

Customer Service Center (CSC)
800-366-8768 [in Springfield 217-524-4784]

CSC Service Intervals: Target Timelines 08-27-13

CMS provides state agencies, boards, commissions, universities, offices of the Illinois House and Senate, and Constitutional Officers (collectively referred to as “agencies”) telecommunications service, including:

- Audio and Web Conferencing
- Calling Cards
- Data lines, circuits, communications facilities, and associated equipment
- Language Interpretation Service
- Telephone equipment and service, including:
 - Accessories and headsets
 - Adjuncts and consoles
 - Assistive devices (TDD/TTY – and Nextalk Service)
 - Lines: Centrex and Business lines
 - Long distance service
 - Systems: EKS/PBX and ACD
 - VoIP (Voice Over Internet Protocol)
- Toll Free Services
- Wireless service, including:
 - Modems
 - Blackberry equipment
 - IWIN (Illinois Wireless Information Network) services

“Provisioning” refers to the service delivery process. Agencies forward completed service requests to the Customer Service Center and upon their receipt, CSC staff enters the orders into the State’s inventory/billing system, transmit order specific information to the CMS warehouse for delivery, or to appropriate contracted vendors, monitor delivery/installation/testing, and finalize the service orders for billing to the requesting agency.

Routine order Delivery/Service Intervals begin when the CSC receives the service request (and all required accompanying documentation such as floor plans) and end with delivery under terms of the current master contracts.

Non-Routine Delivery/Service Intervals begin upon agreement/agency signature of the BOA and Scope of Work and end with delivery under terms of the current master contracts.

The targeted timelines are provided in “business days” – Monday through Friday 8:00 a.m. to 5:00 p.m. Due to specific order processing requirements, CMS cannot guarantee that the targeted provisioning timelines will always be met.

AUDIOCONFERENCING:

Activation time is lead time between reservation and conference bridge availability.

Service/Equipment:	Notes – Description:	Activation Time:
Phone Reservation:	Less than 75 participants	Instantaneous for 1-time only use
	More than 75 participants	2 hour
Fax Reservation:	For all types of service	24 hour
Internet Reservation:	Automated service with less than 50 participants	Instantaneous

CALLING CARDS:

Service/Equipment:	Activation Time:
AT&T calling cards -	10 – 15 days

DATA LINES, CIRCUITS, COMMUNICATIONS FACILITIES, and ASSOCIATED EQUIPMENT:

Service/Equipment:	Notes – Description:	Installation Time:
On-Net T1s and Analog Circuits	Point-to-point circuits, ICN T1s: No Hardware needed Hardware is needed	15 – 20 days 30 – 35 days
T1 and Analog Circuits	Circuit installs/disconnects riding AT&T Long Distance and/or riding any other independent carrier	Minimum 45 days
Non-Routine:	Complex, over \$10K, requires BOA	Quoted: case-by-case
Site-to-Site Virtual Private Network	IPSec tunnels connecting remote customer local area networks (LANs) to Illinois Century Network (ICN) over the Internet	60 days from date TDRs received

LANGUAGE INTERPRETATION SERVICE:

Service/Equipment:	Activation Time:
Establishment of agency account	14 – 21 days
Use: Connection to interpreter	5 minutes within initial contact
Service Investigations:	48 hour vendor response

TELEPHONE/VOICE SERVICES: Routine Orders

Service/Equipment:	Installation Time:
Majority of non-specialized and simple orders for equipment or service moves, adds, changes, voicemail boxes, and programming involving a small number of units/stations/lines:	30 days
VoIP Programming	15 - 20 days
New VoIP phones	30 - 45 days

TELEPHONE/VOICE SERVICES: Non-Routine Orders

Non-Routine Orders:	INSTALLS	MOVES
* Note: When BOA and SOW are required,		
Assistive Listening:		
TTY/TDD Devices (requires 3 bids)	40 – 50 days	30 days
Nextalk – Textnet Service	20 – 25 days	20 – 25 days
Specialized Circuits (T-1's, PRI's from Local Central Office)	90 days	90 days
T45 (DS3)	110 days	110 days
Gigaman	180 days	180 days
Opteman	180 days	180 days
New Entrance Facilities Needed	270 days	270 days
Disconnect Circuits	50 days	N/A
Circuits (T-1's, PRI's from AT&T 800)	110 days	110 days
*Centrex/Business Lines (Facilities Available) S/L, P-Phone Locations		
25 to 100 lines	60 days	60 days
100 to 500 lines	75 days	75 days
Over 500 lines	105 days	105 days
New Facilities/New Building/New Entrance Facilities Needed	195 days	195 days
*Electronic Key Systems (EKS) w/Voice Mail		
Under 25 stations	90 days	60 days
25 to 100 stations	140 days	60 days
Over 100 stations (200 max)	155 days	60 days
*PBX w/Voice Mail		
Under 100 stations	280 days	90 days
100 to 500 stations	310 days	105 days
Over 500 stations	360 days	130 days
ACD (Automatic Call Distributor)	Add 25 days to EKS/PBX schedule based on station count	Use EKS/PBX schedule based on station count
IVR (Interactive Voice Response)	360 days (based on complexity of scripting)	105 days
VoIP (Voice over IP)		
New Application (Non-Contact Center)	90 to 180 days	60 days
New Application (Contact Center)	180 to 360 days	60 days
*Wiring Required		
25 to 100 stations	65 days	65 days
100 to 500 stations	105 days	105 days
Over 500 stations	135 days	135 days
*Locations are considered pre-wired, if wiring is needed add wiring timeframes to install & move dates.	Systems with no voice mail will not add or reduce timeframes.	

Purchases not under Master Contract:	INSTALLS
Request for Proposals	1.5 years
Sole Source/Amendments Under \$250,000.00	150 days + install interval
Sole Source/Amendments \$250,000.00 to \$999,999.99	180 days + install interval
Sole Source/Amendments over 1 million dollars	210 days + install interval

TOLL FREE SERVICES:

Service/Equipment:	Activation Time:
* 800, 866, 877, and 888 Activation	14 – 21 days
* Note: Availability of true “800” numbers is limited. There is no guarantee that any specific acronym or spelling arrangement can be achieved in selecting a toll free number.	

WIRELESS SERVICES (purchases equipment – not leased):

Routine Service and Equipment Orders:	Notes - Description:	Activation Time:
Cellular phones, accessories and calling plans	New equipment and upgrades	15 – 20 days
Blackberries, accessories and calling plans	New equipment and upgrades	15 – 20 days
IWIN	Service activation * Note: Requests for LEADS authorization are processed by the Illinois State Police – CMS cannot estimate service intervals.	15 – 20 days
Non-Routine Service and Equipment Orders:	Notes – Description:	Activation Time:
Non-Standard Cellular	New technologies & products under contract, but NOT currently part of standard CMS offerings. Requires agency documentation identifying technical requirements and purchase justification.	75 days
20 devices (or more)	Large orders require additional processing time.	60 days
Devices/service not under master contract	(Requires 3 bids) Requires agency documentation identifying technical requirements and purchase justification.	105 days