Central Management Services
DIVISION OF
ADMINISTRATION AND PLANNING

"CMS Billing Manual"

Publication: Revised May 2005

Department of Central Management Services
Division of Administration and Planning
726 S. College, 1st Floor
Springfield, IL 62704
Phone: (217) 785-1930
Fax: (217) 557-6728

TABLE OF CONTENTS

CHAPTER 1 - INTRODUCTION

- Statutory Authority…….1
- Telecommunications Network……3
- Providing Service……5

CHAPTER 2 - BILLING PROCESS

- Billing Process……6
- Billing Terms……..7

CHAPTER 3 - TELECOMMUNICATIONS SERVICES

- Definition of Telecommunication Services……10
  - Audio conferencing
  - Cellular Equipment
  - Data Service
  - Facsimile Machines
  - Internet
  - Pagers
  - Telephone Calling
  - Telephone Credit Cards
  - Telephone Equipment
  - Telephone Line Service
  - Video Conference Room
  - Video Service
  - 800 Service

CHAPTER 4 - TELECOMMUNICATIONS BILLING

- How to Pay the CRF Bill…….13
- Contact Listing……14
- Synopsis of Monthly CRF Bill…….15
- Services and Rates Billed in the MONIES System……..16
- Monthly Billing Backup Reports……..19
- Sample Billing Backup…….25
- Special Notes and Considerations……40
- Billing Help Desk…….41

CHAPTER 5 - ACCOUNTS RECEIVABLE

- Accounts Receivable Follow-Up…….42
  - Payment Process
  - Unapplied Payments
  - Bad Debt
  - Application of Credits
  - Resolving Issues
- Instructions for Completing the Accounts Receivable Credit Memorandum…….44
- Sample of the Accounts Receivable Credit Memorandum…….46

CHAPTER 6 - <u>FRAUD ISSUES</u>

- Indications of Possible Fraud……..48
- How to Protect Your Organization……49

<u>APPENDIX</u>

- CMS Accounts Receivable Collection Procedures-Web Link
- Stonehouse Online EOM Allocation Inquiry
- AT&T Fraud Resolution Group's Tips on Safeguarding Your Company's Telecom Network
- Telephone Usage Policy
- Call Detail Memoranda's

Preface

The Department of Central Management Services (CMS), Bureau of Communication and Computer Services (BCCS) is responsible for planning, managing, and providing telecommunications and computer processing products, services, and resources to entities of state government in a cost-effective and efficient manner.

The billing of telecommunications services and equipment can be a complicated and confusing process. With rapidly advancing technology, changing policies, and the availability of new products and services, the need for an efficient and comprehensive billing procedure is essential.

The Department of Central Management Services (CMS), Bureau of Communication and Computer Services has prepared this manual to answer questions about the Communications Revolving Fund billing process. We hope that this manual will be a useful tool as you reconcile your bills and make payments to the Communications Revolving Fund.

If you have any comments or suggestions about the manual, please do not hesitate to contact Dana Funk, Division of Administration and Planning, at 217/785-1930.

CHAPTER 1
INTRODUCTION

Statutory Authority

Civil Administrative Code of Illinois

(20 ILCS 405/67.08) (from Ch. 127, par. 63b13.8)
Sec. 67.08. To develop and implement a comprehensive plan to coordinate or centralize communications among State offices at different locations. The plan shall be updated based on a continuing study of communications problems of State government and shall include but not be limited to telephone, teletypewriter use in computer operations, the use of voice, data, and video communications systems, and any other form of communications system which may be applicable. The plan shall take into consideration systems which might effect economies, including but not limited to quantity discount services, the use of a common switchboard or centrex installed for State agencies for cities, regions of the State, the entire State and may include provision of telecommunications service to local and federal government entities located within this State if State interests can be served by so doing.
(Source: P.A. 84-961)

(20 ILCS 405/67.18) (from Ch. 127, par. 63b13.18)
Sec. 67.18 To provide for and coordinate telecommunications services for State agencies and, when requested and when in the best interests of the State, for units of federal or local governments, and public and not-for-profit institutions of primary, secondary and higher education. The Department may make use of its satellite up-link available to interested parties not associated with State government provided that State government usage shall have first priority. For this purpose the Department shall have the power and duty to:

(a) Provide for and control the procurement, retention, installation and maintenance of telecommunications equipment or services used by State agencies in the interest of efficiency and economy;
(b) Establish standards by January 1, 1989 for communications services for State agencies which shall include a minimum of one telecommunication device for the deaf installed and operational within each State agency to provide public access to agency information for those persons who are hearing or speech impaired. The Department shall consult the Department of Human Services to develop standards and implementation for such equipment:
(c) Establish charges for communication services for State agencies and, when requested, for units of federal or local government, public and not-for-profit institutions of primary, secondary or higher education, and for use of the Department's satellite up-link by parties not associated with State government. Entities charged for such services shall reimburse the Department of Central Management Services by vouchers drawn against their respective appropriations for telecommunications services:
(d) Instruct all State agencies to report their usage of telecommunication services regularly to the Department in such manner as the Directory may prescribe:

(e) Analyze the present and future aims and needs of all State agencies in the area of telecommunications services and plan to serve such aims and needs in the most effective and efficient manner; and
(f) Establish such administrative organization within the Department as is required to accomplish the purpose of this Section.

The Department of Central Management Services is authorized to conduct a study for the purpose of determining technical, engineering and management specifications for the networking, compatible connection, or shared use of existing and future public and private owned television broadcast and reception facilities, including but not limited to terrestrial microwave, fiber optic and satellite, for broadcast and reception of educational, governmental and business programs, and to implement those specifications.

However, the Department may not control or interfere with the input of content into the telecommunications systems by the several State agencies or units of federal or local government, or public or not-for-profit institutions of primary, secondary and higher education, or users of the Department's satellite up-link.

