

We endeavour to provide our partners and stakeholders in Click Before You Dig MB (CBYDMB) with the best service at all times. Of course, there are going to be times when things don't go according to plan or when you will have questions about the process. That is why our Support Team is here to assist.

In order that we may best serve our customers, we have established support processes in place for various circumstances. We provide a variety of channels through which support can be accessed, and we have a standardized escalation procedure that allows us to respond to critical incidences consistently and effectively.

Please take the time to review the Support documentation we have provided here. Familiarize yourself with the appropriate point of contact for reaching out to us for answers and for getting immediate help when you experience any critical technical issues.

The first point of contact for any *non-critical issues* is to email us at:

Info@ClickBeforeYouDigMB.com

Be sure to include as much detail as you can in your initial email so that the Support Team can direct your request to the correct party for resolution. Once you have placed your request, your case will be assigned a Support Ticket Number. That ticket number allows us to track any actions taken regarding your request, and to escalate your request accordingly if it has not been addressed in a reasonable amount of time.

It is important to us that we provide you with the best possible service and that you know we are here to assist you 24/7. By following the support flow charts in this document, you will help us meet our commitment to you.

CONTACT CENTRE OPERATIONS - SUPPORT AND INQUIRIES

INITIAL INQUIRY

FIRST POINT OF ESCALATION

SECOND POINT OF ESCALATION

Email: Info@ClickBeforeYouDigMB.com
OR
Phone: 1-800-940-3447, option 4

For specific locate requests (tickets):

- Processed incorrectly
- Additional information is needed
- Request retransmission

- To request website training

Click Before You Dig will contact you within **1 business day** from when the request was submitted.

If the result of the inquiry is not satisfactory, email a Team Leader:

TeamLeaders@albertaonecall.com

A Team Leader will contact you within **1 business day**.

If the Team Leader is unable to resolve the issue, contact Amanda Haley - Contact Centre Manager:

AHaley@albertaonecall.com
403-797-4022

MEMBERSHIP SUPPORT TEAM - INQUIRY PATH

INITIAL INQUIRY

FIRST POINT OF ESCALATION

SECOND POINT OF ESCALATION

Email: Info@ClickBeforeYouDigMB.com

- To request membership
- Inquiries regarding member responsibilities
- Inquiries regarding procedures
- To change where the locate notifications are sent
- To update company information
- Inquiries about information on the website

- To update the locations in the database
- System testing / Test Tickets

Click Before You Dig will contact you within **1 business day** from when the request was submitted.

If the result of the inquiry is not satisfactory,

Contact Kassi Zaba - Member Liaison:

KZaba@albertaonecall.com

403-531-3794

The Member Liaison will contact you within **1 business day**.

For system testing and member database changes

Contact Natasha Hulstein - Technical Administrator:

NHulstein@albertaonecall.com

403-531-3704

If the Member Liaison or Technical Administrator is unable to resolve the issue, contact Sher Kirk - Operations Director:

SLKirk@albertaonecall.com

403-479-4732

INQUIRIES FROM MEMBERS - SYSTEM ISSUES

INITIAL INQUIRY

FIRST POINT OF ESCALATION

SECOND POINT OF ESCALATION

Phone 403-797-2994

- Not receiving locate notifications
- Website not loading or crashing
- 1-800 number not connecting

Click Before You Dig will contact you within **1 hour**.

If the result of the inquiry is not satisfactory, contact Natasha Hulstein - Technical Administrator:

NHulstein@albertaonecall.com

403-531-3704

If the Technical Administrator is unable to resolve the issue, contact Sher Kirk - Operations Director:

SLKirk@albertaonecall.com

403-479-4732

ACCOUNTING SUPPORT - INQUIRY PATH

INITIAL INQUIRY

FIRST POINT OF ESCALATION

SECOND POINT OF ESCALATION

Email: Info@ClickBeforeYouDigMB.com

- Inquiries regarding invoices
- Inquiries regarding payments
- To update invoicing information

Click Before You Dig will contact you within **1 business day** from when the request was submitted.

If the result of the inquiry is not satisfactory, contact Hannah MacDonald - Accounting Assistant:

HMacDonald-
accounting@albertaonecall.com

403-301-7335

The Accounting Assistant will contact you within **1 business day**.

If the Accounting Assistant is unable to resolve the issue, contact Gary Laycraft - Corporate Controller:

GLaycraft@albertaonecall.com

403-301-7374

INQUIRIES FROM EXCAVATORS

INITIAL INQUIRY

FIRST POINT OF ESCALATION

SECOND POINT OF ESCALATION

Email: Info@ClickBeforeYouDigMB.com

OR

Phone: 1-800-940-3447, option 4

- To correct an existing locate request
- A facility owner has not responded
- To request a relocate
- To request a website login
- To request website training

Click Before You Dig will contact you within **1 business day** from when the request was submitted.

If the result of the inquiry is not satisfactory, email a Team Leader:

TeamLeaders@albertaonecall.com

A Team Leader will contact you within **1 business day**.

If the Team Leader is unable to resolve the issue, contact Amanda Haley - Contact Centre Manager:

AHaley@albertaonecall.com
403-797-4022

