



Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 14-12
May 2, 2014

Theresa Starling, Telecom Manager

BCCS announces FY15 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 FY15 service requests that allow appropriate timeframes for processing, procurement, billing, and vendor activities. Please review these cutoff dates for all FY15 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 FY15 cutoff dates:

July 1, 2014	VoIP Call Center Installations with IVR
August 1, 2014	VoIP Call Center Installations – no IVR
September 30, 2014	Non-contract items for all types of service and equipment requiring an IFB.
November 14, 2014	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 14, 2014	New VoIP sites [not Contact Center]
November 14, 2014	Non-routine data orders for fiber-based service: GigaMAN, OptEMAN, and orders that require installation of new facilities
February 27, 2015	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, 2015	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, 2015, the order will be processed and billed in FY15. 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 FY15. (Otherwise, work will be performed on a first-in, first-out basis.)

If you have questions or are aware of FY15 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 -

CMS Customer Service Center
Attn: Provisioning
120 West Jefferson Street – 2nd Floor
Springfield, IL 62707-5103

Email service orders to:

cms.prov@illinois.gov

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