As used in this Section, the term "State agencies," means all departments, officers, commissions, boards, institutions and bodies politic and corporate of the State except the General Assembly, legislative service agencies and all officers of the General Assembly.
(Source: P.A. 89-507,eff.7-1-97)

State Finance Act

(30 ILCS 105/8.16b) (from Ch. 127, par. 144.16b) Sec. 8.16b. Appropriations for expenses related to communications services pursuant to the Civil Administrative Code of Illinois are payable from the Communications Revolving Fund. However, no contract shall be entered into or obligation incurred for any expenditure from the Communications Revolving Fund until after the purpose and amount has been approved in writing by the Director of Central Management Services.
(Source: P.A. 87-8170)

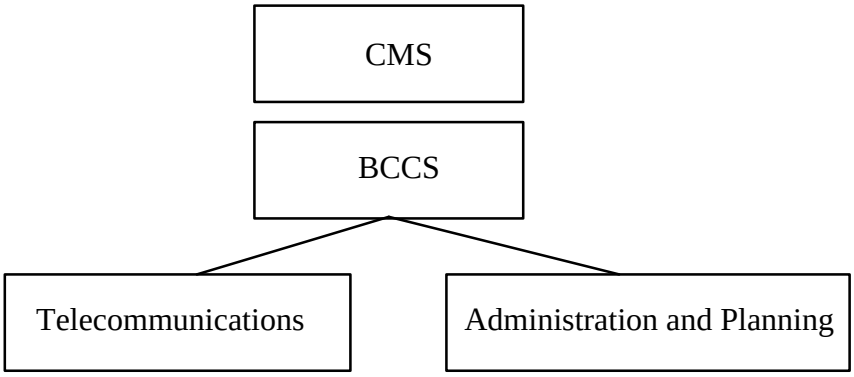
(30 ILCS 105/6p-2) (from Ch. 127, par. 142p2) Sec. 6p-2. The Communications Revolving Fund shall be initially financed by a transfer of funds from the General Revenue Fund. Thereafter, all fees and other monies received by the Department of Central Management Services in payment for telecommunications services rendered pursuant to Section 67.18 of the Civil Administrative Code of Illinois or sale of surplus State communications equipment shall be paid into the Communications Revolving fund. The money in this fund shall be used by the Department of Central Management Services as reimbursement for expenditures incurred in relation to telecommunications services.
(source: P.A. 84-961)

The State of Illinois Telecommunications Network

The State of Illinois Telecommunications Network was constructed to provide the departments, agencies, boards and commissions of state government with a state-of-the-art telecommunications system.

The Department of Central Management Services (CMS) has been statutorily assigned the responsibility of managing the state telecommunications network. A direct provider of service, CMS operates in a manner similar to a telephone company. It offers a variety of telecommunications products and services through a statewide network comprised of voice and data lines reaching thousands of miles and serving more than 100,000 state employees, local governments and organizations which support Illinois government. Contracts are negotiated to provide a broad product mix at a competitive price that can meet the business needs of the state.

Within CMS is the *Bureau of Communication and Computer Services* (BCCS). BCCS is responsible for providing and coordinating all telecommunications and computer services for state agencies, officers, commissions, boards, and institutions. Within BCCS, the *Divisions of Telecommunications* and *Administration and Planning* carry out the day-to-day functions that provide efficient telecommunications service at competitive rates.



The Division of Telecommunications is responsible for delivering quality telecommunications products and services at competitive rates.

The Division of Administration and Planning is responsible for paying vendors for the services they provide and, in turn, billing the agencies for the products and services they use.

The Divisions of Telecommunications and Administration and Planning have developed an efficient tracking system for information, orders, and billing.

Understanding the process and each party's area of responsibility is the first step toward ensuring that the system meets the agency's requirements.

The efficient acquisition of telecommunications equipment and services requires a partnership between the Division of Telecommunications, the agencies, and their telecommunications coordinators. By working together, CMS and the agencies can create viable solutions to business requirements.

This guide has been designed to provide telecommunications coordinators with the information needed to understand the costs involved in operating the State of Illinois Telecommunications Network. It also explains the technical process of billing the agencies for equipment and services, and what the agencies can do to minimize costs while maintaining peak operation of their telecommunications functions.

Scope of the State of Illinois Telecommunications Network

- If it was recognized as a commercial telephone company it would be the 3rd largest phone company in Illinois
- 8,000 circuits
- 150,000 lines
- Over 100,000 users
- 20,000,000 minutes per month
- 7,500,000 calls per month
- 5,000 agency bills per month
- 2,000 vendor bills per month
- 12,000 data service locations

Providing Telecommunications Services

In the State of Illinois, telecommunications business is conducted between CMS, state contracted vendors, and the agencies. It is similar to the operation of a private sector business.

The legislature has set up the Communications Revolving Fund (CRF) through which CMS is able to underwrite the continuing operations and growth of the state telecommunications network. The fund is finite and must be continually replenished. This is done via the billing process through which CMS charges state agencies for the services it provides to them. The agencies in turn pay CMS for services through state vouchers.

CMS operates as a responsible entity, meaning that accurate bills are sent out on time so the agencies can pay them on time. In this manner, proper cash flow is maintained and the process remains solvent.
As the end users, agencies are responsible for the proper usage and treatment of the network and equipment. They need to know which services they are being charged for, including what equipment is being used, where the equipment is located, and how many lines are being charged to the agency. This is critical to ensuring the accuracy of bills received from CMS. Each agency is responsible for verifying the correctness of their bills and paying them within 30 days.

As in any business situation, CMS pays its vendors on time as per agreements. With few exceptions, CMS pays all the vendors of state telecommunications services from the CRF before receiving payment from the agencies. The terms of payment are specified under either master contracts or basic ordering agreements (BOA).

CHAPTER 2
BILLING PROCESS

Understanding the Billing Process and its Resources

AIS
The Accounting Information System (AIS), designed by Central Management Services, is an account payable system utilized by approximately 56 agencies including CMS. AIS interfaces with the Illinois State Comptroller's Office SAMS system, meeting both the obligation and voucher processing needs. AIS is used for appropriation and budget records with a billing feature that allows for internal service funds to pass through or re-rate vendor charges for billing to state agencies.

MONIES
Management of Network Income Expense Services (MONIES) is the billing, order management, and inventory system that CMS uses to process, track and bill most telecommunications products and services. Every agency has the opportunity to access MONIES through the 3270 gateway. Accessing MONIES can be very helpful in verifying the Communications Revolving Fund bill.

Inquiry into MONIES will allow:
- Access agency's active and finalized orders.
- Access the inventory module that contains all voice-related inventory items.
- Access the inventory module that contains all data-related inventory items.
- Review monthly bills at the completion of the month-end billing.
- Update and/or inquire into the Centrex Directory database.

