



Bell SIP Trunking Service

Support guide

Bell

Support

Customer care

To submit a change request or an inquiry, access the [Bell Business Self Serve Centre](#)¹.

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

For **Atlantic primed customers**, we look forward to assisting you with requests to:

- Move, add, change or disconnect services
- Modify or cancel previously submitted requests
- Submit billing and/or general inquiries

To make a service request, simply send an email with details of your request to ipvoice@bellaliant.ca or [call 1 855 242-4492](tel:18552424492) (Monday – Friday, 8 a.m. – 5 p.m. AT).

SIP Trunking help desk – Technical support

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.

¹ Not available to Atlantic primed customers at this time.

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

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