



# Telecommunications Bulletin

Customer Service Center (CSC)

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## CMS Telecom Billing for Disconnects

CMS is now charging agencies for time associated with “routine disconnect” orders to pick up and return phones as CMS can no longer absorb these costs. To avoid your agency from incurring these types of charges, you may drop-ship the equipment back to the CMS BCCS warehouse. Please provide the EMS Request Number on the label so that CMS BCCS Warehouse staff can notify the analyst of when the equipment has been received.

Send the equipment to:

CMS BCCS WAREHOUSE: TELECOM RETURN  
1920 SOUTH 10½ STREET  
SPRINGFIELD, IL 62703

This process is for “routine disconnect” orders only. If other work is being performed, the Tech on site will be advised to return the phone(s) to the CMS BCCS Warehouse.

You will still need to fill out the proper Telecom Service Request (TSR) and submit it to [CMS.Prov@illinois.gov](mailto:CMS.Prov@illinois.gov) to have the equipment removed from inventory. If equipment is not returned within 30 days of the requested Due Date, your agency will be billed for lost equipment.

If you have any questions regarding this matter, please contact Jeff Schmid at 217-557-8788.

Thank you

**NOTE: Please use Mail & Messenger if service is available for your agency at the address.**

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