The Department of Central Management Services currently uses four distinct "*companies*" within the MONIES System.

Company #01 - contains voice inventory information for area codes 309, 312, 618, 630, 708, 773, 815, 847 and 217 (outside of Springfield), all pagers, cellular telephones, and credit cards.

Company #02 - Contains the statewide directory.

Company #03 - Contains the data circuits and data communications inventory.

Company #06 - Contains the Springfield voice inventory.

Catalog Codes

CMS uses catalog codes to inventory all the products and services in MONIES. The CMS catalog code is a unique five-digit alphanumeric code. The catalog code is generally noted on the CMS bill detail. All catalog code information, including the product price, is available in MONIES. To locate catalog code information in MONIES, go to the inventory module and equipment inventory inquiry. Input "?" into the catalog code field and the entire catalog codes will be listed alphabetically.

Telecommunications Billing Terms

Accounts Receivable
An account receivable is any amount billed that is unpaid. Accounts receivable are divided into three sub-categories:

Current
Any amount billed within the past 30 days.

Past Due
Any amount outstanding more than 45 days.

Delinquent
Any amount outstanding more than 74 days.

Error Any excess amount billed that was a mistake (e.g., double billing, wrong rate applied, or continuing charges for removed equipment).

Advance Billing
Advance billing estimates the amount billed for goods and/or services not yet delivered.

Allocation Detail
Allocation Detail is the back up attached to the CMS invoice, breaking down charges by inventory/phone number within the accounting unit (AU).

Allocation Summary
Allocation Summary is the second report attached to the CMS invoice located behind the Allocation Detail. It summarizes the Allocation Detail by the inventory/phone number within the accounting unit (AU).

AU Number (Accounting Unit)
The AU number is the 10-digit number used for aggregating an agency's/division's telecommunications charges. The first three digits of an AU are the Comptroller's Uniform Statewide Accounting System (CUSAS), or agency code. The final seven digits are assigned by the agency. Many agencies choose to designate these by division or type of service. The numbering system needs to be meaningful to the agencies, as it will be used for tracking orders, billing, and audit purposes. The AU must be written on every TSR. It appears in the description area on an invoice.

Bill Cycle
The Bill Cycle is the date that appears on the vendor bill. Although vendor bill cycles vary through out the month the bills cover one month of service.

Bill Date
The Bill Date is the CMS bill date that appears in the top left-hand corner of the allocation detail report. CMS's bill date for MONIES is now the 1st through the 31st, or whatever the last day of the month should fall on (28th, 29th,or 30th).

Catch-Up-Billing
The Catch-Up-Billing is billings issued to agencies after the close of the lapse period. It represents all unpaid amounts from the fiscal year covered by that lapse period. Such bills are current fiscal year bills and are to be paid out of current appropriations.

CMS Invoice
The CMS Invoice is the invoice sent to agencies by CMS. The invoice includes the billing information for that agency account number.

Control Number
The Control Number is a number assigned to the TSR/TDR by the agency for internal record keeping.

CRF
The CRF is the Communications Revolving Fund (primarily for telecommunications equipment and services).

Credit
A Credit is any amount determined by CMS to be due back to the paying agency and will fall into one of the following categories:

Billing Credits
Rate adjustment credits for prior years' payment when it has been determined that CMS experienced lesser costs or increased growth than was originally estimated.
Adjustments
Many types of adjustments can be made, including those due to overcharges and fraud.

Invoice Number
The Invoice Number is a seven-digit number that appears in the upper portion of the CMS invoice.

Inventory/Phone Number
The Inventory and or Phone Number are how charges are grouped together on the allocation detail and allocation summary reports. Examples: phone#, circuit#, credit card#, pager#, modem#.

MONIES
MONIES is *Management of Network Income Expense Services,* a purchased software product with order, inventory, trouble ticket, billing management, and directory modules. CMS uses it to process, track, and bill telecommunications products and services.

Billing Account Number
The Billing Account Number is a seven-digit number that appears in the upper portion of the CMS invoice, just above the Invoice Number (formerly referred to as the T-BAR number). This CMS designation includes the 3-digit CUSAS number followed by four digits assigned by the agency for internal accounting purposes.

Telecommunications Equipment
Telecommunications Equipment includes telephones, radios, cellular phones, pagers, circuits, modems and other voice, data, and video systems.

Telecommunications Services
Telecommunications Services is primarily voice or data line charges, usage, equipment rental, maintenance, supplies, and moves-add-changes (MAC) for the operation of agency equipment.

Unapplied Payment
An Unapplied Payment is any amount submitted (warranted) by an agency for payment that is not accompanied by some method of identifying the specific invoice(s) against which it should be applied.

Vendor Bill
The Vendor Bill is a paper bill sent by various vendors, Ameritech, GTE, or Consolidated Communications, etc. sent to CMS for payment for services rendered. Direct vendor billing is authorized by CMS only before entering into an agreement or via classes of items that have been communicated by CMS. Agencies will not get direct billing from vendors unless there have been prior arrangements made.

CHAPTER 3
TELECOMMUNICATIONS SERVICES

Telecommunications Services

The Division of Telecommunications provides and supports products and services ranging from single-line telephone equipment to a far-reaching digital network. Some of these products and services are described below.

Audio conferencing Services

CMS offers contract rates for any type of conference calls. By dialing 877/SOI-CONF, an audio conference coordinator will help you establish the features and functions needed prior to and during the audio meeting. The service bureau will also manage the mechanics during the call.

Cellular Equipment

Cellular telephones utilize radio and computer technology to transmit voice and data over cells. Cellular telephones are frequently used in automobiles to increase productivity while traveling. Cellular telephones are also becoming increasingly popular with field staff for voice and data communication back to the main office. Agencies now own their cellular equipment, but it is purchased through CMS.

Facsimile Machines

Facsimile (fax) machines scan a sheet of paper and convert its images and text into a coded form that can be transmitted via a telephone line. A fax machine on the other end receives and translates the transmitted code and prints a replica of the original page. Agencies purchases fax equipment, supplies and maintenance contracts directly from the vendors. For purchases exceeding $10,000 the agencies will develop and issue Invitation for Bid (IFB) documents and CMS will retain approval of the document and contract award.

