



Telecommunications Bulletin

Customer Service Center (CSC)

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IWIN Price Plan Migration

Central Management Services has awarded a new contract for wireless voice, data, and push-to-talk products and services to Verizon Wireless. This contract provides improved functionality and reduced rates for mobile broadband data services.

The attached document provides information regarding the following:

- New price plans
- New modem offerings
- Instructions for upgrading to the latest version of VZ Access Manager
- Verizon Wireless free Webinars designed to assist users with this process
- Updating your agency's current IWIN Coordinator information

As one of the largest mobile data networks in the country, IWIN currently has over 12,000 users. Accordingly, there is great variety in the equipment used to access IWIN. Many of the devices in use are older (1xRTT only) modems (example: Panasonic CF29 with embedded Sierra Wireless SB555 modem). We strongly recommend upgrading older equipment in order to take advantage of the faster, EVDO Rev A broadband service. In addition to new pricing plans and new opportunities to upgrade equipment, CMS and Verizon Wireless want you to upgrade the software and drivers your wireless modem is using. All service orders require a Wireless Service Request (WSR) submitted to CMS.

Please review the attached document. CMS is requesting that you take advantage of this opportunity to upgrade your modem software and look at the possibility of upgrading your modem. Keeping your IWIN Coordinator information updated is very important so we are requesting you also take this opportunity to provide updates to us.

We appreciate your cooperation with this conversion. Any questions you have should be directed to Betty Russell at 217-785-4441 or by email to betty.russell@illinois.gov.

IWIN: Mobile Broadband Data Services Migration

Improved Functionality – Reduced Rates

Price Plans:

Modem type and the current price plan determine whether a user is currently operating on Verizon Wireless 1xRTT or EVDO rev A. All data price plans in the new contract are based on Verizon Wireless 3G EVDO rev A data transmission. However, the plans, like the equipment, will continue to be backwards compatible to operate on the 1xRTT network where necessary.

The 1xRTT rate plans are no longer available. CMS is happy to announce all existing IWIN lines of service were migrated to new monthly rate plans. You will see the cost savings on your June bill.

EVDO rev A 20MB (Restricted only):	\$22.00 (overage billed at \$0.28/kb)
EVDO rev A Unlimited (Restricted or Unrestricted):	\$42.00

NOTE: The monthly PMDC client maintenance charge also changed. The new rate is \$4.50 per line per month.

Lines currently on a 20MB rate plan can be moved to the EVDO Unlimited rate plan by submitting a Wireless Service Request (WSR) to CMS.

Note: If you move an EVDO modem currently on the 20MB 1xRTT plan (\$39.00) to the EDVO \$42.00 Unlimited plan, you will see a significant improvement in performance and will never be subject to overage billing.

Modem Offerings: All equipment orders require a WSR.

USB760 (usb modem):	No cost to IWIN users eligible for upgrade
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PC770 (pcmcia/pci express modem):	No cost to IWIN users eligible for upgrade if line is on EVDO Unlimited plan and upgrade order is received by CMS prior to September 15, 2010
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Adapter cable:	For laptops with embedded modems to connect pc card/USB modem to external antenna
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Software Offerings:

VZ Access Manager (VZAME 7.3.4) Enterprise edition – new version now available. Download VZAME software and drivers from the Verizon Wireless <http://www.vzam.net/Login.aspx?ReturnUrl=%2fenterprise%2fdefault.aspx> web portal. Portal also contains VZAME release notes and benefits Enterprise edition. Future releases and updates will be available to IWIN users through the VZAME portal.

Each IWIN agency coordinator is being assigned a login ID and temporary password for the portal. In the next few days, coordinators will receive an email with the portal address and login information (user id and password)

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Webinar Information:

Contents: procedures to download and install VZAME and to run the VZAME activation wizard. Also includes information regarding hardware options.

1. Dial into the conference bridge – 888-899-9870, password 725725# (same bridge number and password for all 4 sessions)
2. To attend the web conference, copy and paste the correct web address for the session date you are attending:

Session 1 - Tuesday, August 3, 2010 from 10:00 a.m. – 11:00 a.m. CDT –

<http://meetingplaceextsac.verizonwireless.com/a/d42b82089de1bebe474cb09fda5ccde4>

Session 2 - Wednesday, August 4, 2010 from 3:00 p.m. – 4:00 p.m. CDT –

<http://meetingplaceextsac.verizonwireless.com/a/7412a4a2a160c121feeb0b3428662456>

Session 3 - Wednesday, August 11, 2010 from 11:00 a.m. – 12:00 p.m. CDT –

<http://meetingplaceextsac.verizonwireless.com/a/c2580d935e0497fd9b43ae78971a528a>

Session 4 - Thursday, August 12, 2010 from 2:00 p.m. – 3:00 p.m. CDT –

<http://meetingplaceextsac.verizonwireless.com/a/fa0463fbb0023bd5540f3ec31d1f03db>

3. Sign in as a Guest and click on, Attend Meeting. (Accept any security warnings you receive and wait for the Meeting Room to initialize.)

Each device will require an over-the-air (OTA) programming update for the new service plan to become effective. The OTA is accomplished by running the “activation wizard” under the “OPTIONS” menu on the VZAME toolbar. The activation must be completed while in a Verizon Wireless home coverage area. Current coverage information is available at:

http://www.verizonwireless.com/b2c/CoverageLocatorController?requesttype=NEWREQ_UEST&zip=62703&city=Springfield&state=IL&.

IWIN Coordinator Verification:

Finally, CMS would like to take this opportunity to have you update your IWIN Coordinator contact information. CMS has setup a link for you to access and update your information. It is important to us to have accurate contact information for our coordinators so we do want you to take a few minutes to complete this update. Please access the link at <http://www.zoomerang.com/Survey/WEB22AXWDRAJAP>