



Telecommunications Bulletin

Customer Service Center (CSC)

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New lower price on IWIN service!

CMS proudly announces a price reduction for IWIN Unlimited Broadband (EVDO) service. CMS has worked with Verizon Wireless to move existing lines to a new cheaper plan without sacrificing the level of service you have today. This price decrease will result in savings of \$7.75 per line per month to you. Your rate for this service will now be only \$52.75. The reduced rate becomes effective with your September, 2009 bill.

The new rate will be automatic. There is nothing you need to do to realize these savings. We do ask, however, that you re-run the activation on each of your devices that has this plan. This will ensure you are getting the most up-to-date PRL information which will provide you the best possible service. You can run the reactivation by opening the Options tab in the VZAccess Manager and choosing Activation. Please note that after selecting Activation you will be asked if you want to use the manual or automatic activation and you will want to choose the automatic.

Again, we remind you of the changes to our toll free menu options when calling the Customer Service Center. IWIN service has been moved to the first sub-option choice under both the service repair and purchasing selections.

Customer Service Center: 800-366-8768

Option 4: *"For all other repair or support issues, press 4."* Then select one of the following sub-options.

- #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.

- #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

Please feel free to contact CSC at 800-366-8768 with any questions.