

Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 14 - 02 September 9, 2013 Joe Anderson, CSC Manager Theresa Starling, Telecom Manager

BCCS announces FY14 telecommunications order deadlines Plan now to make sure your projects are completed on time

Telecom projects require planning, coordination, and time. The CSC is providing the calculated deadlines for submission of FY 14 service requests that allow appropriate timeframes for processing, procurement, billing, and vendor activities. Please review these cutoff dates for all FY14 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs), including large projects.

Please notify your staff of the following FY14 cutoff dates:

September 30, 2013	Non-contract items for all types of service and equipment requiring an IFB. VoIP Contact Center installations	
November 15, 2013	Voice Projects (not VoIP): new voice systems, system up-grades, large office moves or new locations (over 150 stations), VoIP Services for new locations	
November 15, 2013	New VoIP sites [not Contact Center]	
November 15, 2013	Non-routine data orders for fiber-based service: GigaMAN, OptEMAN, and orders that require installation of new facilities	
February 28, 2014	Data orders for T1s, T3s, OCs, analog service, office moves or new locations under 150 stations, and non-contract items for all types of service and equipment requiring 3 bids	
May 1, 2014	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, 2014, the order will be processed and billed in FY14. 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 FY14. (Otherwise, work will be performed on a first-in, first-out basis.)

If you have questions or are aware of FY14 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

Vernon Burchett	217-785-9033	Mike Mitchell	217-524-1000
Ed Fedor	217-524-9911	Rick Nuss	217-524-4794
Richard Freimuth	217-785-9211	Tim Lechowski	312-814-5889

Mail all original service orders to:- OR -Email service orders to:CMS Customer Service Centercms.prov@illinois.gov

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Attn: Provisioning