



Telecommunications Bulletin

Customer Service Center (CSC)

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Joe Anderson, CSC Manager
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Reminder: FY13 telecommunications order deadlines

Plan now to make sure your projects are completed on time

Telecom orders, especially projects require planning, coordination, and time. The CSC is providing the calculated deadlines for submission of FY 13 service requests that allow appropriate timeframes for processing, procurement, billing, and vendor activities. Please review these cutoff dates for all remaining FY13 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs), including large projects.

Please notify your staff of the remaining FY13 cutoff dates:

February 28, 2013 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 requiring 3 bids

May 1, 2013 Routine voice/data orders for move, add, and change (MAC) work, and routine orders for cellular/wireless services and equipment

If the CSC receives your request on or before the designated date and work is completed by June 28, 2013, the order will be processed and billed in FY13. 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 FY13. (Otherwise, work will be performed on a first-in, first-out basis.)

If you have questions or are aware of FY13 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

Springfield:

Vernon Burchett	217-785-9033	Mike Mitchell	217-524-1000
Ed Fedor	217-524-9911	Rick Nuss	217-524-4794
Richard Freimuth	217-785-9211	Betty Russell	217-785-4441
Tim Lechowski	312-814-5889		

Mail all original service orders to:

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

- OR -

Email service orders to:

cms.prov@illinois.gov