

## TELECOMMUNICATIONS BULLETIN

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CMS 07- 09

Bureau of Communication  
and Computer Services

From:

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Customer Solution Center

### Customer Solution Center: New TTY Access Number

The CMS Customer Solution Center (CSC) has a new access number for TTY/TDD users. When TTY/TDD users contact the CSC, the following script will be displayed:

**Hello, you have reached CMS Customer Solution Center.**

**Type:**

**111 for Telecom/IWIN Repair.**

**222 for IT Desk Support.**

**333 for Telecom/IWIN Provisioning.**

**444 for Illinois Century Network or after hours.**

If you have any questions regarding TTY/TDD service or equipment, please do not hesitate to contact Carol Doerfler at (217) 524-1000, or you may email Carol at [carol.doerfler@illinois.gov](mailto:carol.doerfler@illinois.gov).

Please make the following CMS CSC TTY/TDD number available to all your agency's users:

**TTY-TDD - CMS Customer Solution Center**  
**866-277-5669**

**For more information...**  
visit our website at  
[www.state.il.us/cms/telecom](http://www.state.il.us/cms/telecom)

