



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

“FY09 Telecommunications Order Deadlines”

The CMS BCCS Customer Service Center (CSC) continues to standardize Telecommunication services for our customers. In order for the CSC to assist all agencies with planning projects throughout the year, the CSC has established deadlines for processing FY09 telecommunications orders. It is important to our daily operations that routine end-of-fiscal-year processes be established; thus we are providing all agencies with advance notification of cutoff dates for all FY09 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Paging Service Orders (PSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs), including large projects.

In setting these dates, the CSC has considered the time needed for processing requests, procuring hardware, and billing processes. The advance customer notification will allow your agency time to plan requests for projects and adherence to these dates will allow sufficient lead time for proper review and processing of requests. Please notify your staff of the FY09 cutoff dates:

- November 14, 2008 Projects: new voice systems, system up-grades, large office moves or new locations (over 150 stations)
- March 2, 2009 Data orders for T1s, T3s, OCs, analog service, office moves or new locations under 150 stations, and non-contract items for all types of service and equipment
- May 1, 2009 Routine voice/data orders for move, add, and change (MAC) work, and routine paging and cellular/wireless service and equipment analyzing workflow, reviewing staffing needs, and allocating internal resources to better serve state agency telecommunication needs

If the CSC receives your request on or before the designated date and work is completed by June 30, 2009, the order will be processed and billed in FY09. Service Orders must clearly state that the work should be billed in FY09.

If you have questions or are aware of FY09 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

George Aguilar	217-557-2721	Tim Lechowski	312-814-5889
Vernon Burchett	217-785-9033	Rick Nuss	217-524-4794
Carol Doerfler	217-524-1000	Joe Patterson	217-524-0808
Ed Fedor	217-524-9911	Betty Russell	217-785-4441
Richard Freimuth	217-785-5889		

Mail all original service orders to:

CMS Customer Service Center
Attn: Provisioning
120 West Jefferson Street – 2nd Floor
Springfield, IL 62707-5103