



# Telecommunications Bulletin

Customer Service Center (CSC)

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## **Chicago Dedicated AT&T Technicians to be Reduced Delays expected to be minimal**

Over the past several years, orders for telecommunications services in the Chicago dedicated area (312 area code with 814 and 793 prefixes) have considerably diminished. This has led to a decreased need for the AT&T technicians assigned full-time to servicing the Chicago dedicated area. Due to this decrease, management has determined it is not cost effective to retain three dedicated technicians.

This change applies only to the Chicago dedicated area.

Effective July 1, 2011, the Chicago AT&T Dedicated account team will be reduced from 3 technicians to 2 technicians. One technician will have primary responsibility for repairs and the second technician will be assigned change activity and small moves as the schedule permits. Work for large relocations will now need to be dispatched from the general pool of AT&T technicians that are not dedicated to the state account. This will require agency Telecommunications Coordinators to plan accordingly and submit all future "routine" Telecommunications Service Requests (TSRs) and Telecommunications Data Requests (TDRs) to allow 7-10 business days for completion. (For time frames on non-routine service requests, please refer to the service intervals posted on our web site.)

If there are questions regarding scheduling Chicago move, add and change requests, coordinators can call Betsy LaMaster (217-524-9205) or Teddy Lee (217-524-3316).