



Telecommunications Bulletin

Customer Service Center (CSC)

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Verizon Wireless expands 4G service areas in Illinois!

Verizon Wireless and CMS proudly announce that 4G data service is now available in Carbondale. On September 15, 2011, Verizon Wireless 4G data service will be available in Springfield, Bloomington/Normal, Champaign/Urbana, Rockford, Moline and Rock Island. Previously, 4G data service was only active in the Chicago and East St. Louis metropolitan areas in Illinois,

The quicker 4G speed is a significant development for users who are located or travel in these areas. If the user's line is eligible for an upgrade it can be upgraded to a 4G modem for the same monthly cost (\$42.00) of the current 3G plan. Please review the information below to make sure converting to 4G is right for your agency users.

Information you need to know about ordering 4G Data Service/Devices:

- A Telecommunications Service Request (TSR) is required to order a 4G modem.
- The current 4G modem (Pantech UML290) can be purchased for \$10.00.
- The UML290 requires a USB port. It comes with a USB extension cord that is approximately 18" long, enabling the modem to operate without being directly inserted into the USB port. This will benefit devices that have vertical ports and may provide better signal strength since the modem antenna will be further away from the laptop.
- No 4G PCMCIA air cards are available at this time.
- The 4G MiFi hotspot (Verizon 4510L – available for \$55.00) can accommodate laptops with PCMCIA slots.
- Static IP is not available at this time on 4G. Only lines using dynamic IP addresses will be eligible for this upgrade. Since IWIN lines use static IP addresses they cannot upgrade to 4G at this time.
- Verizon is now including SIM (Subscriber Identity Module) cards in all 4G devices. The SIM card allows access to the Verizon Wireless 4G network and contains a profile of the subscribed service plan and features.
- An ESN change to move the phone number from the SIM back to a 3G device will *retire* the SIM. A retired SIM can never be reactivated and a replacement SIM must be ordered (via a TSR) to move the phone number back to a 4G device.
- If the SIM is damaged or lost, a TSR is required to order a replacement 4G SIM card. At this time, there is no charge for a replacement SIM.
- The SIM card must remain in the device for which it was issued for the line services and features to work properly.
- When upgrading from 3G to 4G equipment on an existing line, a SIM card will be provided.
- If you are upgrading an existing 4G device, a new SIM card will not be sent unless you request one on the TSR.

If you have any questions, please contact the CMC at 800-366-8768 or 217-524-4784.