

THE TELECOMMUNICATOR



DAS Telecom Business Office Group Newsletter

2nd Quarter June 2019

Topics in this Newsletter

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- Current Tangoe Billing Statuses
- Tangoe Order Stats
- Tangoe Tools & Tips
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- Vendor Updates
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**DO YOU HAVE
UNUSED DEVICES?**

**WOULD YOU LIKE TO
SAVE MONEY?**

EVERY PENNY COUNTS!!!

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



In This Issue

- Cost-saving Measures
- Updates to Statuses
- Useful Links



TEMS RFP Status

The [TEMS RFP \(Solicitation #18PSX0232\)](#) vendor proposals have been reviewed and ranked by the TEMS evaluation team. We are currently in the process of negotiating the establishment of a 'sandbox' with the primary vendor that will allow the evaluation team and others to interrogate the functionality of their application. The initial tasks will be to 'stand up' the environment in preparation for testing.

Please continue to watch this space for updates on our progress.

Current Tango Billing Statuses

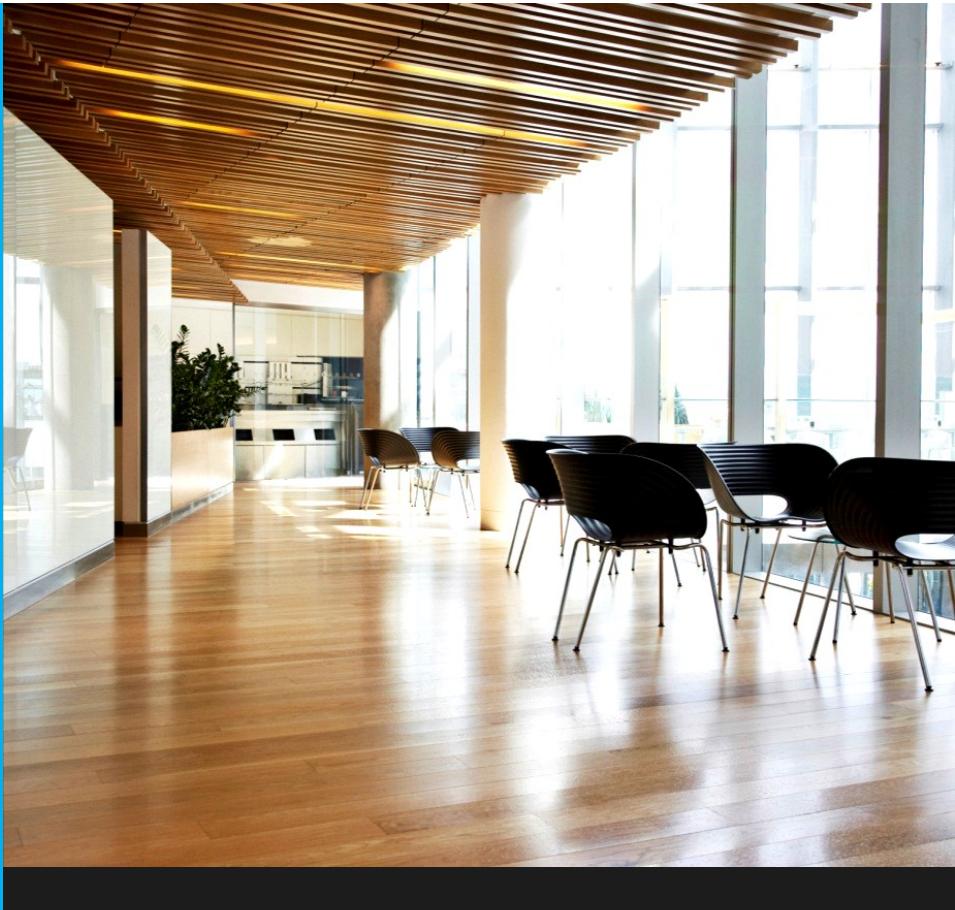
- ⇒ **AT&T MOBILITY**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **AT&T LANDLINES**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **FRONTIER**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **SPRINT**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **T-MOBILE**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **VERIZON BUSINESS**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **VERIZON WIRELESS**  **PAID THROUGH MAY 2019 INVOICES**
- ⇒ **WINDSTREAM**  **PAID THROUGH MAY 2019 INVOICES**

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

The Sprint product schedule has been officially successfully negotiated. The product schedule is available for use, however it is not available in Tangoe. If you need to place an order, please email Bennett.rudomen@sprint.com for product availability. If you have questions regarding Sprint orders email BEST.Telecomm@ct.gov

We will keep you informed as to when the product schedule is updated.