Internet

The Internet is a very large infrastructure of communications networks that encompasses the whole world. Many state agencies have developed LAN/WAN topologies to support their network operations. Many of the networks have been configured to acquire access to the Internet with a minimal amount of work and investment. CMS/BCCS has developed the network tools to provide Internet access to state government. When an agency requests access to the network, it will use the CMS/BCCS node at the communications center. That connection will be established by installing a router at the agency location. The router will be connected via a dedicated 56 KB or higher data link to the NCC node. The NCC Internet administrator will assign a set of IP (Internet Protocol) addresses to the agency. To establish communication on the network, each of the computer nodes, i.e., servers will have to be identified and assigned an IP address. Once the IP address has been installed on each device, a decision will be made on how Domain Name Service (DNS) will be managed. The DNS function has to be managed for each agency. The NCC Internet administrator can perform this service. This function requires additional processing equipment and software. At this time, many agencies are neither equipped nor trained to handle this function. However this function may be transferred from the NCC when the agency is ready to perform this administrative task. A TDR will have to be submitted to request access to the Internet.

IWIN
Illinois Wireless Information Network is Cellular Digital Packet Data (CDPD). This technology sends and receives information in digital format over a cellular radio-type system. The digital data to be transferred between locations is encrypted and compressed for security and separated into small packets. These data packets are then transmitted over the air like a radio signal using the standard Internet protocol (TCP/IP) at 19.2 KB per second. The CDPD system utilized by the State of Illinois has dedicated data radio frequencies and is not affected by voice cellular radio use. IWIN's speed and ease of use, allows its users to have real-time direct access to information through a Microsoft Windows screen, improving field operations, enhancing personal safety and reducing radio congestion.

IWIN allows state and local government agencies to access a variety of mission critical database applications from anywhere in Illinois. The Illinois law enforcement community utilizes IWIN to gain access to the Law Enforcement Agency Data Service (LEADS), National Crime Information Center (NCIC), National Law Enforcement Telecommunications system (NLETS) and Illinois Secretary of State databases. The network also provides users with car-to-car messaging, bar code and image capture and transfer, GPS mapping and in-car paging capabilities. Agencies can also connect their users to the Computer Aided Dispatch (CAD) and Record Management Systems (RMS).

Pagers
A pager is a device that produces a tone or vibration to alert the individual that he/she is needed. Usually, the person who is paged will call the telephone number indicated on the pager and talk with the person who paged him/her. Many paging features and services are available to accommodate the business needs of each agency.

Purchased Equipment
To purchase equipment, agencies prepare a specification sheet that identifies equipment requirements. Three competitive bids from three different vendors based on the specification sheet are forwarded to CMS with a telephone service request (TSR). CMS awards the bid to the low-cost compliant vendor and orders the equipment from that vendor. Agencies request maintenance contracts by submitting a Request for Service Contract with the TSR. Maintenance contracts must be requested each year. Repairs that are billed as time and material without a maintenance contract are authorized by the agency up to $500. Repairs over $500 require three competitive bids and authorization from CMS.

Telephone Credit Cards
Telephone credit cards are available to state personnel whose duties require that they frequently make long distance calls from locations other than their home or office. Individuals who are assigned a credit card are responsible for its protection and proper usage. All telephone credit card personnel assignments should be facilitated through the agency's Telecommunications Coordinator. Requests must be submitted on a Telephone Credit Card Request.

Telephone Equipment
All single-line telephones are available for a one-time installation charge and a monthly leasing charge. Most multi-line telephones utilize adjuncts that increase the number of lines present on the telephone. Multi-line telephones can be used for a variety of purposes including support staff positions. Multi-line telephones are available for a one-time installation charge and a monthly leasing charge. If wiring is necessary, additional costs will be incurred.

Telephone Line Service
There are two types of line service: **Analog and Digital.**

Video Conferencing
Video conferencing is a communication tool that allows individuals in two or more geographic locations to communicate with full audio and visual capability. Video conferencing offers the elements of a face-to-face meeting without the inconvenience and expense of travel.

Voice Mail
CMS offers several voice mail services throughout the state. Baypoint Innovations (formerly Centigram) provides two classes of networked service in Springfield and Chicago. Ameritech Voice Messaging Service and other non-integrated service are available in other parts of the state.

800 Service
Agencies providing toll-free service to callers use the State of Illinois 800 service. The 800 service lines ring in to the agencies on a local line. Service to the Springfield and Chicago centrex areas or directly to user site equipment is a dedicated service. Service to other areas is a switched service. CMS rates include the installation charge, monthly line cost, usage per minute and directory listing cost. Point of call origination and type of service determine rates.

CHAPTER 4
TELECOMMUNICATIONS BILLING

How To Pay The CRF Bill

CMS takes pride in providing quality service to state agencies. We are constantly working to improve service, increase the accuracy of agency telecommunications bills and deliver them to the agencies even faster.

It is the agency's responsibility to verify all telecommunication charges received on their bill. Extract files of the MONIES billing are made available to the state agencies for verification. On-line access to review detail calling is also made available for the convenience of all state agencies. Agencies can help us continually improve the quality of service by following the bill payment procedures outlined below:

1. CMS requests that agencies remit the total amount indicated on the telecommunications invoice. It is crucial that the total amount is paid in full. Billing discrepancies can be resolved by completing the "Credit Adjustment Form." Payment is requested within one billing cycle of receipt.

2. When making payment be certain the INVOICE NUMBER, ACCOUNT NUMBER, and AMOUNT DUE are legible so the account may be properly credited. Payments without this information will go to an unapplied payment account and will not credit the agency account. Back up material, such as CMS's MONIES bills or vendor bills should not accompany your remittance.

3. To avoid unnecessary delays, separate payment for telecommunications charges from other line item charges (i.e. office supplies, printing, etc.) and remit all telecommunications charges on individual grouping sheets. Combining payments for unrelated items on one grouping sheet causes delays in processing. CMS must separate the amounts before they are applied to the appropriate account.

