



Telecommunications Bulletin

Customer Service Center (CSC)

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Theresa Starling
CSC Manager

Paging Service - June 2011 tower removals:

Lincoln, Dixon, Ottawa, Kewanee, Olney, and Nashville

Effective June 21, 2011, USA Mobility (statewide paging service provider) will “test-disable” towers that impact the above cities. The test-disable process eliminates service for 30 days prior to decommissioning the towers. All state and private sector users in these areas as well as those who travel in the region will not have service.

Currently, USA Mobility is investigating whether or not 3rd party paging services are - or will be - available in any of the affected areas. As addressed in Bulletin 11-25, the statewide contract expires in June 2012, with no renewal options. Under that contract, you could submit a PSR to switch to 3rd party paging, if available, in Lincoln, Dixon, Ottawa, Kewanee, Olney, and Nashville. 3rd party paging cost are \$11.00 per month for numeric and \$17.55 per month for alphanumeric. However, considering the 3rd party coverage would be available for less than a full year, the CSC does NOT recommend this as a viable service alternative.

Additional towers in jeopardy of decommission: Rockford, Jacksonville, Belvidere, and Sycamore

USA Mobility has advised that additional Illinois sites are on their usage watch list: Rockford, Jacksonville, Belvidere, and Sycamore. We anticipate that towers in these cities may soon be decommissioned as well. During the remaining contract period, the CSC expects to see more and more of this activity.

In today’s market, paging is rapidly becoming obsolete and CMS does not intend to pursue any master contract for paging services after the 2012 sunset of its current contract. Agencies should use these notifications as the impetus to move forward with a thorough review of wireless options and development of a plan to migrate all pagers to alternative cell phone, push-to-talk, or smart phone devices.

If you are not sure whether this will affect your agency’s staff, call Betty Russell at (217) 785-4441. Betty can help you identify how these changes will impact your agency and can answer questions regarding alternative workable solutions to eliminate your dependency on pagers.