



Telecommunications Bulletin

Customer Service Center (CSC)

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Pager Service Upgrade

In an effort to provide the newest wireless technology, the Customer Service Center (CSC) is pleased to announce a major paging service upgrade in your area. USA Mobility Inc., the State's current service provider, will upgrade all pagers operating on frequencies 454.075mhz and 929.8375mhz to new pagers operating on their premier channel 929.6125mhz. This upgrade will require a hardware replacement and must be completed by May 16, 2008 when the old frequencies will no longer be in service. It is important to note that pager phone numbers will not change – there only will be an exchange of hardware.

Over the next few days, a USA Mobility representative will contact you to coordinate the pager exchange and provide a list of the affected pagers. USA Mobility will ship the premier channel pagers to you (or your designee) for deployment to your staff. The shipment will include a postage-paid label for use in returning the old pagers to USA Mobility. To establish service on the new paging devices, USA Mobility will have a dedicated telephone line open for you to provide the pager number(s) and Cap Code(s). Once service is switched to the new pager, you will have 30 days to return the old device(s) to avoid a lost/non-return fee of \$100.00 per unit.

During the exchange process, USA Mobility representatives will be available to answer your questions and ensure your agency's needs are met. The Customer Service Center appreciates your cooperation in improving wireless service. If you have questions regarding the premier channel pager upgrade process, please contact Betty Russell at the CSC at 217-785-4441.

Reminder: Pager exchange must be completed by May 16, 2008.

After exchange, pagers must be returned within 30 days.

\$100.00 charge for lost/non-returned pagers.