



# Telecommunications Bulletin

Customer Service Center (CSC)

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## Language Interpretation Services

### **REVISED CONTRACT AWARD!!!!**

The CMS Bureau of Strategic Sourcing (BoSS) has posted a revised award notice for language interpretation services. The contract with this new vendor has not been finalized, and in order to provide continued services, CMS has managed to secure a 30-day contract with the state's current language interpretation vendor, Language Line/TeleInterpreters.

Please disregard instructions previously provided in Bulletin 12-20 dated June 27, 2012 - state users should NOT contact Avaza Language Services as was originally announced. **Until further notice, all end users should continue to use interpretation services through:**

### **Language Line/TeleInterpreters Previous toll free numbers & client id/account codes remain valid.**

If you have specific questions relative to our language interpretation services, please contact:

Vernon Burchett ([vernon.burchett@illinois.gov](mailto:vernon.burchett@illinois.gov)) 217-785-9033 or  
Michael Mitchell ([michael.d.mitchell@illinois.gov](mailto:michael.d.mitchell@illinois.gov)) 217-524-1000.

Please provide this notification to all your users immediately so they will not experience any drop in service effective July 1, 2012. We regret any inconvenience or confusion resulting from the sudden change in our instructions. Additional details will be provided once the new contract is signed and rates and user instructions are finalized.