



# Telecommunications Bulletin

## Customer Service Center (CSC)

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**866-791-2772**

### New Number for IWIN Service

If you are with a State agency and handle only IWIN issues, there is a new simple way for you to contact the Customer Service Center. Just call **866-791-2772**. A message will prompt you to choose:

- Option 1: For all IWIN repair issues
- Option 2: For provisioning of new or existing IWIN services

Of course, if you are a Telecom Coordinator who handles multiple types of telecom services for your agency, and have already committed the Customer Service Center's original toll free number to memory, you can still use the primary CSC number to reach IWIN support and all our provisioning and repair teams.

**800-366-8768**

### Customer Service Center

- Option 1: IT - computer hardware and software service
- Option 2: Illinois Century Network service (ICN)
- Option 3: Videoconferencing service
- Option 4: Telecom repair service
  - #1 - IWIN
  - #2 - Wireless: including cellular, Blackberry & paging devices and ESN changes
  - #3 - Data circuits and other data communications
  - #4 - Telephones and telephone service
- Option 5: Purchase new Telecom products or service
  - #1 - IWIN
  - #2 - Wireless: including cellular, Blackberry & paging devices
  - #3 - Data circuits and other data technologies
  - #4 - Voice: telephone equipment and service
  - #5 - Video: new service or to change existing service