Telecommunications Bulletin
Customer Service Center (CSC)

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Theresa Starling
CSC Manager

VERIZON WIRELESS SERVICE UPDATES

The Department of Central Management Services announces Verizon Wireless changes in 4G coverage areas and Machine-to-Machine plan availability. The CSC also encourages users to perform PRL updates and recommends Barrage V860 users to update software. If you have questions regarding this Bulletin or need assistance in analyzing usage or cost effective alternatives to your current service, please contact Betty Russell at 217-785-4441.

4G COVERAGE UPDATE:

Verizon Wireless 4G data service is now available in Decatur, Effingham, Kankakee/Bradley/Bourbonnais, Mattoon, Charleston, and the LaSalle/Peru/Ottawa areas. Visit www.verizonwireless.com/lte for a full list of 4G LTE markets and additional information on Verizon's 4G LTE network. The quicker 4G speed is a significant development for users who are located or travel in these areas. Eligible user lines can be upgraded to a 4G modem for the same monthly cost ($42.00) as the current 3G plan. For a list of available 4G modems, please see the BCCS Catalog at http://www2.illinois.gov/bccs/Pages/wire_services.aspx#rates.

MACHINE to MACHINE PLANS:

Rate reductions are available on existing telemetry plans now classified as Machine to Machine (M2M). This technology allows wireless devices to communicate with other devices of the same ability. M2M uses a *device* (such as a sensor, meter or camera) to capture an *event* (such as temperature, inventory level, etc.), that is relayed through the network to an application. The application then translates the captured event into meaningful data. Agencies with existing telemetry plans were contacted and provided a list of plans being moved to the new rates. The following packages are now available:

- Tier One (these share data among themselves)
  - 1MB – 5.50
  - 5MB – 7.75
  - 25 MB – 11.00
  - 50 MB – 16.50
- Tier Two (these share data among themselves)
  - 250 MB – 30.50
  - 5 GB – 52.25

  NOTE: Data cannot be shared between the two tiers.

PREFERRED ROAMING LIST (PRL) UPDATE:

Regardless of the type of phone carried, all users should update the Preferred Roaming List (PRL) on a routine, monthly basis. This will assure the user of continued service delivery when traveling outside the contracted carrier's geographic vicinity.

1. Dial *228
2. Press the "Send" key

3. When connected, press 2 to "update roaming capabilities"
4. User will hear music while the update is completing (an "in process message is displayed)
5. A tone sounds and a message appears when programming is complete
6. User should press "OK" to return to main screen

BARRAGE V860 - RECOMMENDED SOFTWARE UPDATE:

In order to get peak performance from the device, Barrage V860 users should be running the most current software version, FRBKS1_00.21.27P.   The instructions below can be used to determine what software version is on the devise:

1. Press Menu
2. Select 9 – Settings & Tools
3. Select 0 – Phone Info
4. Select 2 – Software/Hardware Version
5. Select 1 – Software Version

If the device is not running the FRBKS1_00.21.27P version, users should upgrade the software following the instructions below:

1. Press the center menu button.
2. Press 9 – Settings & Tools
3. Press 0 – Phone Info
4. Press 4 – Software Update
5. Press 2 – Check New
6. The message "Connecting" will display
7. The user will see either "No Updates" or "New Software Update"
8. If a software update available, the user will see warning messages
9. User must press the center menu button ("OK") to proceed with the update
    ➢ User may need to press "OK" several times to complete the process
10. The phone will display a message when the update is complete

Please provide these reminders and instructions to your appropriate agency users. If any user has difficulty in performing updates, he/she should contact the CSC Service Desk at 800-366-8768 Option 4, Sub-Option 2.