If you have any questions regarding services or charges to your account, please contact the appropriate person in the areas listed below:

AREA	CONTACT	PHONE
Communications Solution Center (CSC)		**800-366-8768**
Option 1	Repair Services	
Option 2	New/Existing Services	
Option 1	Voice Provisioning	
Option 2	Data Provisioning	
Option 3	IWIN (Illinois Wireless Information Network)	
Option 4	Video Conferencing Services	
Option 5	Cellular Services	
Option 6	Paging Services	
Option 7	Internet Services	
Option 8	Calling Card Services	
Telecommunications Contracts	Theresa Starling	217-782-1223
Telecommunications Web Site	Melissa Camille	217-557-9400
Radio Services	Lambert Fleck	217-557-1720
IIS Services	Jann Belford	217-785-5498
Customer Billing Inquiries	MONIES Help Desk	217-524-9369
Accounting:		
Revenue Unit Manager	Teri McKeon	217-782-9493
Invoices or Missing Backup	Jack Eck	217-785-4885
Payment Applications	Lance Loman	217-785-1906

Brief Synopsis of Monthly Communications Bill

The following pages have been assembled to help in understanding the bills received from CMS for telecommunications services.

The first two pages list the services that are billed using the MONIES System. The chart will include each service, the company bill in which the charges appear, and the current rate.

Following the list of services, there are samples of the Allocation Detail and Allocation Summary Reports. The first set of reports is for voice-related services and the second set is for data-related services.

The Allocation Detail Report lists the services available and the associated costs. This is the report that should be referenced with any billing problems and/or questions.

The Allocation Summary Report totals services by inventory number and by AU. A sampling of the charges that relate to the particular inventory and AU are included on the sample.

Please note: Each section of the sample bill will have two sets of numbers in the left margin. Reading those numbers left to right, the first corresponds with the "note" pages following the sample bills and the second is the allocation code.

It is recommend that each agency secures access to the MONIES CICS region. Access into the MONIES database can be very helpful in verifying the Communications Revolving Fund Bill. Inquiry into the database allows:

- Access to agency's active and finalized orders
- Access to inventory
- Access to monthly billing within hours of completion
- Update and inquire into the directory database

SERVICES BILLED BY THE MONIES SYSTEM

Alloc Code	Description	Companies #1	#3	#6	FY2005 Rates
#01	Local Calls-POTS (Contract Carriers)	X		X	$.03/minute
	Local Calls-POTS (Misc. Carriers)	X		X	110% of Vendor Rate
#02	Intrastate Toll Calls-POTS (Contract Carriers)	X		X	$.06/Minute
	Intrastate Toll Calls-POTS (Misc. Carriers)	X		X	110% of Vendor Rate
#03	Interstate Toll Calls-POTS (Contract Carriers)	X		X	$.07/Minute
	Interstate Toll Calls-POTS (Misc. Carriers)	X		X	110% of Vendor Rate
#04	Mobile Phone Airtime	X			110% of Vendor Rate
#05	Local Calls-Centrex	X		X	$.02/minute
#06	Roaming Mobile Phone Airtime	X			110% of Vendor Rate
#07	Mobile Phone Toll – Intrastate	X			$.06/Minute
	- Interstate	X			$.07/Minute
	- International	X			Pass-Thru
#08	Audioconferencing - Automated Meet Me	X		X	$.09/Minute/Participant
	- Automated Toll Free (800)	X		X	$.15/Minute/Participant
	- Operator Assist Meet Me	X		X	$.17/Minute/Participant
	- Operator Assist Toll Free	X		X	$.25/Minute/Participant
	- Operator Assist – Operator Dial Out	X		X	$.25/Minute/Participant
	- ConferenceNow-Toll 24 X 7	X		X	$.09/Minute/Participant
	- ConferenceNow-Toll Free 24 X 7	X		X	$.15/Minute/Participant
	- WebEx Web Conferencing	X		X	$.29/Minute/Participant
	- ConferenceNow Web	X		X	$.11/Minute/Participant
	- Placeware Web Conferencing	X		X	$.29/Minute/Participant
	Pre-conference: - Reservations: ASAP & Standing	X		X	No charge
	- Participant Phone Notification	X		X	$1.65/Participant
	- Participant Fax Notification	X		X	$1.65/Participant
	- Participant E-Mail Notification:	X		X	
	• If part of internet reservation				No charge
	• If part of phone or fax reservation				$1.65/Participant
	Broadcast fax	X		X	$.39/Participant
	Host Preference Database	X		X	No charge
	Fax confirmation	X		X	No charge
	RSVP Line	X		X	$110.00
	Active Conference: - Features available with Operator Assisted Service Only				
	- Sub conferencing	X		X	No charge
	- Broadcast/Listen Only	X		X	No charge
	- Electronic Polling	X		X	No charge
	- Electronic Q & A	X		X	No charge
	- Translations	X		X	Quoted as needed

Alloc Code	Description	Companies #1	#3	#6	FY2005 Rates
	- Communication Line	X		X	$27.50
	Post Conference: - Transcription	X		X	$55.00/15 minutes
	- Cassette Recording	X		X	$16.50/90 min cassette
	- Post Conference Participant List	X		X	$3.30
	- Digital Replay	X		X	$55.00 set up& .50/min
	- Time and Charges Report	X		X	$5.50
	- Fax on Demand	X		X	$.55/minute
#09	Intrastate Toll Calls-Centrex (Contract Carrier)	X		X	$.06/Minute
	Intrastate Toll Calls-Centrex (Misc. Carriers)	X		X	Pass-Thru
#10	Interstate Toll Calls-Centrex (Contract Carrier)	X		X	$.07/Minute
	Interstate Toll Calls-Centrex (Misc. Carrier)	X		X	Pass-Thru
#11	Special Calls (Any Operator Asst Calls and Nextel Group Talk)	X		X	Pass-Thru
#12	AT&T Audio Conference Service	X		X	110% of Vendor Rate
#13	A T & T Credit Card Calls - Intrastate	X			$.23 first/. 12 sub. Minute
	- Interstate	X			$.28 first/. 19 sub. Minute
	- International	X			Pass-Thru
#14	International Calls	X		X	110% of Vendor Rate
#15	Local Toll (IntraLATA Toll)-POTS (Contract Carriers)	X		X	$.05/Minute
#16	Directory Assistance	X		X	Pass-Thru
#17	Local Toll (IntraLATA Toll)-Centrex	X		X	$.05/Minute
#18	800 Megacomm - Intrastate	X		X	$.07/Minute
	- Interstate	X		X	$.13/Minute
	800 Ready Line - Intrastate	X		X	$.13/Minute
	- Interstate	X		X	$.17/Minute
	800 Dedicated T-1 - Intrastate (w/ANI)	X		X	$.06/Minute+. 01/call
	- Interstate (w/ANI)	X		X	$.11/Minute+. 01/call
	800 T-1 - Intrastate	X		X	$.06/Minute
	- Interstate	X		X	$.11/Minute
	800 Canadian Line	X		X	$.66/Minute
	800 Advanced Features	X		X	$.07/call
	-ANI Delivery Charge	X		X	$.01/call
#19	Summary Billing Toll Charges	X		X	110% of Vendor Rate
#20	800 Megacomm - Payphone Surcharge	X		X	Pass-Thru
#21	Credit Card Payphone Surcharge	X			Pass-Thru
#22	Nextel Airtime	X			110% of Vendor Rate
#23	Misc. Carrier Charges	X		X	Pass-Thru
#24	Misc. Carrier Credits	X		X	Pass-Thru
#25	Other Charges & Credits	X	X	X	Multiple Rates
#26	IIS Services-Mail Messenger Svcs	X		X	$2.50/Line
#27	Video Services	X		X	Multiple Rates