The services of AT&T Mobility, T-Mobile, and Verizon Wireless are also still available for your wireless needs.



Tangoe Order Stats

As of January 1, 2019 through June 19, 2019:

1,440 orders have been placed through Tangoe

1,365 have been completed

5 orders are pending completion from 2018

Tango Tools & Tips

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

Conferencing

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

It is imperative that you use the correct information when placing a conferencing order. Verizon may need to contact you regarding the order and if we do not have proper information, this can lead to many different problems. This is especially important when it comes to the specific time of your conference.

⇒ **Employee/Leader Name & Employee ID Number**

⇒ **Employee's work telephone number**

This should be the work phone number that the employee can be contacted on during regular business hours.

⇒ **Employee's complete work address including zip code**

The complete work address, including zip code is required within Verizon's conferencing system to setup the Leader.

⇒ **Employee's email address**

The email must be accurate as the conference confirmation is sent to the Leader.



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 within 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.**
- Each person using a conferencing account should have their own conference subscription. Conferences should not be shared or transferred.
- If you are leaving state service for any reason, please be sure your conference subscription is disconnected by your last day of work. **This needs to be done via a Tangoe disconnect order.**

State of CT DAS Telecom Links

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

Attached Documents

Attached to this email, are the Verizon Wireless and AT&T Mobility account number listings for our vendor services. It is very important that you use the correct account number for your agency when placing an order (not the default account number). This can save a lot of time and mistakes for everyone:

Vendor Updates

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

Please direct AT&T Mobility orders to an2781@att.com. Please update your information as the contact, ctbss@att.com is **inactive**. This contact still shows in Tangoe, **please do not select this contact!**

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

Evan Holahan

860-819-5230

evan.holahan@verizonwireless.com

Sprint- *****(UPDATE TO VENDOR CONTACT)*****

Bennett Rudomen

617-839-6674

bennett.rudomen@sprint.com



~Ways to Consider Cost Savings~

**When upgrading devices please make sure that you review costs for phones and services that you order. There is a difference in price with flip phones vs. smart phones. It is imperative that you review these costs prior to ordering. There has been some confusion related to higher costs and extra charges. We would like to make sure you are aware that this can happen.

For example, there is a mandatory upgrade for Verizon Wireless 3G devices that has begun and needs to be completed before 12/31/2019.**

******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. ******IMPORTANT******

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-

*\$100.00 Activation Credit for a new Smartphone activated.

*\$50.00 Activation Credit for a new Data device (iPad or Tablet) activated.

*Ask AT&T an2781@att.com about our Device Buyback program. AT&T will offer top dollar for Smartphones; iPhone/Android in working condition.

*17% discount for any State of Connecticut Employee that carries a AT&T personal device. Discount Number – 5541655. Please bring a valid ID and visit and AT&T Corporate store.

*30% off Accessories located on the Product Schedule.

*The 64GB Samsung Galaxy S8 is only \$0.99.

T-Mobile-

***Amplified Rate Plan-** T-Mobile's most premium plan with huge savings for Government & Non-Profit Employees. Taxes & Fees Included.

***ONE Military-** gives veterans, service members, and their families all the benefits of T-Mobile, up to 50% off 2+ line price.

*Not Available in Retail Stores --- New and Existing customers call: (888) 256-5541 use Promo Code 4469TMOFAV

***State of CT Promo code:** 4469TMOFAV

***Visit:** t-mobile.com/amplified

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





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 .

