

# Service Standards for Telecommunications

Ministry of Central Services

Maintained by: Corporate and Commercial Services Division

*This document outlines the service standards customers can expect from the ministry*

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## Service Standards for Telephone Coordinator Administration

Service standards publicly state the level of performance that citizens can reasonably expect to encounter from the Ministry of Central Services under normal circumstances.

### Service description:

Administer customer initiated telecommunication related information/assistance requests and changes to Telephone Authorities list.

### How you can request this service:

This service is coordinated through your designated Telephone Coordinator.

### Work hours:

Monday to Friday, 8 a.m. to 4:30 p.m. with the exception of Statutory Holidays.

### Contact details:

Phone: (306) 787-6899

Email: [cindy.cullen@gov.sk.ca](mailto:cindy.cullen@gov.sk.ca)

1920 Rose Street, Regina, SK, Canada, S4P 0A9

Service	Customer action required	Service Standard	Target	How to measure
<b>Receiving request and meeting customer needs</b>	Telephone Coordinator can email request to <a href="mailto:cindy.cullen@gov.sk.ca">cindy.cullen@gov.sk.ca</a> (no standard form)  – Telephone Coordinator change request – Information/Assistance requests	Customers will be contacted within 2 business days of emailing to:  – confirm request has been received – update customer on the status of the request (completed/in progress).	90%	New spreadsheet.
<b>Confirmation</b>				
<b>Customer follow up</b>	N/A	Annual follow up via the customer satisfaction survey to Telephone Coordinators.		