Alloc Code	Description	Companies #1	#3	#6	FY2005 Rates
#28	IIS Press Summary Charges	X			Multiple Rates
#29	Directory Advertising	X		X	Pass-Thru
#30	Internet Access		X		Multiple Rates
#31	DSL Service	X		X	110% of Vendor Rate
#40	Voice over IP	X		X	Multiple Rates
#49	Semi-Public Payphones	X		X	Multiple Rates
#50	Local Business Line Service	X		X	110% of Vendor Rate
#51	Centrex Line Service	X		X	$14.00/Line
#52	Mobile Phone Line Service	X			110% of Vendor Rate
#53	800 Line Service - 800 Line-Dedicated	X		X	$1.50/Line
	- Ready Line-Switched	X		X	$22.00/Line
	- Advanced Feature Lines	X		X	$275.00/Line
#54	Voice Mail Service	X		X	Multiple Rates
#55	PBX Services	X		X	Multiple Rates
#56	Mobile Phone Equipment	X			Multiple Rates
#57	Nextel Line Access	X			110% of Vendor Rates
#58	Cingular Line Access	X			110% of Vendor Rates
#60	LAN Based Voice Messaging	X			Multiple Rates
#61	Radio/Paging Service	X			Multiple Rates
#70	IWIN Services	X			Multiple Rates
#73	Starcomm 21	X			Multiple Rates
#75	ISP Leads Network		X		Multiple Rates
#77	Summary Tape Charges	X		X	110% of Vendor Rate
#78	Maintenance / Diagnostics (Excluding Leads)		X		Multiple Rates
#79	Off-Net Data Circuits/Summary Tape		X		110% of Vendor Rates
#80	Network Data Circuits		X		Multiple Rates
#81	DataCom Equipment		X		Multiple Rates
#82	Fiber Network		X		Multiple Rates
#83	ICN/IP Network		X		Multiple Rates
#84	ICN/Network OC&C		X		Multiple Rates
#85	FR/ATM Ntwkg Services		X		Multiple Rates
#86	FR/ATM OCC		X		Multiple Rates
#87	FR/Backbone		X		Multiple Rates
#88	ICN/IP Backbone Ckts & Routers		X		Multiple Rates
#90	Terminal Equipment	X		X	Multiple Rates
#91	Voice Equipment Maintenance	X		X	Multiple Rates
#97	Taxes and Fees	X	X	X	100% Vendor Rates
#98	Special Projects	X	X	X	Multiple Rates
#99	Undefined Charges and Credits	X	X	X	Multiple Rates

Monthly Billing Backup Reports

POTS

"Plain Old Telephone Service" (or Business Lines/Non-Centrex Service)

On-Net Data Circuits

Circuits that ride the CMS network.

Note: As it becomes cost effective, nodes are established and traffic and circuits are converted to the state network. All services received are then re-rated using State of Illinois rates.

Off-Net Data Circuits

Circuits leased from a vendor because the CMS nodes are too far away to be readily accessible.

Voice Billing

Allocation Detail Reports (located directly behind the agency invoice)

Note 1: ***Agency AU*** (Accounting Unit) number

Note 2: ***Title of Report*****:** This should have a "P" for production. If you see a "T" please contact the Billing Help Desk.

Company #001: voice-related charges for all locations other than Springfield
Company #003: data-related charges
Company #006: Springfield voice-related charges

Note 3: ***Date of the bill***

Note 4: ***Accounting Unit to be billed***

Note 5: ***Inventory Number***

Note 6: ***Local Calling Summary*** *– POTS or Centrex*
Total minutes and total charges are available.

Note 7: ***Intrastate Calling –*** *POTS or Centrex*
Detail of all calls made that terminate within the State of Illinois, listing the date, time called, number called, place called, duration and total cost of the call.

Note 8: ***Interstate Calling***
Detail of all calls made that terminate outside the State of Illinois, listing the date, time, and number called, place called, duration and total cost of the call.

Note 9: ***Information lines***

If there is anything unusual in the billing that pertains to all agencies a notice will appear here.

Note 10: ***Cellular Airtime***

Detail of all calls that originate and terminate within the home area for the inventory number. Information listed includes date, time, and number called. If the equipment is analog an incoming call will register the mobile number in the number called field. If the equipment is digital, the originating number will appear in the number called field, the duration and airtime charge will be listed in all cases. All mobile phone services appear in Company #01 only.

Note: If the terminating number ends with 0000, this indicates a mobile operator call. Mobile Operator is printed in the "party called" column. If the terminating number ends with 1111 this indicates a roamer surcharge. Roamer surcharge is printed in the "party called" column.

Note 11: ***Roaming Cellular Calls***

Airtime charges for calls that have originated or terminated outside of the home area.

Note 12: ***Cellular Toll***

Toll charges associated with mobile phone calls. Includes all calls that terminate outside of the home area.

Note 13: ***Audiconferencing***

State of Illinois contract conference calls, placed by an agency to several different parties. The host of the conference pays all participants' charges (except toll charges in "meet me" typeof calls).

