



## MEMORANDUM

TO: Telecommunications Coordinators  
Chief Internal Auditors

FROM: Frank Cavallaro, Manager  
Bureau of Communication and Computer Services

DATE: August 30, 1999

SUBJECT: Follow-up to Billing Session

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Thank you for attending the CRF Billing Training conducted in July. As a result of this training, we hope that you have a better understanding of your bills and the process anchored by the Communications Revolving Fund (CRF).

During the sessions, we solicited your input and suggestions for our billing manual and have tried to incorporate your ideas where appropriate. You will be receiving a copy of the final draft within the next few weeks.

Attached is an evaluation form soliciting your feedback on the billing sessions. Your comments will assist us to develop future informational sessions that best meet your needs. We also welcome additional suggestions for revisions to the billing manual. Please feel free to add these comments to your evaluation form and return it by September 10, 1999.

If you have any questions regarding this matter, please contact Sarah Zerfas at 217-524-2159.

FC:dw

**Central Management Services  
Telecommunications Billing Training  
July 9, 13, 14, 21, 22, 1999**

Please complete this evaluation of the Telecommunications Billing Training and return it by September 10, 1999 to:

Sarah Zerfas  
CMS, Division of Telecommunications  
120 West Jefferson Street, 2nd floor  
Springfield, Illinois 62702

Your comments and suggestions will help us to make future programs even better.

On a scale of 1-5, with 5 representing excellent and 1 representing poor, how would you rate the overall presentation and content of the training?

5 (excellent)   4       3       2       1 (poor)

On a scale of 1-10, with 10 representing superior value and 1 representing the least value, please rate the following components of the training:

\_\_\_\_\_ How to read your bill

\_\_\_\_\_ Fraud

\_\_\_\_\_ Billing Help Desk

Please use the following space to provide input on the layout of the manual, as well as suggestions for further information to be included: