

Bell Total Connect

Equipment support

For support regarding your equipment used with Bell Total Connect, please contact the appropriate vendor:

Aastra/Mitel

For help with IP phones and sidecar attendant consoles, please contact Aastra/Mitel:

By phone: 1 800 574-1611

Hours of operation

Monday to Friday, 9 a.m. to 7 p.m. (ET) excluding U.S. holidays

Warranty details

- 1-year manufacturer's factory warranty included
- Optional 3-year extended warranty with advanced part replacement

Cisco

For analog terminal adaptors (ATAs)

Please contact Cisco by phone: 1 866 606-1866

For IP phones and key expansion modules, please contact us by phone:

English: 1 800 553-2447

French: 1 800 553-6387 – option 3

To prevent delays, please have your Cisco.com user ID, contract and serial number(s) ready when you contact Cisco Support.

Hours of operation

Monday to Friday, 8 a.m. to 5 p.m. (ET)

Warranty details

- 1-year manufacturer's factory warranty included on ATAs
- IP phones and sidecar attendants include either a 1- or 3-year extended SmartNet warranty with advanced part replacement

Poly (via Synnex)

For help with Poly IP phones and sidecar attendant consoles, please contact Poly:

By phone: 1 877 446-5373

By email: poly@goldseal.support

Hours of operation

Monday to Friday, 8 a.m. to 5 p.m. (ET) for live answers (after-hours support is a 1-hour call back)

Warranty details

- 1-year manufacturer's factory warranty with advanced part replacement included
- Optional Goldseal 3-year extended warranty with advanced part replacement

Please note: A Bell technician is required to reinstall a Poly conference phone. Please contact 1 888 788-2355 to request an appointment for your Poly conference phone reinstallation. For Bell Total Connect sites connected over Internet Access, customers can reinstall the phone themselves.

Panasonic (via PanaNet)

For help with phones, please contact Panasonic:

By phone: 1 855 866-0018

By email: pananet@pananetservice.com

Hours of operation

Monday to Friday, 9 a.m. to 5 p.m. (ET) excluding holidays

Warranty details

- 2-year manufacturer's factory warranty included

Media5

For help with Mediatrix analog terminal adapters (ATAs), please follow these steps:

Step 1. Call 1 888 788-2355. Bell will confirm if the unit is defective and provide a trouble ticket number.

Step 2. Send an email to tac@media5corp.com

All return material authorization (RMA) requests must be sent by email and include the following:

- Serial number of the defective Mediatrix unit(s)
- Bell trouble ticket number
- Description of the defect (symptoms)
- Shipping address to send your repaired or replaced Mediatrix unit(s)
- Customer name
- Phone number

Hours of operation

Monday to Friday, 8 a.m. to 5 p.m. (ET)

Warranty details

- 3-year manufacturer's factory warranty included with advanced part replacement

Please note: A Bell technician is required to reinstall an ATA. Please contact 1 888-788-2355 to arrange an appointment. For Bell Total Connect sites connected over Internet Access, customers can reinstall the ATA themselves.

Phybridge

For help with PoLRE switches or PhyLink adapters, please contact Phybridge by phone:

1 888 901-3633 (or 1 888 788-2355 if a Bell extended warranty plan is purchased)

Hours of operation

Support hours vary depending on the extended warranty package purchased.

Warranty details

- 1-year manufacturer's factory warranty included
- Optional 3-year extended warranty plan available through Bell

Valcom

For help with overhead paging systems and adapters, please contact Valcom by phone: 1 800 825-2661 (or 1 888 788-2355 if a Bell extended warranty plan is purchased)

Hours of operation

Support hours vary depending on the extended warranty package purchased.

Warranty details

- 1-year manufacturer's factory warranty included
- Optional 3-year extended warranty plan available through Bell

Algo

For help with voice paging, visual and audible alerting, and door entry systems, please contact Algo:

By phone: 1 604 454-3750

By email: info@algosolutions.com

Hours of operation

Monday to Friday, 8:30 a.m. to 5 p.m. (ET)

Warranty details

- 1-year manufacturer's factory warranty included

Equipment Order Support

For support within 30 Days of product delivery (Please see information regarding post 30 days delivery at the end of this section.)

The following information applies when the phone does not work or has stopped working:

- Phone is either defective or dead on arrival (DOA)
- Defective phone has been reported within 30 days of product delivery

To request a replacement or equipment return:

For Bell Total Connect orders that were placed through your Bell salesperson, please contact your salesperson and they will assist you with a replacement.

For orders that were placed through the Self Serve Centre or the Bell Business Office, and result in defective equipment within 30 days of delivery, please contact the regional division where your office is located:

- Atlantic region: 1 888-595-5175
- Ontario/Western region: 1 866-241-0350
- Québec region: 1 888-773-2444

Issues with order:

- Received the wrong device
- Ordered too much and need a return material authorization (RMA)

In the event that you received the incorrect device or ordered too many devices, they may be returned within thirty (30) days from the date of product delivery as long as they meet the following conditions:

- All products must have been purchased from Bell Canada.
- The RMA number must be clearly identified on the shipping waybill to Bell or vendor. Packages missing the RMA number will be refused and returned at your expense (see **To request an**

equipment return section for instructions).

- When issuing an RMA request, your Bell Canada accounts must be current.
- All products must be factory sealed (in fully re-sellable condition, i.e. no stickers, markings, etc.).
- This condition only applies when too many devices were ordered, not when an incorrect device was received.

Please note:

- Bell Canada may refuse goods purchased at a discount price.
- Custom-configured products cannot be returned for credit.

Products not eligible for returns:

- End-of-life products
- Software
- Key cards

Restocking fees

Restocking fees of 15% or more may apply depending on manufacturer/vendor/distributor policies. Bell may also apply restocking and handling fees for non-authorized return (material sent without an RMA request).

Return credit process

Credits will be issued once Bell Canada has inspected and confirmed acceptance of the return along with validation of the return value. Bell will transfer the credit less any applicable adjustments for restocking or handling of materials.

30 days post product delivery

No equipment returns will be accepted after 30 days from the date of product delivery.

