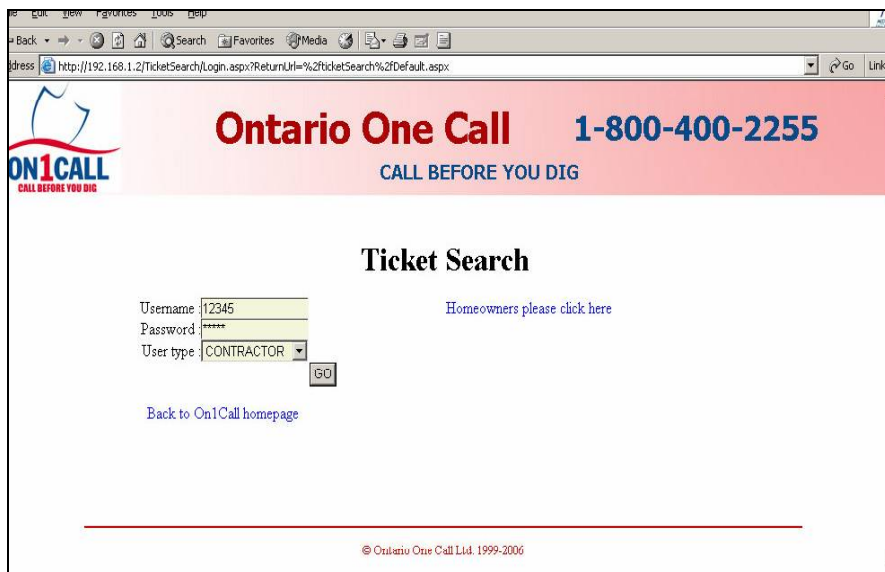


360 Feedback

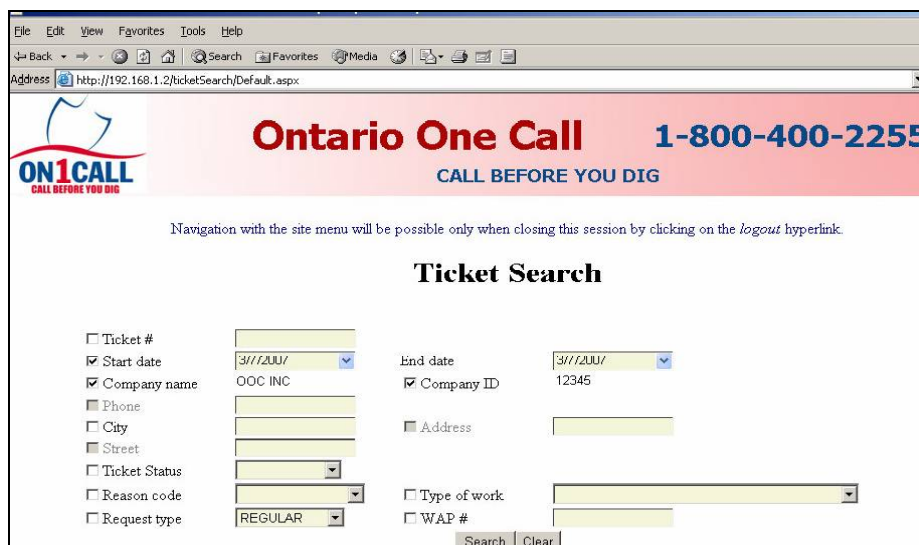
A Step-by-Step guide on how to check your locate status

1. Go to <http://www.on1call.com>, Ontario One Call's website.
2. Click on the "Guide for Excavators" link, then "360 Feedback".
3. You will be prompted for your Username and Password. Your Username is the Contractor ID you placed the locate under, and your Password is the same Password you use to place online webtickets. If you do not have a Password, please call us at 1-800-400-2255 to obtain one.
4. Enter your Username and Password and select "Contractor" as your User Type.



The screenshot shows a web browser window displaying the Ontario One Call website. The header features the ON1CALL logo with the slogan "CALL BEFORE YOU DIG" and the phone number 1-800-400-2255. The main heading is "Ticket Search". Below this, there is a login form with the following fields: Username (containing "12345"), Password (masked with asterisks), and User type (a dropdown menu set to "CONTRACTOR"). A "GO" button is positioned to the right of the User type dropdown. A link for "Homeowners please click here" is located to the right of the Password field. At the bottom left of the form area, there is a link that says "Back to On1Call homepage". The footer of the page contains the copyright notice "© Ontario One Call Ltd. 1999-2006".

