

# THE TELECOMMUNICATOR



DAS Telecom Business Office Group Newsletter

3rd Quarter October 2019

## Topics in this Newsletter

- Current Tangoe Billing Statuses
- Tangoe Order Processing Update
- Tangoe Order Stats
- Tangoe Tools & Tips
- Important User Information
- State of CT Telecom Links
- Vendor Contact Information
- e-Cycle
- Cost Savings Recommendations—IMPORTANT

**3G/4G EARLY DEVICES?**

**WOULD YOU LIKE TO  
SAVE MONEY?**

**EVERY PENNY COUNTS!!!**

**e-CYCLE OPTION  
IS A GREAT OPTION!!!**

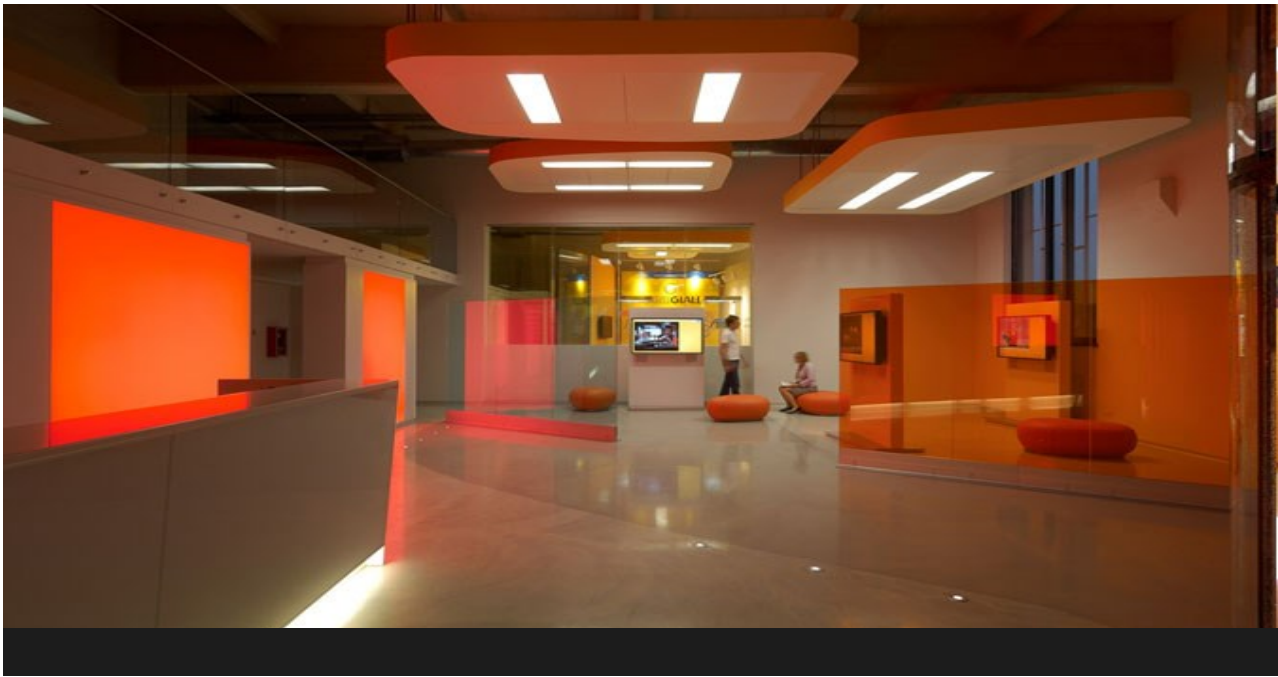
**.....STAY TUNED FOR  
HELPFUL TIPS & TOOLS  
FROM OUR QUARTERLY  
NEWSLETTER**



## In This Issue

- Cost-saving Measures (e-Cycle)
- Important Information for our User Community
- Useful Links

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## Current Tangoe Billing Statuses

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

## \*\*\*TANGOE\*\*\* ORDER

### PROCESSING

When placing orders for upgrades or porting devices, please make sure information is correct.

First, verify the inventory record by clicking on the inventory tab (select explorer from drop down), enter phone # into identifier box, and click submit. Then, confirm that the cost center and user name are accurate and representative of your agency.

This is an important part of the process to fulfill orders in a timely manner and to limit confusion.

If you have any questions regarding this ordering process, please feel free to reach out to [Best.Telecomm@ct.gov](mailto:Best.Telecomm@ct.gov)



## Tangoe Order Stats

For 2019, as of September 26, 2019:

2,121 orders have been placed and  
completed through Tangoe

66 orders have been placed and are pending  
completion

# Tangoe Tools & Tips

\*\*\*\***IMPORTANT**\*\*\*\*

## Conferencing

\*Information needed to place a conferencing order on the Conferencing ID order Template in Tangoe 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.

If you have any questions, please contact [Best.Telecomm@ct.gov](mailto:Best.Telecomm@ct.gov) **prior** to placing.



# Important User Information

## Keeping The User Informed

- Beginning November 3, 2019, most Android and iOS devices manufactured between 2006 and 2016 could be impacted by GPS Week Number Rollover. We want you to be aware of and prepared for potential impacts to your device.
- GPS (Global Positioning System), which is commonly used for navigation, utilizes a week counter to calculate the date. The counter rolls over every 20 years, requiring an adjustment.
- The GPS adjustment (rollover) will affect the accuracy and performance of the navigation apps, time and date on your device. Voice, text and data services will not be affected.

## What you need to know:

- Impacted devices include CDMA/3G/early 4G devices
- Apple users can download the latest software to correct this issue
- Android users that require location accuracy will need to upgrade to a newer device

Contact your Sales Representative for more information.

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## When upgrading or replacing a hotspot/air card:

Please use the Tangoe upgrade template for the assigned vendor, using the existing identifier number/IMEI number to create the order. This is a more efficient way of obtaining a new device. Please follow these steps:

1. Remove the back cover from the hotspot.
2. Take out the battery.
3. Under the battery you will see the IMEI and S/N printed on the hotspot.
4. Provide this information to the appropriate vendor so they can give you the correct number assignment of that device for your upgrade order.

# State of CT DAS Telecom Links

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

## Vendor Contact Information

### AT&T Mobility-

Anthony Napolitano

860-302-5834

[an2781@att.com](mailto:an2781@att.com)

### Sprint

Bennett Rudomen

617-839-6674

[bennett.rudomen@sprint.com](mailto:bennett.rudomen@sprint.com)

### T-Mobile-

Henry Novelo

203-909-1005

[Henry.Novelo@T-Mobile.com](mailto:Henry.Novelo@T-Mobile.com)

### Verizon Wireless-

Evan Holahan

860-819-5230

[evan.holahan@verizonwireless.com](mailto:evan.holahan@verizonwireless.com)



# ~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. \*\*\*\*IMPORTANT\*\*\*\*

# **\$\$\$ VENDOR PROMOTIONS \$\$\$**

## **AT&T Mobility-**

Great News from AT&T on Device Pricing—Spread the word.....

\*64 GB iPhone 8 is only \$0.99

\*64 GB Galaxy S9 is only \$0.99

\*New Sonim XP3 Flip Phone is only \$0.99

## **T-Mobile-**

\*64 GB iPhone 8 is only \$0.00

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

## **Verizon Wireless-**

\*64 GB iPhone 8 is only \$0.00

\*\$200 Bill Incentive Credits for lines ported from another carrier (device must be on a \$34.99).





## **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](mailto:amy.whitehouse@ct.gov) .**

