

# THE TELECOMMUNICATOR



DAS Telecom Business Office Group Newsletter

4th Quarter January 2020

## 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 & Promotion Information
- e-Cycle
- Cost Savings Recommendations—IMPORTANT

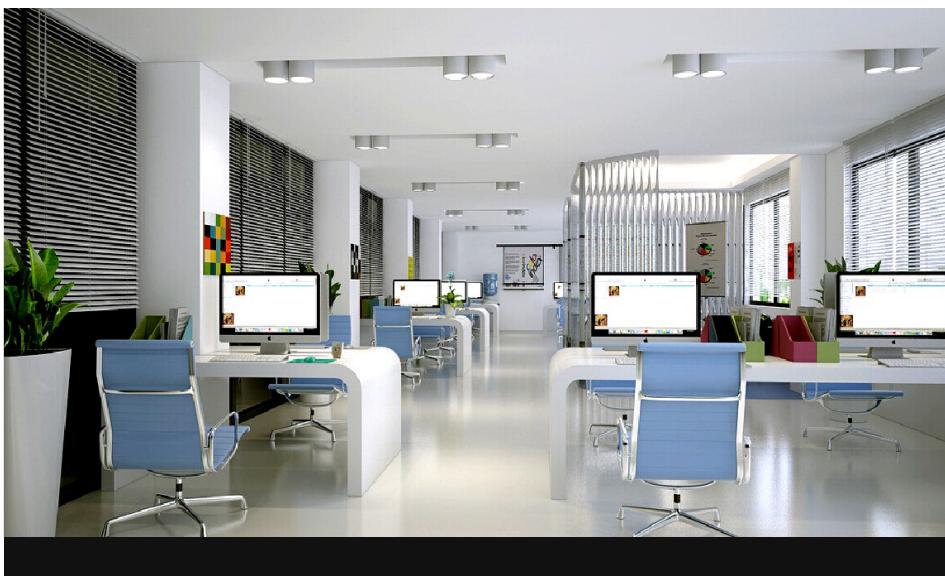
**3G/4G EARLY DEVICES?**

**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

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

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## Current Tango Billing Statuses

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



## Happy New Year!

### **A few Tangoe notes for the New Year:**

All **Orders** beginning January 1, 2020, should begin with 20 (20-XXXXX-1X).

Please be sure to clean up any **Requests** that you may have created but never submitted that begin with 19 (19-XXXXX).

To accomplish this, click on the **Provisioning Tab** and select **View Requests**. All of the **Requests** that you have created will appear. Check off the box to the left of the request you did not use. Next, at the bottom right of the first box, click cancel. A **Reason** box will appear. You can type a **Reason** here (ie: order not needed or test) and click o.k. The request will then be removed. The reason you should do this is any identifier or number associated with **Requests** that are not submitted as **Orders** will error out a future order using that identifier or number.

### **Upgrades and Cost Center Assignments**

When **Upgrading** wireless numbers, it is very important to please check the inventory to see which **Cost Center** is assigned to that identifier or number before placing your order. If you are changing the **Cost Center** on the Upgrade Order, we must also change the **Cost Center** on the inventory record or it will error out. To change **Cost Centers** on any identifier or number, please email the information to [Best.telecomm@ct.gov](mailto:Best.telecomm@ct.gov) – in this case, prior to placing your order so that the correct information also is provided to the Vendor.

### **Contact Information for Rhonda**

Any telecomm related emails for Rhonda Haskell should be directed to [best.telecomm@ct.gov](mailto:best.telecomm@ct.gov). If you email Rhonda at this address, you do not need to copy or also email [Rhonda.haskell@ct.gov](mailto:Rhonda.haskell@ct.gov), as she has access to both and if she is out of the office, someone in the telecomm group can respond on her behalf.

\*\*\*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.Telcomm@ct.gov](mailto:Best.Telcomm@ct.gov)



## Tangoe Order Stats

For 2019, as of December 31, 2019:

3,648 orders have been placed and completed through Tangoe, and

65 orders have been placed and are pending completion.

Approx. 80 orders have been placed since 1/1/20.

