

## Decommissioning User Equipment

Date Created:	June 29, 2020
Last Updated:	May 10, 2021

### Background

The Service Request process for decommission has been established to provide the guidelines and processes that the Public Safety Entities (PSEs) must follow in order to request the decommissioning of user equipment.

### Purpose and Scope

To establish and implement a consistent process for requesting to decommission user equipment.

### Process Input

The process is prompted by an authorized PSE representative submitting a request to the Service Desk to decommission tagged user equipment. Tagged user equipment refers to user equipment which has a Bell tag on it or is inventoried by Bell. There are two scenarios for decommissioning:

1. Radio is sent in for repair and determined to be unrepairable for economic or financial reasons. This would result from a repair incident ticket.
2. PSE decides to decommission a tagged piece of user equipment

**Note:** In order to decommission a tagged piece of user equipment, the equipment must be a portable or previously removed from the vehicle through an incident repair ticket. For the decommissioning, the PSE will be invoiced 30 minutes of labor at the rate described in Schedule “J” Table 1.0, and shipping costs.

### Process Flow

1. A PSE identifies a need to request decommissioning of tagged user equipment.
2. The PSE completes the below Work Request File (Appendix A) and contacts the Service Desk to submit the service request.  
Email: [BMRadioCC@bell.ca](mailto:BMRadioCC@bell.ca)  
Phone: 1-833-551-3925

3. Bell Service Desk creates a ticket to decommission the tagged user equipment. If applicable, Service Desk will provide the PSE with an RMA to have the equipment sent to the Montreal Repair Depot.
4. Once equipment is received, Bell will proceed with the following process:
  - a) Remove radio programming
  - b) Update the radio status in SBT to SCRAP
  - c) Send the radio back to PSE, unless directed to not return. In which case, Bell will either dispose of it or re-use for parts, if applicable.
5. The PSE will be invoiced once the decommissioning of the tagged user equipment has been completed.

## Version History

Version	Date	Author	Change Description
1.0	June 20, 2020	Bell	Initial Release
1.2	May 5, 2021	Manitoba	Questions/clarification
1.2	May 10, 2021	Bell	Final