Anthony Martinello
Sent: April 19, 2018 12:44
To: IT Service Desk
Cc: John McCullough
Subject: FW: Approval: April 27, 2018 : add USA Travel Bundle for cell phone

Please add USA Travel bundle effective Friday April 27, 2018.

Regards

Description From: Kim Marshall
Sent: April 19, 2018 1:42 PM
To: Anthony Martinello
Cc: John McCullough
Subject: RE: Approval: April 27, 2018 : add USA Travel Bundle for cell phone

approved

Kimberly Marshall | VP, Corporate Services & CFO
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Corporate Services collaborates with you to deliver solutions and expertise that enable the IESO to achieve its goals.

Conservation: www.saveONenergy.ca | Twitter: [saveONenergyOnt](#) | LinkedIn: [saveONenergy](#)

From: Anthony Martinello
Sent: April 19, 2018 11:27 AM
To: Kim Marshall
Subject: Approval: April 27, 2018 : add USA Travel Bundle for cell phone

I request your approval to add the 30 day (minimum) cell phone USA travel bundle to my IESO cell phone starting April 27, 2018.

I am on vacation for one week in the USA, but have several IESO business matters ongoing including a) insurance renewals, b) fair hydro, c) pension plan audit f/s, and d) May 2018 renewal of SERP letter of credit;

Having the USA travel bundle will provide me with the ability to connect to resolve 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	Closed
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	SD559508
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.