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BC One Call Awards call centre services contract to  
Alberta One call

Official cut over date is scheduled December 21, 2016

Burnaby, BC, December 8, 2016– The BC One Call (BCOC) Board of Directors issued an RFP for a contact centre services provider in June 2016 and is very pleased to advise they have awarded the contract to Alberta One Call (AOC) October 7, 2016. BCOC contact centre operations will continue to be provided out of the existing Burnaby office, and management of those operations will be taken over by AOC as of December 21, 2016.

Customers in BC can expect to see positive changes almost immediately in the way services are delivered. A new web portal will provide an updated and efficient way to submit locate requests on-line; giving excavators the opportunity to attach sketches and other documentation to their requests. The online process will be supported through user training, 'How To' documentation and new Online Chat services.

Fax submissions will be phased out as of January 1, 2017. BCOC will reach out to frequent fax users to guide them through the transition to web submission. A manual fax process will be available during the transition period for those needing more time to adjust internal processes. Agents in the contact centre will take on new roles and responsibilities – including being available to members and excavators through a Support role. New phone menu options and info@bconecall.bc.ca will provide system users with direct access to the assistance they need. Alberta One Call is looking forward to working with the BCOC staff to create a successful partnership with all damage prevention stakeholders across BC.

If you would like more information about this topic, please email at info@bconecall.bc.ca or refer to the contact information provided in the table below.

**BCOC Operations transition contacts**

Contact	Role in Transition	Contact Information
Gary Metz	BCOC Board of Directors Liaison	Phone: 604-257-1900
Darlene Dyson	Current Operations Manager of Burnaby Contact Centre	Phone: 604 257-1900
Sher Kirk	AOC Director of Operations Transition Project Manager	Phone: 403.531.3718 Cell: 403.479.4732 Email: slkirk@albertaonecall.com

Amanda Haley	AOC Contact Centre Manager Incoming Contact Centre Manager for Burnaby Contact Centre	Phone: 403.531.3785
All Other General Inquiries		info@bconecall.bc.ca