

From: customer.support@ieso.ca [customer.support@ieso.ca]
Sent: 2018-04-20 9:10:42 AM
To: Anthony Martinello [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3fb7d76317b34780b15d96309b995c31-Anthony Mar]
Subject: SD559508 Priority 4, has been Closed, "April 27, 2018 : add USA Travel Bundle for cell phone"

IESO IT Service Desk

The ticket, [SD559508](#), has now been CLOSED, "April 27, 2018 : add USA Travel Bundle for cell phone".

Resolution Code:

1 - Successful

Resolution:

Related Request RM079003 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 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

*** *** Resolution updated by RM079003Related records exist, call not closed

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

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
Independent Electricity System Operator (IESO) | T: (416) 969-6232 | C: (416) 545-7202
120 Adelaide Street West, Suite 1600, Toronto, ON M5H 1T1
Web: www.ieso.ca | Twitter: [IESO_Tweets](#) | LinkedIn: [IESO](#)

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](#)

Description 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.
**Title from related Request record RM079003:
April 27, 2018 : add USA Travel Bundle for cell phone

Resolution Related Request RM079003 closed.

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*** ** Resolution updated by RM079003Related records exist, call not closed

Activities

Closed Time Fri Apr 20 2018 08:10:36 GMT-0500 (US Eastern Standard Time)

Submitted Thu Apr 19 2018 12:56:50 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.