



# Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 12-13  
January 12, 2012

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CSC Manager

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## FY12 telecommunications order deadlines

A reminder

Last summer we sent you the deadline dates for submitting FY12 telecommunications orders. In setting these dates, the CSC considered the time needed for proper review, processing requests, procuring hardware, and billing processes. While the deadlines for new systems, large office moves, and non-routine data orders have passed, please advise your staff of the remaining FY12 cutoff dates:

**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

Mike Mitchell                 217-524-1000

**Mail all original service orders to:**

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