

Change to Service BC/BC OnLine Help Desk Hours of Operation

Good morning/afternoon.

Over the past month, discussions have occurred with your organization regarding changes to the BC Online Help Desk hours of operation. I am writing to advise you that these changes will be implemented at the end of the month.

Effective Friday, March 31st 2017, Service BC will be changing the Service BC Help Desk hours of operation to 8:00 am to 5:00 pm, Monday through Friday.

This will not affect availability for all products; please refer to the Hours of Availability of BC OnLine Products in the attached link <https://www.bconline.gov.bc.ca/hours.html>.

We are confident this change will improve the quality of service for our partners and for businesses and citizens, as we will have more staff available during peak times.

For more information or if you have any questions or feedback, please contact the SBC BC OnLine Client Support Coordinator at 1-800-663-6102 (toll free), or see our additional contact information below.

Thank you.

For more information, please contact:

BC OnLine Partnership Office

PO Box 9412 Stn Prov Govt

Victoria, BC V8W 9V1

Phone 1-800-663-6102 (Toll Free)

Fax (250)952-6115

Email: bcolhelp@gov.bc.ca