



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

New Language Interpretation Contract Finalized

Effective July 23, 2012

The Department of Central Management Services awarded a new, three-way telephone conversation language interpretation contract to **Propio Language Services LLC**. Effective immediately, all users may begin contacting Propio as indicated below, and as a result, will benefit from substantial cost savings. Under the Propio contract, users will be billed \$0.71 per-minute for all languages! (The previous contract rates were \$0.94 per-minute for Spanish and \$1.15 per-minute for all other languages.)

We have converted all current account numbers and Vernon Burchett provided each user agency Telecommunications Coordinator with the newly assigned Propio account number(s) required for accessing services. To establish additional account numbers for any agency department or division, please submit a Telecommunications Service Request (TSR) and allow 14 to 21 days processing time.

Propio Language Services

Dial: **866-828-3280**
Select language: **Spanish-Option 1 (attendant will assist)**
Other – Option 2 (attendant will assist)
Provide: **Assigned 4-digit Propio Account Number**
Confirm: **Name + First Initial of Last Name**

If your agency has any special need to distinguish between multiple department/division users, or should you have specific questions relative to services provided under this new contract, please contact Vernon Burchett (vernon.burchett@illinois.gov) at 217-785-9033 or Michael Mitchell (michael.d.mitchell@illinois.gov) at 217-524-1000.

Note: All accounts with Language Line will be terminated July 27, 2012. Please provide agency users with your new Propio Account Number(s) to avoid service delivery problems after July 27th.