

Service Standards for Telecommunications

Ministry of SaskBuilds and Procurement

Maintained by: Commercial and Logistical Services Branch

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

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Service Standards for Customer Requested Blue Page Updates

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

Service description:

Central coordination of the Government of Saskatchewan's Blue Page listings for publication in provincial phonebooks and online sources (this standard refers to requests initiated by customers outside of the regular update process).

How you can request this service:

Each organization has a designated Directory Coordinator who is responsible for the verification of listings for submission to the Telecommunications Branch.

Work hours:

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

Contact details:

Phone: (306) 787-6879

Email: GTDSAdministratorContact@gov.sk.ca

110 Henderson Drive, Regina, SK, Canada, S4N 5V5

Service	Customer action required	Service Standard	Target	How to measure
Receiving request and meeting customer needs	Directory Coordinator emails change request.	Customers will be contacted within 5 business days of emailing to: <ul style="list-style-type: none">– confirm request has been received;– confirm details of request;– provide timeline for completion.	90%	Via new questions in the annual customer satisfaction survey.
Customer follow up	N/A	Annual follow up via the customer satisfaction survey to Directory Coordinators. The annual follow up survey is sent out via email.		