



Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 09 - 07
September 19, 2008

Theresa Starling
CSC Manager

Paging: Change in Reporting Repair Issues

Effective October 1, 2008, agency Telecommunications Coordinators and end users must report paging service problems and equipment repairs directly to the CMS Customer Service Center (CSC). After hours paging repair calls will be directed to the CMS Customer Management Center (CMC). This change in reporting will allow the CSC Help Desk to monitor the performance of USA Mobility and will provide better tracking of problem resolution, early detection and recognition of trends, and chronics.

Coordinators and end users should not call USA Mobility directly after September 30, 2008. USA Mobility agents will begin referring all callers to the CSC/CMC so that a Trouble Ticket can be opened.

We appreciate your cooperation with this change in the paging repair policy.

Customer Service Center – Customer Management Center
800-366-8768
[In Springfield 217-524-4784]

Follow Prompts:
Option 1 – Telecom Services
Option 1 – Repair Services
Option 5 – Wireless Repair (includes paging)