



# TELECOMMUNICATIONS BULLETIN

November 22, 2005

CMS 06— 12

Bureau of Communication  
 and Computer Services

From:  
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## Change: CSC Telecommunications Toll Free Numbers

On February 3, 2005, Central Management Services (CMS) announced creation of the customer service centers in conjunction with the Telecommunications Rationalization initiative. Operating Monday through Friday between 8 a.m. and 5 p.m., the new Communications Solution Center (CSC) in Springfield is responsible for Tier 1 maintenance and provisioning of voice, telephone, video, data, Internet, cellular, IWIN, and paging services. After hour, weekend, and holiday service coverage is provided by the new Communications Management Center (CMC) located in the James R. Thompson Center in Chicago.

To allow Coordinators acclamation to the new call centers, all CMS toll free and Centrex Help Desk numbers have remained operational. In continued cost saving efforts, CMS will disconnect the following Help Desk numbers January 1, 2006:

Voice/Telephone Help Desk	866-524-4212	(217) 524-4212
Data Provisioning Help Desk	800-545-7875	(217) 524-4407
ICN Help Desk	866-426-5463	(217) 558-3589
IWIN Help Desk	866-764-4946	
Telecom Switchboard		(217) 524-1029
Data Repair		(217) 785-7544

For all your telecommunications needs, please call the CSC/CMC at **800-366-8768**. Within the State Centrex, callers may dial the CSC at **(217) 524-4784**. We encourage all Coordinators to update contact lists and speed dial features using only these shared CSC/CMC toll free and Centrex numbers. During December 2005, callers dialing any of the "old" help desk numbers will receive a voice mail greeting instructing them to call the CSC/CMC.

Telecommunications Coordinators need only dial one number to connect 24 x 7 with trained CMS technical staff. Our new mechanized systems reduce response time and improve our ability to track order status and monitor trouble calls. Please contact the CSC/CMC for assistance and continue to log on to our web site for access to forms, specifications on available products and services, and schedules for upcoming events and training seminars.