



# Telecommunications Bulletin

## Customer Service Center (CSC)

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[www.bccs.illinois.gov](http://www.bccs.illinois.gov)

### Your window to the world of communication information

Have you visited [www.bccs.illinois.gov](http://www.bccs.illinois.gov) lately? If you haven't, you're missing something that can help make your life easier and provide real assistance in performing your Telecommunications Coordinator tasks.

At [www.bccs.illinois.gov](http://www.bccs.illinois.gov), you'll find easy-to-use access to services, resources, forms, policies and contact information.

For instance:

- If you want a TSR form, click on **Forms**
- If you need a copy of a Bulletin from 2009 or any other year, click on **Communications** and then click on Telecom Bulletins and the year
- If you need to find your agency's assigned CSS2 or another member of our staff, click on **Contact Information**, and then click on the link to either CSC Staff Directory or Find Your CSS
- If you want information on specific equipment or services offered, click on **BCCS Services Catalog**, and then click on what you need, such as Telephone/Voice, Video or Wireless
- You can click on **Resources** to locate informational/training manuals such as the Telecom Coordinator Guide to EMS Inquiry and the State of Illinois Telephone Directory Application User Manual
- Click on **Policies** to find the detailed legal foundations behind BCCS operational procedures

The little bit of time you'll spend at [www.bccs.illinois.gov](http://www.bccs.illinois.gov) will pay off in a big way because everything is there in one convenient place. Even if you have been using [www.bccs.illinois.gov](http://www.bccs.illinois.gov), log in again because new things are always being added.

**REMEMBER**...as of September 1, 2009, [www.bccs.illinois.gov](http://www.bccs.illinois.gov) will be the only operational web site for BCCS information. Go there now and add it to your list of favorites.