



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

BCCS announces FY12 telecommunications order deadlines

Plan now to make sure your projects are completed on time

Telecom projects take time and planning, especially if you want them completed in the fiscal year for which you have budget. As the BCCS Customer Service Center (CSC) continues to standardize telecommunication services for our customers, we have established deadlines for processing FY12 telecommunications orders. In order for the CSC to assist all agencies with planning and completing projects throughout the coming year, the CSC is providing all agencies with advance notification of cutoff dates for all FY12 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Paging Service Orders (PSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs), including large projects.

In setting these dates, the CSC has considered the time needed for processing requests, procuring hardware, and billing processes. The advance customer notification will allow your agency time to plan requests for projects. Adherence to these dates will allow sufficient lead time for proper review and processing of requests. Please notify your staff of the FY12 cutoff dates:

November 15, 2011	Projects: new voice systems, system up-grades, large office moves or new locations (over 150 stations)
December 23, 2011	Non-routine data orders for fiber-based service, including GigaMAN, OptEMAN, and orders requiring installation of new facilities
February 29, 2012	Data orders for T1s, T3s, OCs, analog service, office moves or new locations under 150 stations, and non-contract items for all types of service and equipment
May 1, 2012	Routine voice/data orders for move, add, and change (MAC) work, and routine orders for paging and cellular/wireless services and equipment

If the CSC receives your request on or before the designated date and work is completed by June 30, 2012, the order will be processed and billed in FY12. CSC staff must be able to identify and prioritize these requests, so the service orders must clearly state that the work should be billed in FY12. (Otherwise, work will be performed on a first-in, first-out basis.)

If you have questions or are aware of FY12 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

Chicago:

Tim Lechowski 312-814-5889

Springfield:

Vernon Burchett 217-785-9033
Ed Fedor 217-524-9911
Richard Freimuth 217-785-9211

Rick Nuss 217-524-4794
Betty Russell 217-785-4441

Mail all original service orders to:

CMS Customer Service Center
Attn: Provisioning
120 West Jefferson Street – 2nd Floor
Springfield, IL 62707-5103