GRN Pager Repair Process

GRN pager repair process

- All CFS volunteers should send their damaged and broken pagers into their Regional Office.
- The Regional offices are to send the damaged pager/s into Multicom Pty Ltd at Kingswood.
- A replacement pager will be programmed and sent back to the Regional office
- Regional office will return the pager to the end user.

Volunteers that require changes to their pager addresses (additions or deletions).

- The Group and the Region must approve all changes.
- A written request from the Region must be forwarded to cfscomms@cfs.org.au
- When the request is processed and approved by the GRN Helpdesk the pager can be sent, in the same way damaged pagers are currently being sent to Multicom for re programming, Using the comments section on the form to show that the pager is to be **re configured.**

- Additional pager quantities/requests must be negotiated with the Regional Commander.

- A new GRN pager repair form 009 must accompany each pager sent to Multicom.

Note: The pager a volunteer receives following the repair will not be or may not be the same pager that was sent in for repair. It most likely will be a previously repaired pager or a new pager and will have a different serial number to the one sent into Multicom.