

## Department of Central Management Services Bureau of Communications and Computer Services

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

### Telecommunications Service Intervals: Target Timelines

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:

- Audioconferencing
- 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
- Toll Free Services
- Wireless service, including:
  - Air cards
  - Blackberry equipment
  - Cellular phones, accessories, and calling plans
  - IWIN (Illinois Wireless Information Network) services
  - Paging equipment

“Provisioning” refers to the service delivery process. Agencies forward completed service requests to the Customer Solution Center, and upon their receipt, CSC staff enter 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.

**AUDIOCONFRENCING:**

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

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

**CALLING CARDS:**

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

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

<b>Service/Equipment:</b>	<b>Notes - Description:</b>	<b>Installation Time:</b>
On-Net T1s and Analog Circuits	Lottery circuits, point-to-point circuits, ICN T1s	15 – 20 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 15K, requiring BOA	Quoted: case-by-case

**LANGUAGE INTERPRETATION SERVICE:**

<b>Service/Equipment:</b>	<b>Activation Time:</b>
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**

<b>Service/Equipment:</b>	<b>Installation Time:</b>
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:	15 – 20 days

**TELEPHONE/VOICE SERVICES: Non-Routine Orders**

<b>Non-Routine Orders:</b>	<b>INSTALLS</b>	<b>MOVES</b>
<b>* Note: When BOA and SOW are required,</b>		
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)	75 days	75 days
T45 (DS3)	95 days	95 days
Gigaman	155 days	155 days
Disconnect Circuits	50 days	N/A
Circuits (T-1's, PRI's from AT&T 800)	95 days	95 days
<b>*Centrex/Business Lines (Facilities Available) S/L, P-Phone Locations</b>		
25 to 100 lines	45 days	45 days
100 to 500 lines	60 days	60 days
Over 500 lines	90 days	90 days
New Facilities/New Building/New Entrance Facilities Needed	180 days	180 days
<b>*Electronic Key Systems (EKS) w/Voice Mail</b>		
Under 25 stations	75 days	45 days
25 to 100 stations	125 days	45 days
Over 100 stations (200 max)	140 days	45 days
<b>PBX w/Voice Mail</b>		
Under 100 stations	100 days	75 days
100 to 500 stations	130 days	90 days
Over 500 stations	180 days	115 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)	200 days (based on complexity of scripting)	90 days
<b>Wiring Required</b>		
25 to 100 stations	50 days	50 days
100 to 500 stations	90 days	90 days
Over 500 stations	120 days	120 days
<b>*Locations are considered pre-wired, if wiring is needed add wiring time frames to install &amp; move dates.</b>	<b>Systems with no voice mail will not add or reduce time frames.</b>	

<b>Purchases not under Master Contract:</b>	<b>INSTALLS</b>	
Request for Proposals	1 year	
Sole Source/Amendments Under \$250,000.00	90 days + install interval	
Sole Source/Amendments \$250,000.00 to \$999,999.99	100 days + install interval	
Sole Source/Amendments over 1 million dollars	120 days + install interval	

### **TOLL FREE SERVICES:**

<b>Service/Equipment:</b>	<b>Activation Time:</b>
* 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):**

<b>Service/Equipment:</b>	<b>Notes - Description:</b>	<b>Activation Time:</b>
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
Pagers – Alpha & Numeric	New equipment and replacement	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