



Telecommunications Bulletin

Customer Service Center (CSC)

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Reminder: Upgrade to Verizon 4G Service at a 3G Price

Deadline to submit TSRs is March 18, 2011

CMS previously announced special pricing to upgrade air cards to Verizon 4G Service. Agency users can get an unlimited 4G monthly air card service plan at \$42/month, the same cost as the current EVDO (3G) plan. Agencies will be required to write TSR's for upgrades. We ask that you limit each TSR to one Cost Center Code (AU Code) and no more than 10 lines. Please mark "LTE Upgrade" in the Justification box on the TSR to flag for processing.

The 4G air card available for purchase is the Pantech UML290 (a USB modem) which is free through March 31, 2011, whether the line is eligible for upgrade or not. CMS needs time to process your service requests. In order to meet the Verizon deadline, your TSR must be received by Friday, March 18, 2011.

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. While 4G service is unlimited, Verizon Wireless can and will throttle down users who exceed 5 GB to protect network viability.

We recommend that you take advantage of this opportunity to save money and receive the 10X faster speed for your agency's users.

For questions regarding the TSR process and eligibility of existing devices, please contact the CSC 800-366-8768 – Option 5, Sub-Option 2. For questions about functionality and potential uses for LTE 4G, please contact Betty Russell at 217-785-4441. Additional details regarding this upgrade option are available in previous service Bulletin number 11-17, posted on our web site.