



# Telecommunications Bulletin

## Customer Service Center (CSC)

Volume: CSC 11-17  
February 10, 2011

Theresa Starling  
CSC Manager

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### **Upgrade to Verizon 4G Service at a 3G Price**

#### **Now through 3/31 you can upgrade your air card to perform at 10x speeds!**

CMS is pleased to offer Verizon Wireless LTE (4G) service at very special pricing. Agency users can get an unlimited 4G monthly service plan at \$42/month, the same cost as the current EVDO (3G) plan. This offer is for air cards only.

Please note that the 4G service is unlimited but Verizon Wireless has the right to throttle down users who exceed 5 GB. This is standard practice to protect network viability.

Currently 4G service is only available in the Chicago and East St. Louis metropolitan areas. However, all upgrades of existing 3G air cards to 4G service and modems are open to all SOI lines regardless of area code in the state. This will allow air card users to take advantage of the 10X faster speeds offered with 4G when traveling to the Chicago and East St. Louis areas and be ready when 4G is deployed throughout the rest of the state.

The 4G air card available for purchase is the Pantech UML290 which is free through March 31, 2011, whether the line is eligible for upgrade or not. This UML290 is a USB modem. It is important to be sure the user's laptop has an available USB port to support this modem. The UML 290 comes with a USB extension cord (approx 18") that allows the modem to operate without being directly inserted into the USB port. This will benefit those who have vertical ports. An external antenna is not currently available. At this time there are no 4G PCMCIA air cards available. Verizon Wireless has advised there will be a MiFi type device (hot spot) coming very soon to give your users some flexibility in options. Because static IP is not available at this time on 4G, only lines using dynamic IP will be eligible for this upgrade. IWIN lines use static IP and will not be available at this time.

This offer expires March 31<sup>st</sup> so we recommend that you take advantage of this opportunity to save money and receive the 10X faster speed for your agency's users. Remember, the discount is for upgrades only. New service with the 4G modem will be the regular cost of \$55.00 for the air card.

Agencies will be required to write TSR's for upgrades. We ask that you limit each TSR to 10 lines. Please mark "LTE Upgrade" in the Justification box on the TSR to flag for processing before the March 31<sup>st</sup> deadline.

We will notify you when service upgrades will be implemented. These include:

- New 4G voice/data package plans
- New 4G service areas
- New static IP 4G so you can upgrade your IWIN lines or Non-IWIN lines currently using static IP to 4G.

For questions regarding the TSR process and eligibility of existing devices, please contact the CSC Provisioning Help Desk at 800-366-8768. For questions about functionality and potential uses for LTE 4G, please contact Betty Russell at 217-785-4441.