



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

BCCS announces FY11 telecommunications order deadlines

Plan now to make sure your projects are completed on time

Telecom projects take time and planning, especially if you want them completed in the fiscal year for which you have budget. As the BCCS Customer Service Center (CSC) continues to standardize telecommunication services for our customers, we have established deadlines for processing FY11 telecommunications orders. In order for the CSC to assist all agencies with planning and completing projects throughout the coming year, the CSC is providing all agencies with advance notification of cutoff dates for all FY11 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Paging Service Orders (PSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs), including large projects.

In setting these dates, the CSC has considered the time needed for processing requests, procuring hardware, and billing processes. The advance customer notification will allow your agency time to plan requests for projects. Adherence to these dates will allow sufficient lead time for proper review and processing of requests. Please notify your staff of the FY11 cutoff dates:

- November 15, 2010 Projects: new voice systems, system up-grades, large office moves or new locations (over 150 stations)
- December 27, 2010 Non-routine data orders for fiber-based service, including GigaMAN, OptEMAN, and orders requiring installation of new facilities
- February 28, 2011 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 2, 2011 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 the CSC receives your request on or before the designated date and work is completed by June 30, 2011, the order will be processed and billed in FY11. Service Orders must clearly state that the work should be billed in FY11.

If you have questions or are aware of FY11 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
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