



# Telecommunications Bulletin

## Customer Service Center (CSC)

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### New Contract/New Vendor:

### Language Interpretation Services Effective July 1, 2012

The Department of Central Management Services has awarded a new three-way telephone conversation language interpretation contract to Avaza Language Services Corp. Avaza's contract, effective July 1, 2012, provides substantial cost savings to your agency by dropping the state's per-minute rate for all languages to \$0.64! (The previous contract rates were \$0.94 per-minute for Spanish and \$1.15 per-minute for all other languages.)

Despite the change in vendors, your agency will continue to use its same client ID/access code, and only the toll free dial-in number will change. Effective July 1<sup>st</sup>, your agency will be connected to a live attendant when contacting Avaza; however, it is expected the vendor will implement an automated system sometime in the future.

The State's current contract with Language Line Services will expire at midnight on June 30<sup>th</sup>, and after that date/time, your uses should follow these simple instructions for accessing the State's new language interpretation vendor:

#### Avaza Language Services Corp.

<b>Dial:</b>	<b>(866) 824-9698</b>
<b>Provide attendant:</b>	<b>Assigned agency client id/access code</b>
<b>Confirm:</b>	<b>State agency name</b>
<b>Confirm:</b>	<b>Caller's first name</b>
<b>Select language:</b>	<b>Specify "Spanish" or "other"</b>

If your agency has any special need to distinguish between multiple department/division users, or should you have specific questions relative to this new contract, please contact Vernon Burchett ([vernon.burchett@illinois.gov](mailto:vernon.burchett@illinois.gov)) at 217-785-9033 or Michael Mitchell ([michael.d.mitchell@illinois.gov](mailto:michael.d.mitchell@illinois.gov)) at 217-524-1000.

Please provide this to all your users immediately so they will not experience any drop in service effective July 1, 2012.