



Telecommunications Bulletin

Customer Service Center (CSC)

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Manufacturer Discontinued Phones

Effective January 25, 2013 the M9009 and M5312 telephone sets are declared manufacturer discontinued, thus replacement parts and service are no longer available. However, the State's contracted maintenance vendors have identified suitable replacement models and have agreed to continue support for these two telephone sets. Neither of these discontinued models will be used for future installations.

M5312

In the event of an M5312 failure, the maintenance vendor will replace that telephone set with an **M5316**. The monthly maintenance fee for the M5316 is the same as for the M5312 so there will be no change in the monthly bill. The CMS EMS database will be updated to reflect the new model number when one of these phones is replaced.

M9009

In the event of an M9009 failure, the maintenance vendor will replace that telephone set with an **M9216**. For each replaced unit, the monthly maintenance fee is \$5.00 per month. (The new rate is an increase of \$1.75 per unit/per month.) The CMS EMS database will be updated to reflect the new model number when one of these phones is replaced.

If you have any questions on rates or billing, please contact the CMS Business Services CRF Help Desk at cms.crfhelpdesk@illinois.gov or by phone at 217-524-9369.