



Telecommunications Bulletin

Customer Service Center (CSC)

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Theresa Starling
CSC Manager

CSC Begins Annual Station Count True-Up

The Department of Central Management Services (CMS) manages the state's telecommunications services and provides move, add, and change (MAC) activity in addition to repair and preventative maintenance through its full-service vendors. Our current contracts include referring appropriate repairs to maintenance vendor subcontractors and local telephone companies if trouble exists in a central office.

Marvin Thomas, CSC Quality Assurance team member, is managing the annual station count true-up for FY11 and is currently in the process of sending informational packets to agency Telecom Coordinators. Because an accurate inventory of site addresses and main site phone numbers is critical for assuring timely repairs and because station/telephone counts and system types determine your annual maintenance costs, it is important that you review your documentation as part of the annual "true-up" of EMS inventory records. Station/telephone count verifications and cost adjustments are done annually at the beginning of each fiscal year; thus your FY11 annual maintenance cost will be based on the number of installed stations/telephones listed in the EMS database. The station count does NOT include a fax machine, a cordless phone, a Polycom, a modem, a vandal-proof set, a TDD, a manufacturer-discontinued set, or a part of stock inventory.

Once received, please review your agency's station count report and inform our office of:

- An incorrect main site phone number
- Any discrepancy in the number of stations/telephones
- Any discrepancy in the system type identified in the record
- Any discrepancy in the site address
- Other discrepancies of any kind

Increase your cost savings. If your notification of station count information is received by August 31, 2010 your billing will be adjusted back to the start of the FY11 fiscal year. However, if notification of discrepancies is received on or after September 1, 2010, billing adjustments will become effective on the first day of the month following the date your notification was received.

If you have any questions regarding the station/telephone counts, please contact Marvin at 217-524-5028 or by e-mail at marvin.thomas@illinois.gov.

For other telecommunications provisioning and repair needs, please call the CMS Customer Service Center at 800-366-8768.