



Telecommunications Bulletin

Customer Service Center (CSC)

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Lori Sorenson, Chief Operating Officer

Annual Station Count Verification (a.k.a. True Up) for Fiscal Year 2016 (FY16)

The Department of Central Management Services (CMS) manages the telephone equipment on the State network for most agencies, boards, and commissions. In addition to repair and preventive maintenance through its full-service vendors, CMS provides move, add, and change (MAC) activity for these locations. Current contract services include referring repairs to appropriate maintenance vendor subcontractors and local telephone companies if trouble exists in a central office.

Station (telephone) count verifications and maintenance cost adjustments are done annually at the beginning of the fiscal year. Monthly maintenance costs are determined by station count; thus your annual FY16 maintenance cost will be based on the number of installed stations listed in the CMS EMS database.

[IMPORTANT: Station Count does NOT include fax machines, cordless phones, Polycom units, modems, TDD units, manufacturer discontinued (MD'ed) telephone sets, or any stock inventory in the closet.]

In an effort to conserve resources, starting this year, the reports are not being sent to all effected entities. If you would like to review the annual Station Count report for your agency, please notify Jeff Schmid and a report will be sent. After you review the report, please inform our office if the following situations exist:

- Discrepancy in the number of stations (telephones)
- Other discrepancies, such as an incorrect main billing telephone number, street address, etc.

If your response is received by Wednesday September 30, 2015, any billing adjustments necessary will be made effective July 1, 2016. If notification of discrepancies is received on or after October 1, 2015, billing adjustments will become effective on the first day of the month following the date your notification was received.

If you have any questions regarding this matter, please contact Jeff Schmid.

For other telecommunications provisioning and repair needs, please call the CMS Customer Service Center at 800-366-8768.

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