



THE TELECOMMUNICATOR

DAS Telecom Business Office Group Newsletter

1st Quarter March 2019

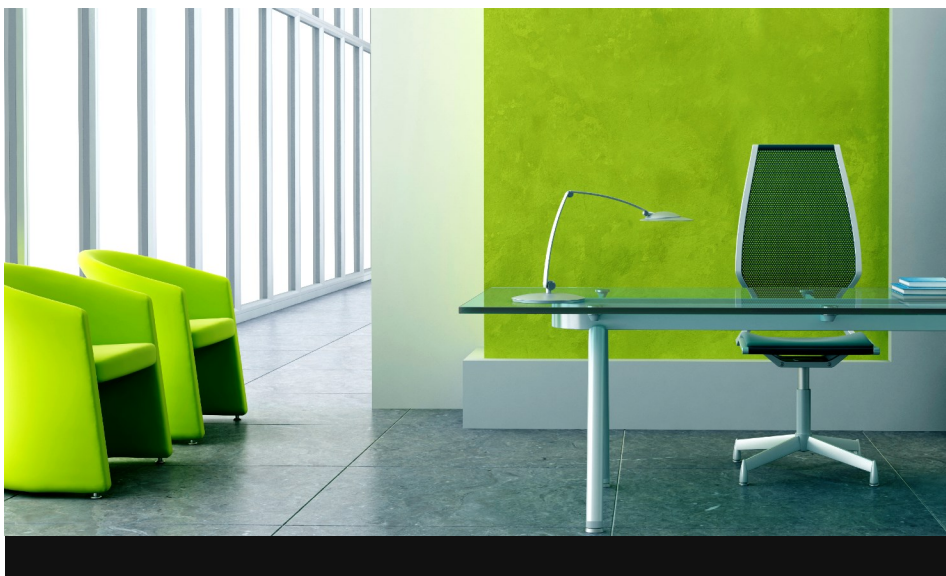
Topics in this Newsletter

- TEMS RFP Status
- Current Tangoe Billing Statuses
- Tangoe Order Stats
- Tangoe Tools & Tips
- State of CT DAS Telecom Links
- Vendor Updates
- E-Cycle
- Cost Savings Recommendations—IMPORTANT

*ARE YOU USING
YOUR TABLETS?*

*WOULD YOU LIKE TO
SAVE MONEY?*

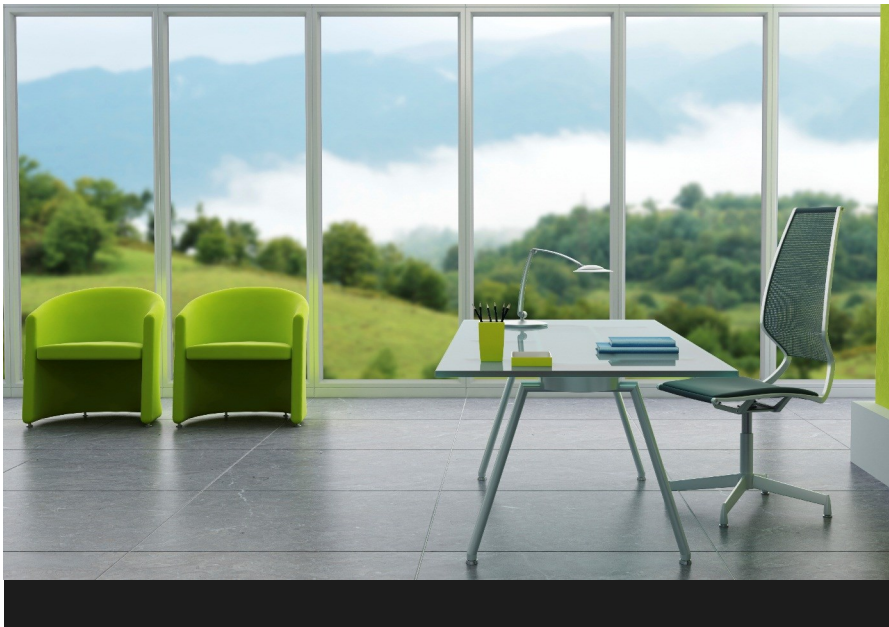
*.....STAY TUNED FOR
HELPFUL TIPS & TOOLS
FROM OUR QUARTERLY
NEWSLETTER*



In This Issue

- E-Cycle contact info
- Updates to Statuses
- Useful Links

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TEMS RFP Status

Please be advised that the State of Ct. DAS Telecom business office, DAS Procurement, and DAS BEST Unified Communications are looking to replace the current Tangoe CMP application and have an active [TEMS \(Telecom Expense Management System\) RFP](#) (Solicitation #18PSX0232) in the evaluation stage. The evaluation team consists of members from the aforementioned DAS business units and telecom/finance representatives from three (3) State agencies. There were four (4) vendors that submitted proposals and performed demos of their application and service offerings to the evaluation team plus three (3) additional distinct agency reps.

We will keep our user community informed as this process progresses.

