



# Telecommunications Bulletin

Customer Service Center (CSC)

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## FY16 Telecommunications Order Deadlines

Telecom projects require planning, coordination, and time. The CSC is providing the deadlines for submission of FY 16 service requests that allow appropriate timeframes for processing, procurement, billing, and vendor activities. Please review these cutoff dates for all FY16 Telecommunications Service Orders.

Please notify your staff of the following FY16 cutoff dates:

- February 28, 2016      Non-contract items for all types of service and equipment that requires an IFB or a 3 bid.
  - Voice Projects (not VoIP): new voice systems, system up-grades, office relocations
  - VoIP Projects: new VoIP sites (not Contact Center)
  - Data circuits
  - Inside wiring (for orders up to 150 stations)
- May 1, 2016      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 30, 2016, the order will be processed and billed in FY16. 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 FY16. (Otherwise, work will be performed on a first-in, first-out basis.)

Please note that for any type of Telecom order not listed above there is not sufficient time available to complete it in FY16.

If you have questions or are aware of FY16 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

Vernon Burchett	217-785-9033	Ellen Moss	217-782-9505
Ed Fedor	217-524-9911	Rick Nuss	217-524-4794
Richard Freimuth	217-785-9211	Tim Lechowski	312-814-5889
Wally Dandridge	217-557-1652		

**Mail all original service orders to:**      - OR -      **Email service orders to:**  
 CMS Customer Service Center      [cms.prov@illinois.gov](mailto:cms.prov@illinois.gov)  
 Attn: Provisioning  
 120 West Jefferson Street – 2<sup>nd</sup> Floor  
 Springfield, IL 62707-5103

For more information visit our website at [www.bccs.illinois.gov](http://www.bccs.illinois.gov)  
800-366-8768 [in Springfield 217-524-4784]

