



Telecommunications Bulletin

Customer Solution Center (CSC)

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“Pager Migration: Status Update”

The Department of Central Management Services Customer Solution Center (CSC) and USA Mobility continue to migrate existing 800 number pagers to an upgraded service platform that requires pager number changes.

All 800 number pagers with **602, 612, and 802 prefixes** were successfully migrated and assigned new toll free 888 numbers. Both old and new pager numbers are effective through November 15, 2007; however, the old numbers will be disconnected after that date. There will be no automatic recording redirecting callers, so please instruct agency personnel on the use of voice prompts.

Unlike voice mail, a voice prompt is an outgoing greeting only and callers can not leave a message. Pagers allow the recording of voice prompts and the CSC encourages each pager user to record a prompt that now directs callers to his/her new pager number. For example, a user can record, “Effective immediately, my new pager number is 888-xxx-xxxx” as a voice prompt.

The CSC will provide an updated migration spreadsheet to each agency Telecommunications Coordinator. The record for each pager will include: the old 800 pager number, the newly assigned 888 number, and the active type of voice prompt and/or voice mail in place. Additionally, each Coordinator will receive an instruction packet on the use and recording of pager voice prompts and voice mail.

If you have any questions regarding the pager migrations, please do not hesitate to contact Coreen Ball at 217-557-0280.