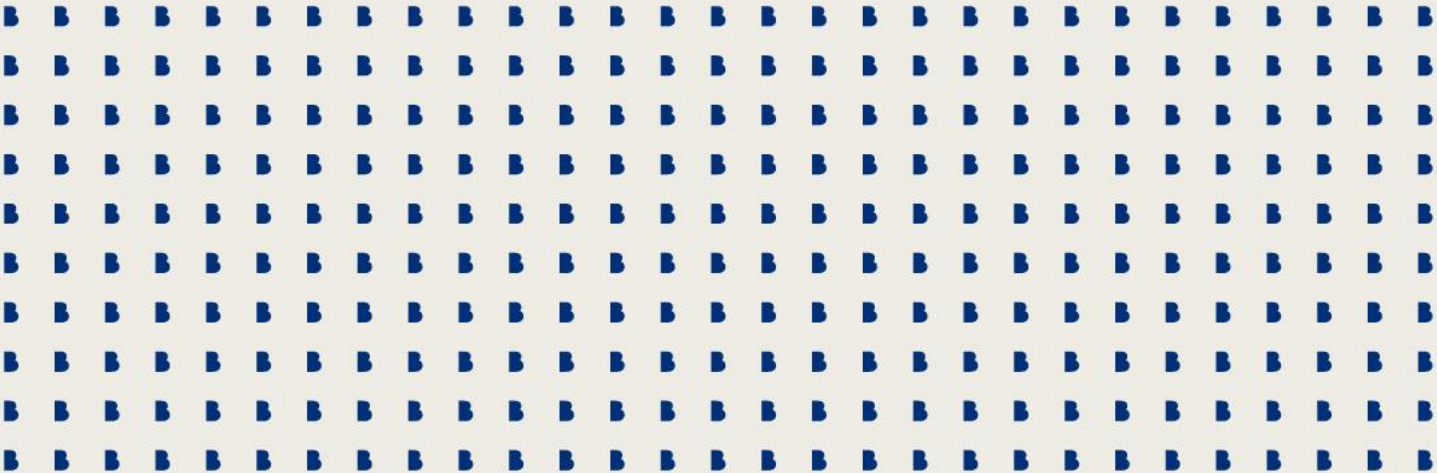




Bell SIP Trunking Service

Support guide



Customer care

To submit a change request or an inquiry, access the [Bell Business Self Serve Centre](#).

1. From the main Bell Business Self Serve Centre menu, select **My requests**.
2. Select **New request** in the top right-hand corner and choose **Add, move, change or disconnect my service**.

If you have questions related to a service request, please contact us at **1 888 788-2355** option 5.

Hours of operation: **Monday – Friday, 8 a.m. – 5 p.m. ET**

SIP Trunking help desk – Technical support



To report an incident in the **Bell Business Self Serve Centre**:

1. From the main Bell Business Self Serve Centre menu, select **My incidents**
2. Select **New incident** in the top right-hand corner



For customers with head offices in Central or Western Canada, please contact
1 877-590-6924

For customers with head offices in Atlantic Canada, please contact
1 866-596-0622

To report an incident in the Bell Business Self Serve Centre or by phone, you will need to provide the following information:

- Name of the device
- Site address
- Name and phone number of the on-site contact
- Particular access or location restrictions
- Description of the incident
- The service impact of the incident
- Any details and relevant information to better identify the problem

Hours of operation: **24 hours a day, seven days a week, and 365 days a year.**

Performance reporting support

By phone: **1 888-788-2355**

Hours of operation: **Monday – Friday, 8 a.m. – 5 p.m. ET**

Service reporting support

By phone: **1 877-657-8516**

By email: performance.reporting@bell.ca

Hours of operation: **Monday – Friday, 8 a.m. – 5 p.m. ET**