Note 14: ***Special Calls - Operator Assisted Calls – Non-Contract Conference Calls***

Detail of all calls placed with the assistance of the operator (i.e. collect, 3rd party, long distance information calls, etc.). Summary records of local information calls are listed as "summary DA." Pay Per Use (PPU), special service types of calls such as Automatic Call Back, Call Trace, Information Completed Units, Repeat Dialing, Name and number delivery service and 3-way calling. Non-contract Conference Calls are generally conference calls made to the AT&T 700 Alliance Conference service. These calls will be charged at 120% of the vendor rate to recoup the special access fees and taxes associated with this service.

Note 15: ***AT&T Credit Card Calling***

Detail of all calls charged to a particular credit card call. Includes date and time of call, number called, duration of call, and cost of the call. The "party called" column lists the place called.

** State issued credit cards appears on Company #01 only. If this charge appears on Company #06, the agency did not go through CMS for the credit card.*

Note 16: ***International Calling***

Detail of all calls made that terminate outside of the United States, listing date and time of call, number called, place called, duration of call and total cost of the call.

Note 17: ***IntraLATA Toll***

Intra**LATA** toll is calls that terminate within the State of Illinois carried by the LEC (Local Exchange Carrier). This is local toll and carries a rate different than intrastate calling.

Note 18: ***976-Dial it Service***

Detail list of all calls made to the 976 services in Chicago. Lists date and time of call, number called, place called, duration of call and total cost of the call.

Note 19: ***800 Megacomm Calls***

Detail contains date and time of the call, 800-number called, originating number and the city from which the call was placed in the "party called" column. The detail is available only on the on-line system and the billing extract file. On the paper backup sent with the invoice, there will be one summary record with the totals for the month.

Note 20: ***Summary Billing Toll Charges***

If the LEC is other that Ameritech or GTE there will be one record per inventory number for toll calls made during the billing month. Lists bill date and total charges. These inventory numbers are POTS (Plain Old Telephone lines, or business lines).

Note 21: ***Megacomm 800 Pay Phone Surcharge***

This charge results from a call being placed from a pay phone. The surcharge is billed to the 800 number receiving the call. Details contain the date and time of the call, the 800 number called, the originating number and the city from where the call was placed. The detail is available only on the on-line billing system and the billing extract file. The paper backup sent with the invoice, there will be one summary record for the totals for the month.

Note 22: ***Credit Card Pay Phone Surcharge***

This charge results from a call being placed from a pay phone. The surcharge is billed to the credit card placing the call. Details contain the date and time of the call, the credit card placing the call, the originating number and the city from where the call was placed.

Note 23: ***Misc. Carrier Charges***

Charges billed through Ameritech but are actually for another carrier (i.e., MCI, Consolidated, AT&T, LDDS WorldCom, etc.). Examples of these charges would be the QCC Club Card, monthly fees, disconnect number, wrong number, etc.

Note 24: ***Misc. Carrier Credits***

Credits applied through Ameritech but are actually for another Carrier (i.e., MCI, Consolidated, AT&T, LDDS WorldCom, etc.). Examples of these charges would be the QCC Club Card, monthly fees, disconnect number, wrong number, etc.

Note 25: ***Other Charges and Credits***
Miscellaneous charges incurred because of an order placed by the agency's Telecommunications Coordinator (installs, changes, relocates,deletes, taxes, etc.). It will list the date and type of miscellaneous activity, the catalog code involved and the service order number (SO#xxxx).

Note 26: ***IIS Services***
Illinois Information Service's charges - Mail messenger charges. A flatratebilled to each Centrex line in the locations that receive this service.

Note 27: ***Video Services***
The Illinois Video Network (IVN) provides compressed video connectivity. Rates have been established for agencies that have video on site as well as rental of the CMS video rooms.

Note 28: ***Press Summary Charges***
Charges for the subscribed Press Summary service. IIS compiles press summaries from 30 newspapers statewide and publishes them in a flyer for subscribers to the service.

Note 29: ***Centrex Line Service***
Monthly recurring charges for the telephone/centrex lines and options (if applicable).

Note 30: ***Cellular Line Access***
Monthly recurring charges for line access and special features (if applicable).

Note 31: ***800 Services***
Monthly recurring charges for 800-line access and special features (if applicable).

Note 32: ***Voice Mail Services***
Monthly recurring charges for a mailbox and special features (if applicable).

Note 33: ***PBX Services***
Monthly recurring charges for PBX rental (if applicable).

Note 34: ***Radio and Paging Service***
Monthly recurring charges for radios, pagers, etc. This appears on Company #01 only.

Note 35: ***IWIN (Illinois Wireless Information Network)***
Monthly recurring charges for IWIN.

Note 36: ***Summary Tape Charges***
Monthly recurring charges for POTS lines (business lines).

Note 37: ***Terminal Equipment***
Monthly recurring charges for telephone equipment attached to a Centrex line.

Note 38: ***Special Projects***
One-time charges for special projects.

Note 39: ***Total Charges the Inventory Number***

Note 40: ***Total Charges for the AU***

Allocation Summary Reports (located directly behind the Allocation Detail Reports)

Note 41: ***Summary Totals by Inventory Number***

Note 42: ***Summary Totals by AU***

Data Billing (located directly behind the agency invoice)

Note 43: ***Agency AU*** (Accounting Unit) Number
Title of Report: This should have a "P" for production. If you see a "T" please contact the Billing Help Desk. It will also contain the date of the bill. Company #03: data-related charges

Note 44: ***Accounting Unit to be billed*** (located on the far right side)
The address of the circuits and or terminals and modems. It contains the inventory number and the city and state of the inventory item.

Note 45: ***Other Charges and Credits***
Miscellaneous charges incurred because of an order placed by the agency's Telecommunications Coordinator (installs, changes, relocates, deletes, taxes, etc.). It will list the date and type of miscellaneous activity, the catalog code involved and the service order number (SO#xxxx).

Note 46: ***Centrex Line Service***
These charges are for your agency's Internet connection.

Note 47: ***ISP LEADS Network***
Law Enforcement Agency Data System (LEADS). State police network billed by CMS. Billing backup will consist of circuit charges and modem/diagnostics charges when applicable. NCC diagnostics charges are never billed to a LEADS circuit.

