

TELECOMMUNICATIONS BULLETIN

June 8, 2007
CMS 07- 13

Bureau of Communication
and Computer Services

From:

Theresa Starling, Manager
Customer Solution Center

Heading
Place your
message
here. For
maximum
impact,
use two or
three
sentences

FY 07 Clean-Up: Waiver of Fees for AU and Name Changes

The Department of Central Management Services (CMS) will again assist agency Telecommunications Coordinators with fiscal year clean-up and inventory efforts by waiving fees for service orders requesting an AU Code or name change. The \$7.50 fee waiver includes requests for AU/name changes on Centrex (voice) services, paging services, data services, and cellular services.

CMS must receive Telecommunications Service Requests, Paging Service Requests, and/or Telecommunications Data Requests during the grace period that begins August 1 and extends through September 30, 2007. All service orders must be noted with the following language: "Waive Programming Charge." Orders received after September 30th will be worked accordingly and will be billed the customary \$7.50 processing fee.

The fee waiver will not be extended on any AU/name change requests that necessitate CMS sending the order to a vendor for completion. For example, non-Centrex /business line service falls into this category.

All service orders for AU/name changes will be processed on a first-come, first-served basis as time permits since all other routine and emergency service orders will have first priority. Only orders received during the grace period will be completed for no charge; however, if the changes are needed with immediacy, CMS does not guarantee the fee waiver.

If you have questions regarding the AU/name change fee waiver incentive, please do not hesitate to contact the Customer Solution Center at:

800-366-8768
[in Centrex at 217-524-4784]

For more information...
visit our website at
www.state.il.us/cms/telecom

