



# Telecommunications Bulletin

## Customer Service Center (CSC)

Volume: CSC 09-15  
April 15, 2009

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### Clarification of Lost or Non-Returned Pager Policy

The current CMS lost or non-returned pager policy, including the fee assessments, is applicable in all situations when leased paging equipment is not returned, or when equipment is returned after the due date. The policy is in place to offset the rising administrative costs of the current paging system.

#### **Lost or Non-Returned Pagers and Service Upgrades** (forms available on our website):

\$100.00 (per-unit) fee: For any lost or non-returned paging device.

\$50.00 **credit**: For “lost” units later found and returned within 60 days.  
For pagers exchanged within 60 days due to a service upgrade.

These pagers should be returned to:

CMS Customer Service Center  
120 West Jefferson Street, Floor 2  
Springfield, IL 62702

Note: When applying for a credit, agencies must submit an Accounts Receivable Credit Request Form (ARCRF). The original PO#/Request# must be included in the “Description” field of the form.

Note: When submitting an exchanged pager for service upgrade, the device must be accompanied with a copy of the original Paging Service Request (PSR).

#### **Repair Replacement Pagers:**

\$100.00 (per-unit) fee: For any replaced device not returned within 10 business days.

\$50.00 **credit**: For any late-return, but within 60 days.

To return pagers as a result of a repair/replacement:

Follow vendor instructions and use the provided pre-paid shipping label.

The Customer Service Center appreciates your cooperation. If you have questions regarding USA Mobility’s premier pager services, please contact the CSC’s Wireless Provisioning staff at 800-366-8768, Option 5, Sub-Option 1.