



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

“FY10 Telecommunications Order Deadlines”

To assist all agencies with planning throughout the remainder of the fiscal year and to maintain our routine end-of-fiscal-year processes, the CSC is reminding all agencies of cutoff dates for all FY10 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Paging Service Orders (PSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs). These dates will allow sufficient lead time for proper review and processing of requests.

In setting these dates, the CSC has considered the time needed for processing requests, procuring hardware, and billing processes. Please notify your staff of the remaining FY10 cutoff dates:

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| March 1, 2010 | Data orders for T1s, T3s, OCs, analog service, office moves or new locations under 150 stations, and non-contract items for all types of service and equipment |
| May 3, 2010 | Routine voice/data orders for move, add, and change (MAC) work, and routine paging and cellular/wireless service and equipment analyzing workflow, reviewing staffing needs, and allocating internal resources to better serve state agency telecommunication needs |

If an order is received by the cutoff date and must be paid out of FY10 funds, the service order must clearly specify this billing information so service can be prioritized accordingly. Work can be performed during the grace period after June 30th and still be billed and paid from FY10 funds. Provided the CSC receives your request on or before the designated date and work is completed by June 30, 2010, the order will automatically be billed in FY10.

If you have questions or are aware of FY10 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

George Aguilar	217-785-8665	Tim Lechowski	312-814-5889
Vernon Burchett	217-785-9033	Rick Nuss	217-524-4794
Carol Doerfler	217-524-1000	Joe Patterson	217-524-0808
Ed Fedor	217-524-9911	Betty Russell	217-785-4441
Richard Freimuth	217-785-9211		

Mail all original service orders to:

CMS Customer Service Center
Attn: Provisioning
120 West Jefferson Street – 2nd Floor
Springfield, IL 62702-5103