5. Click "GO".
6. You will be taken to the Ticket Search program for your Contractor ID.



The screenshot shows the Ontario One Call website after a successful login. The header is identical to the previous screenshot. Below the header, a message states: "Navigation with the site menu will be possible only when closing this session by clicking on the *logout* hyperlink." The main heading is "Ticket Search". The interface contains a search form with the following fields and options: Ticket # (checkbox), Start date (checkbox, dropdown set to 3//2007), Company name (checkbox, dropdown set to OOC INC), Phone (checkbox), City (checkbox), Street (checkbox), Ticket Status (checkbox, dropdown), Reason code (checkbox, dropdown), Request type (checkbox, dropdown set to REGULAR), End date (checkbox, dropdown set to 3//2007), Company ID (checkbox, text input containing 12345), Address (checkbox, text input), Type of work (checkbox, dropdown), and WAP # (checkbox, text input). At the bottom of the form, there are "Search" and "Clear" buttons.

7. There are a variety of criteria you may search with
 - a) Ticket Number
 - b) Start Date and End Date (This is the date on which the ticket was requested)
 - c) City, Street and Address. For the City and Street option, you may use partial Information to broaden your search (i.e. for Brampton you may enter *BRAM*)
 - d) Reason Code, and Request Type
 - e) Type of Work
 - f) Wide Area Project Number (applicable for Wide Area Projects only)
8. Enter your search criteria and click "SEARCH".
9. The Ticket Search will generate a list of all tickets that meet your search criteria.

Ticket #
 Start date
 Company name
 Phone
 City
 Street
 Ticket Status
 Reason code
 Request type

End date
 Company ID
 Address
 Type of work
 WAP #

Ticket No	Date	Contractor	City	Address	Street
123	3/5/2007 9:10:48 AM	OOC INC	CALEDON	55	Main St

10. Select the ticket that you want to check by clicking on the ticket to highlight it, and click the "**View Status**" button.

Total requests found : 22

11. The locate status will be displayed by Station Code/Utility

Ontario One Call
1-800-4

CALL BEFORE YOU DIG

Navigation with the site menu will be possible only when closing this session by clicking on the *logout* button.

Ticket Search

Request number: 123

Member name	Station code	Status	Type	Renegotiated date
PROMARK FOR BELL CANADA (BCGW01)	BCGW01	SUPPRESSED		
PROMARK FOR CITY OF BRAMPTON STREET LIGHTING (CBGW01)	CBGW01	SENT TO LOCATOR	CHOOSE A TYPE	
PROMARK FOR ENBRIDGE GAS (ENGW01)	ENGW01	SENT TO LOCATOR	CHOOSE A TYPE	
TEST (BELL CANADA TEST BELL1)	TESTBELL1	NOT PARTICIPATING	CHOOSE A TYPE	
TEST (TEST ENBRIDGE GAS TEST)	TESTEN	NOT PARTICIPATING	CHOOSE A TYPE	

12. There are several Status Codes available
 - a) **Will Contact You:** The Locator will contact you
 - b) **Sent to Locator:** Has been sent to the Locator
 - c) **In Progress:** Has been assigned to a Locator and is being located
 - d) **Marked/Completed:** The Locator has completed the locate
 - e) **Cleared:** Has been cleared
 - f) **Suppressed:** Has been suppressed. This applies to Contractor IDs with suppressions/exclusions only
 - g) **Not Participating:** The Locator or Member is currently not participating in 360 Feedback
 - h) **Cleared by LookUp:** The utility in question has been issued a clearance by our LookUp Centre. For additional information concerning your clearance, please contact the LookUp Centre at 1-866-308-6588

13. You can also review the ticket information by clicking on "**View Ticket Info**". This will show you all of the ticket information that you would normally receive in a fax/e-mail back from the One Call Centre. You have the option at this point to print the ticket.

Helpful Hint: Make sure you Log Out of your session when you are finished by clicking on the "**Log Out**" option in the Ticket Search.

If you experience technical difficulties when using the online 360 Feedback Program, please call our Help Desk at 1-866-466-7613.

If you require additional assistance after using the online 360 Feedback Program or have any questions surrounding your ticket status, please call Ontario One Call at 1-800-400-2255.