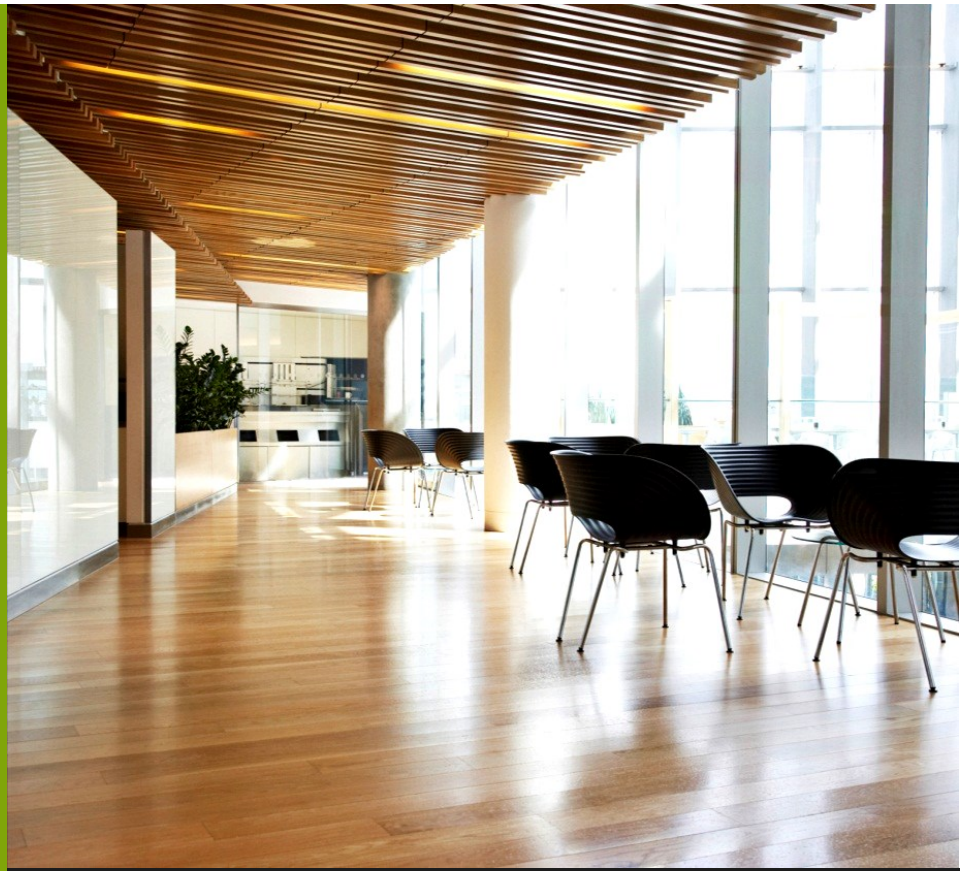
Current Tangoe Billing Statuses

- ⇒ **AT&T MOBILITY** ————— **PAID THROUGH JANUARY 2019 INVOICES**
- ⇒ **AT&T LANDLINES** ————— **PAID THROUGH JANUARY 2019 INVOICES**
- ⇒ **FRONTIER** ————— **PAID THROUGH JANUARY 2019 INVOICES**
- ⇒ **SPRINT** ————— **PAID THROUGH FEBRUARY 2019 INVOICES**
- ⇒ **T-MOBILE** ————— **PAID THROUGH JANUARY 2019 INVOICES**
- ⇒ **VERIZON BUSINESS** ————— **PAID THROUGH FEBRUARY 2019 INVOICES**
- ⇒ **VERIZON WIRELESS** ————— **PAID THROUGH FEBRUARY 2019 INVOICES**

*****SPRINT CONTRACT UPDATE*****

We have just been made aware (4/1/19) that the Sprint Contract has been negotiated successfully. Sprint will continue to be an available state contracted vendor. When the product schedule is available for use, we will communicate that information to you.

In the interim, until Sprint is available, AT&T Mobility, T-Mobile, and Verizon Wireless are the present wireless vendors on contract and will be happy to assist you with your wireless needs.



Tangoe Order Stats

As of January 1, 2019 through March 14, 2019:

625 orders have been placed through Tangoe

588 have been completed

37 are pending completion

Tangoe Tools & Tips

Employee Information Load

The employee information load occurs every 2 weeks. This information load is for the previous 2 weeks and predominantly occurs the Monday or Tuesday of the pay week.

*Please note - This is for the information of all State employees. If a new employee's number is not available in this feed you will not be able to select them in Tangoe CMP. If your order needs to be done immediately an alternate employee number (preferred is supervisor id) may be used and then updated when available.

Checking Tangoe CMP Inventory

******IMPORTANT******

Please be conscious of checking inventory (Inventory tab, Explorer option) for an existing number prior to placing an order. If an existing number is found then review vendor, account, and cost center to determine if the inventory item needs to be updated. It is important that the information on the order and what shows in inventory matches. There are numerous problems that can arise if this information does not match. If you have any problems/questions or notice that inventory doesn't match, please email Rhonda Haskell at Best.Telecomm@ct.gov.

