



# Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 11-06  
August 3, 2010

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## Upcoming disruption in Jacksonville area paging service

In less than 30 days, removal of transmitter will cause potential loss of coverage

USAM, the local paging service provider for the Jacksonville area, is in the process of removing a transmitter that is central to paging coverage for the region. In approximately 30 days, basic paging coverage for the area will go away.

USAM is offering a work-around solution to current Jacksonville area paging customers. They will offer 3<sup>rd</sup> party paging services at a rate of \$11.00 per month for numeric and \$17.55 per month for alphanumeric. If you wish to go in this direction, you must act quickly.

Additional pricing information:

Change: line/AU#,User Name, etc.	\$ 7.50 (non-recurring charge)
Group Page Service	\$ 3.50 (per mo.)
Lost/Non-Returned Fee	\$100.00 (non-recurring charge)
Toll Free Paging Access	\$ 4.25 (per mo.)
Voice Mail	\$ 3.50 (per mo.)

We recommend that you take a close look at whether or not keeping the pagers at the higher rate is the best course of action for your users and your agency. First, determine if your users really need to be constantly accessible. Next, examine the cost and benefit of a pager versus a cell phone. Then make the choice that is right for you.

If you are not sure whether this will affect some of your staff, call Betty Russell, 217/785-4441 and she will help you in this process.

In addition to the loss of regular service, all users who travel to this area will not have service after the transmitter is removed.