

The attached Bulletin 12-11 was not generally distributed to all agencies.

Telecommunications Service Bulletin 12-11, entitled “Verizon Wireless Zero Usage” was delivered **ONLY** to a limited number of agencies.

CMS generated special reports identifying Verizon Wireless devices with “zero usage.” These reports were emailed to the corresponding agencies to assist in cost savings efforts. If identified lines can be terminated, agencies should submit a Telecommunications Service Request (TSR).



# Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 12-11  
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Theresa Starling  
CSC Manager

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## **Unused wireless lines could be costing you big bucks! Let us help you identify potential cost saving.**

CMS/BCCS has prepared reports of all Verizon Wireless lines with zero usage for the months of February through August 2011. This information is provided to give you a heads up and an opportunity to capture cost savings as quickly as possible. Please review the attached spreadsheet and determine if these lines are expendable. If you determine these lines can be disconnected, please submit a Telecommunications Service Request (TSR) to the Customer Service Center as soon as possible to realize maximum cost savings.

CMS understands how budget issues are impacting us all and we were tasked by our Director's Office to provide this wireless usage analysis. After review of your agency's zero usage, we would be happy to meet with you to discuss the reports and offer recommendations for further cost savings.

If you have any questions about these reports, please contact Betty Russell at 217-785-4441 or via email at [betty.russell@illinois.gov](mailto:betty.russell@illinois.gov).

Please submit your TSRs to disconnect to:

CMS Customer Service Center  
120 W. Jefferson – 2<sup>nd</sup> Floor  
Springfield, IL 62702