



Telecommunications Bulletin

Customer Service Center (CSC)

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Theresa Starling
CSC Manager

Change in CMS Audioconferencing Services

CMS has recently migrated to a new, cost-effective AT&T audioconferencing platform. Old conference bridges under the SBC Meet Me platform were decommissioned on February 27, 2009, and are no longer activated.

This process began for CMS in September of 2007 when CMS began meeting and corresponding with AT&T and Agency Telecommunications Coordinators (Coordinators). Each Coordinator was given a spreadsheet identifying agency staff using the SBC service. The agency Coordinators were instructed to: a) verify users and their continued need for a bridge, b) inform users of the migration to a new audioconferencing platform, c) instruct users how to obtain a new audioconferencing bridge, and d) advise users that the old SBC bridges would be terminated. The Telecom Coordinators were also instructed to advise users that they would receive an email from AT&T confirming new audioconferencing bridge reservations. Each Coordinator was instructed to update his/her agency's spreadsheet and provide a copy to CMS and AT&T. By August 29, 2008, all agency Coordinators had indicated to CMS that their audio conferencing users had complied and had obtained new AT&T bridges.

In addition to this process, the CMS Customer Service Center (CSC) sent two Telecommunications Bulletins [see attached Bulletins CSC 08-17 (dated 03-26-08) and CSC 09-03 (dated 08-07-08)]. Bulletin CSC 08-17 specifically addressed the process and advised that everyone should be using the new AT&T audioconferencing service by August 31, 2008 to avoid any possible interruption in service.

Between January 21 and 22, 2009, CSC staff again contacted Coordinators and provided them a list of agency personnel identified by the December billing as still using the old SBC conference bridges. The Coordinators were advised that the final SBC audioconferencing disconnect date would be February 23, 2009. These Coordinators were again provided directions for setting up new AT&T conference bridges so they could assist their users who still needed to establish bridges under this new platform. Due to AT&T issues, the old SBC bridges were not decommissioned until February 27, 2009.

The CMS Customer Service Center (CSC) is receiving numerous calls from users who are concerned that they no longer have working bridge numbers. If your agency personnel are unsure whether they currently have a working audio conference bridge or need our assistance, please call the CSC at 800-366-8768, Option 4, Sub-Option 3.

You can establish new AT&T one-time-use or 24 x 7 audio conferencing bridges by phone or on-line.

Phone Reservations: Call the AT&T TeleConference Service Center at XXX-XXX-XXXX and provide the following information:

- Indicate that you are with the State of Illinois

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- Provide the host name
 - Provide host's billing number (phone number to which all charges should be billed)
 - Provide host's email address
 - Provide a physical address
 - Specify the number of participants that may join the calls
 - Indicate whether the bridge is for one-time use or if it should be available 24 x 7 (CMS recommends using the 24 x 7 bridge. This allows one bridge # to be assigned to an individual for use whenever needed.)
 - Discuss any special features that you may need such as recording, digital tape replay, operator facilitation, transcription, etc.

Internet Reservations: Log on to XXXXXXXXXXXXXXXXXXXXXXXXXXXX

To access the system for the first time, you must use the following company ID and password (system is case sensitive):

Company ID: XXXXXXXXX

Password: XXXXXXXXX

You will need to provide the same information as indicated above.

Immediately after establishing any new conference bridge, AT&T will send an email confirmation verifying the bridge number, access code, and moderator number.

If you have questions regarding audio conferencing services or need assistance, please contact the CSC at 800-366-8768, Option 4, Sub-Option3.