



Telecommunications Bulletin

Customer Service Center (CSC)

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Effective July 31, 2009

Menu Option Changes for IWIN Callers 800-366-8768

As a result of continued call volume analysis, the CSC/CMC will make menu option changes effective July 31, 2009. The changes (**highlighted in red**) impact your sub-option selections when you call to open an IWIN repair ticket or to inquire about IWIN service. The new menu options are:

“Thank you for calling the Department of Central Management Services Customer Service Center.” You can shorten your call time by referring to and using these new standard options:

Option 1: *“If you’re calling for help with an application or device supported by the IT Service Desk, enter your 2-digit agency number, or press 1 for a list of agency numbers.”* [See note]

List of agency numbers:

11 - DHS	16 - DES	20 - DFPR
12 - HFS	17 - REV	21 - AGR
13 - CMS	18 - EPA	22 - DNR
14 - DOT	19 - DCEO	23 – Ethics Training
15 - DPH		

Option 2: *“For help with the Illinois Century Network or to reach the Communications Management Center, press 2.”* [See note]

Option 3: *“For videoconferencing services, press 3.”* [See note]

Option 4: *“For all other repair or support issues, press 4.”* Then select one of the following sub-options. [See note]

- #1 - IWIN Services
- #2 - Wireless: including Cellular, Paging and Blackberry Repairs and ESN Changes
- #3 - Data Circuits and other Data Communications
- #4- Telephone Repairs (other than wireless)

Option 5: *“To purchase a new product or sign up for a new service, press 5.”* Then select one of the following sub-options. [See note]

- #1 - IWIN Services
- #2 - Wireless: Including Cellular, Paging and Blackberries
- #3 - Data Circuits and other Data Technologies
- #4 - Voice/Telephone Services (other than Wireless)
- #5 - Video – New Service or to Change Existing Service

Option 9: *“Anytime you need to repeat a menu, press 9.”*

Note: During your transfer to a CSC/CMC agent, a message advises the call may be monitored for quality assurance purposes.

Please provide these new menu options to others within your department who share responsibilities for contacting the CSC/CMC.