



# Telecommunications Bulletin

## Customer Service Center (CSC)

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### Wireless Service

#### A Verizon Wireless Progress Report and Answers to FAQs

Since the Coordinator Meeting in March, thousands of existing lines have been converted to Verizon's new contract plans bringing us close to the 100% completion rate. Below are some questions frequently asked by coordinators. Please take a look at these recurring concerns.

**Note: The Push-To-Talk (PTT) migration is a separate, simultaneous project. CMS has been in direct contact with affected agency telecom coordinators regarding PTT on-going migration activities.**

#### ***What has happened with my existing Verizon wireless lines?***

Business Services has moved all lines to the appropriate new contract plan based on actual usage. Our primary contact coordinator at each agency recently received a spreadsheet containing your wireless numbers and their assigned plans. Wireless coordinators should review these recent changes.

#### ***What's happening with my TSRs for new lines that were submitted before the change?***

New line requests will be placed on a plan that meets your needs based on the features and usage that were defined on your original TSR.

#### ***Will upgrade TSRs previously received by CMS be affected?***

Since Business Services already moved these lines to the appropriate plans, these orders will be processed making no plan changes. If requested features are not included in the new contract plan, they will then be added. If the new contract plan includes your requested features, we will make no changes.

#### ***Why is everything taking so long?***

This is a big job. The conversion details compounded the workload for our already-busy wireless provisioning team resulting in a slow-down of routine order processing. We appreciate your patience while we work through this transition. The end result is cost-savings for all agencies.

#### ***What's the best way to check on the progress of my orders?***

EMS. All coordinators have the ability to check the status of their orders in EMS. If the order is *Active* but has not been assigned to an individual, the order has not been worked. Coordinators also have the ability to check line eligibility in EMS. Simply look at the equipment record and check the install date. If the device is 10 months or older, the line is eligible.

#### ***Can I still make a rush request?***

Only when you have a current line that is completely down and the device needs to be replaced. Please call the CSC at 800-366-8768 opt 5, opt 2 to request a rush. In fairness to all agencies, TSRs are processed in the order received.

#### ***How should I handle new orders?***

Effective immediately, please begin using the new contract plans when placing orders. (Plan information is attached and was also provided at the recent Wireless Coordinator Meeting.) Please remember it is very important to provide specific information on your TSR. When ordering new lines or making plan changes to existing lines, you must state the exact plan you want. Voice mail is not automatically included on lines, so this feature must be specifically requested on your TSR. If you are placing an order to upgrade a line and need no changes to the plan or features, you may simply state, "same plan and features" in the *Remarks* field.