



# Telecommunications Bulletin

Customer Service Center (CSC)

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Theresa Starling  
CSC Manager

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## Technical support for Racal equipment to be discontinued

Effective May 1, 2011, any Racal equipment that is still in use will no longer be covered by maintenance. Racal equipment consists primarily of data modems and CSU/DSU's used on data communication sub-rate (56kbps) circuits and T-1 data lines.

If outages occur after April 30<sup>th</sup>, the CMS Customer Service Center will open a ticket to report the trouble to the local telco. Problems related to the telephone line will be corrected. However, if the trouble is isolated to the Racal equipment, we will close the ticket and an order will be required for equipment replacement or other alternative solutions. To avoid future prolonged service outages, agencies with Racal equipment are urged to proactively contact the CSC to discuss data connectivity and completion of a Telecommunications Data Request (TDR) to order alternative technology. Based on agency and site-specific configurations, possible alternatives might include one of the following changes.

- Migrate data connection currently employing Racal equipment to ICN connectivity
- Agency procurement of hardware to replace legacy Racal equipment
- Integrate data connectivity currently employing Racal equipment to agency site LAN connection

CMS will stop billing maintenance charges for all legacy Racal data communications equipment beginning on the May bill run. Agencies should dispose of unused Racal equipment on-site following agency-specific property surplus policies and procedures. (Racal equipment should not be returned to CMS.)

If you have any questions regarding this announcement or need assistance identifying your options, please contact **Ed Fedor** at **217-524-9911**.