



# Telecommunications Bulletin

## Customer Solution Center (CSC)

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### “Migration to New, Enhanced 800 Paging Service”

The Department of Central Management Services Customer Solution (CSC) center has obtained enhanced 800 number paging service with USA Mobility. (Pagers assigned 866 and 877 numbers are NOT included in this new enhancement.) This new nation-wide service allows Toll-Free paging from anywhere in the country and paging access via the USA Mobility website at [www.usamobility.com](http://www.usamobility.com). This service upgrade will allow easier access to both alphanumeric and numeric pagers during emergencies or service outage situations. For easy text messaging, each 800 number pager will be assigned a personal email address ([10digitpagenumber@usamobility.net](mailto:10digitpagenumber@usamobility.net)). The CSC is pleased to provide the enhanced features for no additional cost.

Moving the State’s existing 800 number pagers to the new service will necessitate number changes. All existing 800 number pagers must be migrated to the newly assigned 800 numbers by November 1, 2007. Between November 1<sup>st</sup> and November 15<sup>th</sup>, callers will receive a special greeting advising them of the new number. After November 15, 2007, all the old 800 pager numbers will be terminated.

CSC Wireless Representatives and USA Mobility are preparing a spreadsheet of each agency’s 800 number pagers that will be migrated to the enhanced service. This information will provide the new 800 number assigned to each device and will be forwarded to each Main Telecommunications Coordinator so he/she may immediately begin to make the transition, update agency contact information, and notify agency personnel of the number changes.

If you have any questions regarding the 800 number pager migrations, please do not hesitate to contact Lori Cappellin at 217-524-0748.