Conferencing

*Information needed to place a conferencing order on the Conferencing ID order Template in Tangoe CMP:

- ⇒ Employee/Leader Name
- ⇒ Employee ID Number
- ⇒ Employee's work telephone number
- ⇒ Employee's complete work address including zip code
- ⇒ Employee's email address

*If you have trouble entering this information under the Extended Attributes section in the request template, please include this information under the Special Instructions section.

Tangoe Tools & Tips (Cont'd)

Conferencing Guidelines

- All conference orders must come through Tangoe and are set up through the DAS Telecomm Business Office Group. This includes any changes to the subscriptions (adding/removing amount of participants, meeting date changes, adding recordings, music on hold, etc.).
- The Conference Leader is responsible for the conference telephone number(s) and passcodes that are assigned to them. Leader passcodes should not be shared. The Conference Leader is also responsible for the usage charges associated with the Conference subscription.
- If an employee transfers to another Agency, they cannot take their conference subscription with them. It must be disconnected with two weeks of their transfer date via a Tangoe Disconnect order.
- When an employee terminates or retires from state service, their conference subscription must be disconnected within two weeks of their termination date via a Tangoe Disconnect order.
- Please note that conference subscriptions cannot be transferred to another employee. A new Conference subscription with new Leader information may be ordered via a Tangoe Conference Order.
- If you have technical issues with or during your conference, please call Verizon Customer Service at 1-800-475-5000 for assistance. You will need your subscription number.

State of CT DAS Telecom Links

[State of Ct DAS Telecom link\(s\)](#)

Vendor Updates

Verizon Wireless- *(UPDATE TO VENDOR CONTACT)*****

Peter Giammarco
Client Partner and ESF-2 to the State of Connecticut

Verizon Veterans Advisory Board Member
20 Alexander Drive Wallingford, CT 06492

M 860.306.6000

Peter.Giammarco@verizonwireless.com

AT&T Mobility- *(UPDATE TO VENDOR CONTACT)*****

Beginning March 28, 2019, your AT&T Mobility orders will be directed to
AN2781@ctt.com.

Please update your information as the contact, CTBSS@att.com will be inactivated.

Verizon Business- *(UPDATE TO VENDOR CONTACT)*****

New orders for Verizon Business will now be directed to Susan Flynn @

Suzanne.flynn@verizon.com and Bryan Szilli @ Bryan.D.Szilli@verizon.com.

The order is directed to Bryan as per the Template. Please be sure to add Suzanne as the Primary Contact on your order.

~Ways to Consider Cost Savings~

e-Cycle

Did you know that the State of CT has a contracted telecom recycling vendor who may purchase your old devices (cell phones, tablets, PDAs, etc.) from any of the wireless vendors?

If you are interested in using e-Cycle for recycling your wireless devices for possible purchase, please reach out to Kennedy Edwards. She will provide instructions and shipping labels to you. In addition, you should also advise e-Cycle to mail any checks directly to your agency (Payable to Treasurer, State of CT) and provide your agency's address information.

Contact Information:

Kennedy Edwards, Client Relationship Manager

O: 614-345-2753 C: 916-2017-5110 F: 614-345-2342

Email: Kennedy.Edwards@e-Cycle.com

******Cost Saving Recommendations*****

*There are many different cost saving measures available to you. If you are not using a tablet/device or if there is no data usage, you may be able to suspend the plan (even for a limited amount of time) and save your agency money.

*If an employee retires or leaves/terminates, please issue an order to disconnect or suspend all the services assigned to this employee.

If you have any inactive devices on hand, you may place a new Tangoe order to activate new service on the existing device. This will save time and money.

\$\$\$ VENDOR PROMOTIONS \$\$\$

AT&T Mobility-

* Any State of Connecticut Employee that carries an AT&T personal device and is the account owner can receive a 17% discount. Visit a corporate AT&T store with a Valid ID and use FAN# 5541655

* For the Month of April AT&T Accessories for the State of CT agencies will receive a 50% discount. Please reference this offer in your Tangoe order's special instructions section to receive this discount.

* For the Month of April a \$100 Activation Credit for any new Smartphone service activated for State of CT agencies. (Excludes Upgrades and must stay Activated for 90+ days).

Offers expires 4/30/19 (AT&T Mobility)

T-Mobile-

*Amplified Program- T-Mobile's most premium plan with huge savings, 25% off 2 lines 33% off 4 lines. State of CT Promo code: 4469TMOFAV
Visit: t-mobile.com/amplified

*ONE Military- gives veterans, service members, and their families all the benefits of T-Mobile, up to 50% off line price.

*The above plans are not available in the T-Mobile retail stores. New and existing customers call: (855) 570-9947

*Rules and Restrictions May Apply/Offer may change without notice - For additional information please email: joanne.pritts@t-mobile.com

Verizon Wireless-

Not Applicable at this time

FAQs / Miscellaneous Information / Future Editions

Our goal is to publish a quarterly newsletter. If you have any questions or comments that you think would be of use to others please let us know. We will consider any submissions and then add to the newsletter as the information is appropriate. Thank you for reading and we hope that you will continue to find the newsletter of use and interest to you!

If you have any information to add please email @ amy.whitehouse@ct.gov .