

EUROPEAN GREEN DIGITAL COALITION

Supported by the European Commission and Parliament at the EU Council's request, the EGDC unites companies to use digital solutions for reducing emissions across key sectors.



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Dispatch Screening is a proactive diagnostics solution that helps resolve connectivity issues before a technician is dispatched. When a repair appointment is scheduled, the system automatically runs remote diagnostics on Bell's connectivity services (Fibre Internet; DSL Internet; Wireless home internet) to identify and resolve common service issues, such as video, sync, or signal problems, without requiring any customer action. If the issue is resolved, customers are notified and given the option to cancel or keep the appointment via SMS or phone auto-dialer. If the appointment is subsequently cancelled, a technician driving a vehicle owned by Bell is not dispatched, which helps reduce either Bell's scope 1 or scope 2 emissions depending on the vehicle's drive train. This solution, if implemented by other Telcos could help reduce their scope 1 and 2 emissions.

This case study is an ex-post assessment carried out on a sample dataset of Bell's use of dispatch screening from the period of roughly 1 year in 2024 and 2025, during which there were 211,541 separate technician appointments booked.

Organisational contribution: Bell Canada developed the solution to diagnose and resolve issues with their own network for commercial and residential customers. This aligns with A-level classification as defined by ITU-T L.1480 (contribution of implementing the integration or the innovation of the solution). The solution helps reduce Bell's scope 1 and 2 emissions associated with their vehicle fleet, reducing fuel and electricity consumption of their technician vehicles by reducing the number of call outs.

Quantified impacts:

1 year
Assessment period

-12.07 to -57.25 tCO₂e/year
Net carbon impact range
accounting for uncertainty

- 0.125 kgCO₂e/year
Net carbon impact per
technician appointment

Other identified impact: Economic: Cost savings - Reduction in technician call outs creates a financial saving for Bell, reducing the total spend on fuel or for charging in the case of EV's. If all cost savings are invested into typical business carbon-intensive activities, this increase in emissions would result in a ~2% reduction of the total net impact.

[Website](#)

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Relevant links: [Contact us](#) | [Methodology](#) | [Calculator](#)

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