



# Telecommunications Bulletin

## Customer Service Center (CSC)

Volume: CSC 11-24  
May 16, 2011

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### USA Mobility – Springfield Office Closing

USA Mobility, the state-wide paging provider, is closing its Springfield office effective **May 31, 2011**. End users and agency telecommunications coordinators will no longer be able to drop off and swap out paging devices.

Going forward, all swaps/replacement requests must be routed through the CMS Customer Service Center (CSC). If contacted directly by any agency personnel, USA Mobility representatives will refer the caller to the CSC for assistance. Coordinators and end users should call the CSC Telecom Help Desk to report a pager repair/service problem. CSC agents will open a trouble ticket with the vendor and monitor delivery of the replacement device.

When the new device is delivered to the user, a pre-paid shipping label will be included to return the old/non-functioning device. The defective device must be returned within 10 days to avoid the \$100 "lost" pager charge.

CMS is in its last renewal year with the state-wide paging vendor. As profitability of a dying industry results in removal of additional towers within the coming year, CMS is encouraging agencies to seek alternative solutions, including conversion to cellular and push-to-talk devices. Agency coordinators will soon receive an additional Telecommunications Bulletin regarding pager conversion to alternative services and/or site-specific contracts in addition to pricing when third-party paging is necessary to continue coverage.