# 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.

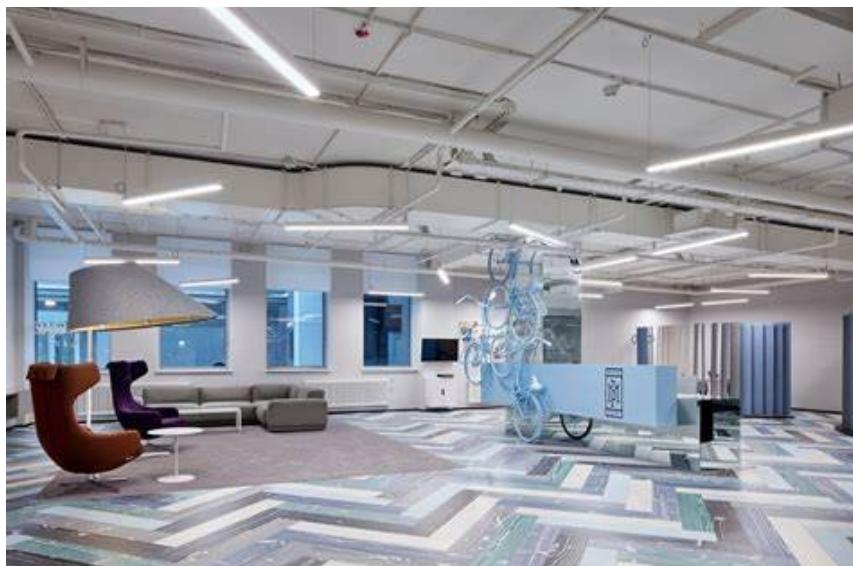
⇒ Employee's complete work address **including zip code**

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.Telcomm@ct.gov](mailto:Best.Telcomm@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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# 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.Novelto@T-Mobile.com](mailto:Henry.Novelto@T-Mobile.com)

### **Verizon Wireless-**

Evan Holahan

860-819-5230

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



# \$\$\$ 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**
- ◆ **Amplified Rate Plan-** T-Mobile's most premium plan with huge savings for Government & Non-Profit Employees. Taxes & Fees Included. Visit: [t-mobile.com/amplified](http://t-mobile.com/amplified)
- ◆ **ONE Military & First Responders-** 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**
- ◆ **Rules and Restrictions May Apply/Offers 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 service plan).**

Is mobility a security concern? Check out <https://solutionslab.vzw.com/presentation/mobile-security-index-2019-report-customer-presentation>

- ◊ **Is your department operating remote/temporary offices? Influx of calls from the public to your office? Verizon has a turn key solution**
- ◊ **Priority Communications for your department-** <https://solutionslab.vzw.com/document/mobile-broadband-priority-sb>

# **\$\$\$ VENDOR PROMOTIONS (Cont) \$\$\$**

## **Sprint-**

Sprint offers State of Connecticut employees **Unlimited Premium for the price of Unlimited Plus** on personal wireless services, a saving of \$10/line/month *and Sprint Perks!*

**Online:** <http://bit.ly/stateofct> | **In-Store:** [www.sprint.com/storelocator](http://www.sprint.com/storelocator) | **Tele-sales:** (866) 639-8354

Current Sprint Customer? **Click:** [www.sprint.com/verify](http://www.sprint.com/verify)

Use Code (Corporate ID): **GRETL\_ZZZ**

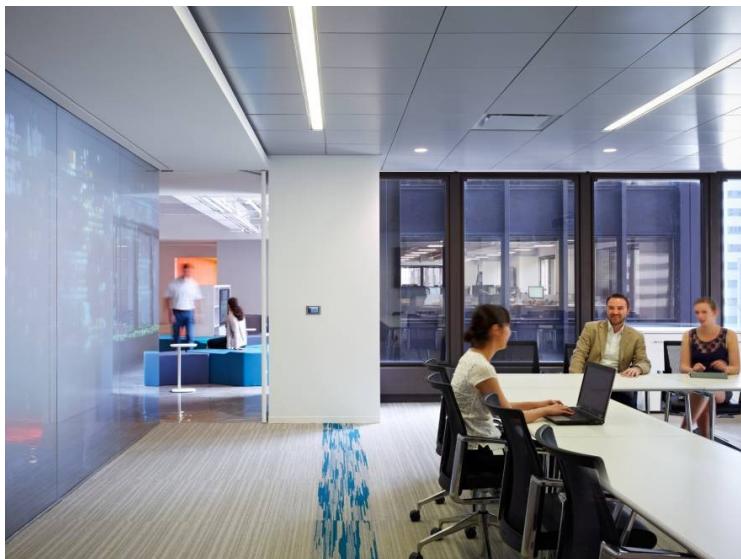
Unlimited Premium includes all the Sprint Perks below with a yearly **value of \$875:**  
**Amazon Prime, Hulu, Lookout, Tidal, 100 GB Hotspot, Canada & Mexico Unlimited Roaming**  
and more ways to Save:

**Clean Slate™** - Switch to Sprint and get up to \$650/line to cover your switching fees.  
**Sprint Referral Rewards** – up to \$500/year.  
**AutoPay** - saves \$60/year for every line.

**with Sprint's 100% Total Satisfaction Guarantee**

Try out the Network and see the savings for yourself.

Contact: **Marie Urbanetti** | [Marie.J.Urbanetti@sprint.com](mailto:Marie.J.Urbanetti@sprint.com) | (860) 201-7894 or (203) 416-6485



# **~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](mailto: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\*\*\*\***

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.



## **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) .