Note 48: ***Diagnostic & Maint. Charges***
Network Control Center (NCC) diagnostic and maintenance charges. The serial number of the terminals that are billed will be listed in the center of the page.

Note 49: ***Information Lines***

If there is anything unusual in the billing that will pertain to all the agencies then a notice will appear here.

Note 50: ***Off-Net Circuits***

All charges for off-net circuits will be equal to 110% of the vendor rate. There are two different ways that the charges will appear on your bill.

1. If there are charges for monthly recurring charges, other charges and credits, etc., these charges are added using a vendor summary tape.
2. If the information for the off-net circuit billing detail looks identical to the on-net.
3. Circuit detail, the charges were manually loaded to a field in the billing database using the vendor's paper bill as the basis for the charge.

Charges in this allocation code can also contain diagnostic charges if the circuit terminates at the Central Computer Facility (CCF) in Springfield.

Note 51: ***Network Data Circuits***

Charges in this group can consist of data circuits that terminate at the CCF. Includes CMS managed Cable and Fiber.

Note 52: ***Data Comm. Equipment***

Monthly charges for modems.

Note 53: ***FR/ATM Ntwkg Services***

Monthly charges for Frame Relay and Asynchronous Transfer Mode (ATM).

Note 54: ***FR/ATM OCC***

One-time charges for Frame Relay and Asynchronous Transfer Mode.

Note 55: ***Total Charges the Inventory Item***

Allocation Summary Reports (Located directly behind the Allocation Detail Reports)

Note 56: ***Summary Totals by Inventory Number***

Note 57: ***Summary Totals by AU***

Sample Back-Up for Voice Related Bills (Company #01 or Company #06)

Note:	Alloc Code	
1.)		* 1234567X00 * * 1234567X00 % *
2.)		NMB770-01 V4.2.0/P02 STATE OF ILLINOIS-COMPANY P006 PAGE: 1
3.)		JULY, 2000 ALLOCATION DETAIL RUN DATE: 07/25/00
		RUN TIME: 00:46
4.)		AU Number: 12345 -1234567 -1234567X00 Agency Name
5.)		Inv/Phone Number: 217xxxxxxxxx

6.) 1 or 5 **Local Calling**

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	0000	0000000000	Lcl Msg Su		143.0	2.22
Total On-Net Local Calling					143.0	2.22 **

7.) 2 or 9 **Intrastate Calling**

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	1032	217xxxxxxxxx	Charleston IL		7.0	0.56
07/01/00	1400	312xxxxxxxxx	Chicago IL		2.0	0.16
07/01/00	1645	309xxxxxxxxx	Bloomington IL		1.0	0.08
Total On-Net Intrastate Calling					10.0	0.80 **

8.) 3 or 10 **Interstate Calling**

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	954	504xxxxxxxxx	New Orleans LA		7.0	1.33
07/01/00	1654	319xxxxxxxxx	Dubuque IA		1.0	0.19
Total On-Net Interstate Calling					8.0	1.52 **

9.) XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	

*** 1234567X00 *** *** 1234567X00 % ***

NMB770-01 V4.2.0/P02 **STATE OF ILLINOIS-COMPANY P006** **PAGE: 2**

JULY, 2000 **ALLOCATION DETAIL** **RUN DATE: 07/25/00**

RUN TIME: 00:46

AU Number: 12345 -1234567 -1234567X00 Agency Name

Inv/Phone Number: 217xxxxxxxxx

10.) 4 Cellular Calls

Date	Time	Number Called	Place Called		Party Called	Minutes	Cost
07/01/00	954	217782xxxx	Springfield	IL		2.0	0.38
07/01/00	1154	2174110000	Dir Asst	Cl		1.0	0.75
07/01/00	1654	(Same as Invt#)	Incoming	Cl		3.0	0.57
07/01/00	1700	2177250000			Mobile Operator	2.0	0.38
07/01/00	0000	2177251111			Roamer Surchg	1.0	4.75
Total Cellular Calls						9.0	6.83 **

11.) 6 Roaming Cellular Calls

Date	Time	Number Called	Place Called		Party Called	Minutes	Cost
07/01/00	954	217782xxxx	Springfield	IL		2.0	1.34
07/01/00	1654	(Same as Invt#)	Incoming	Cl		3.0	2.01
Total Roaming Cellular Calls						5.0	3.35 **

12.) 7 Cellular Toll

Date	Time	Number Called	Place Called		Party Called	Minutes	Cost
07/01/00	954	309xxxxxxx	Peoria	IL		2.0	0.16
07/01/00	1654	618xxxxxxx	Collinsville	IL		3.0	0.24
Total Cellular Toll Calls						5.0	0.40 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.

FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	

AU Number: 12345 -1234567 -1234567X00 Agency Name
Inv/Phone Number: 217xxxxxxxxx

13.) 8 Audiconferencing

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	1359	847413xxxx	Opr Assist		76.0	19.00
07/01/00	1402	1234567890	Opr Assist		68.0	17.00
07/01/00	1259	0000000000	Auto 800 MM		51.0	7.65
07/01/00	1300	0000000000	Auto 800 MM		15.0	2.25
Total Audio Conferencing					210.0	45.90 **

14.) 11 Special Calls

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	0000	3124110000	DA Summary		1.0	0.75
07/01/00	1654	Collect call 217333xxxx	(Same as Invt#)	Champaign IL	3.0	1.72
07/01/00	1730	3rd Party 217438xxxx	217544xxxx	Springfield IL	1.0	4.75
Total Special Calls					5.0	7.22 **

15.) 13 A T & T Credit Card Calls

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	1650	312793xxxx	CREDIT CARD	618xxxxxxx Chicago IL	2.0	0.35
07/01/00	1654	217785xxxx	CREDIT CARD	708xxxxxxx Springfield IL	3.0	0.47
Total A T & T Credit Card Calls					5.0	0.82 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code

AU Number: 12345 -1234567 -1234567X00 Agency Name
Inv/Phone Number: 217xxxxxxxxx

16.) 14 International Calling

Date	Time	Number Called	Place Called		Party Called	Minutes	Cost
07/01/00	0845	0115xxxxxxxxx	Acapulco	GR		1.0	1.39
07/01/00	1654	0115xxxxxxxxx	Acapulco	GR		14.0	18.16
Total International Calling						15.0	19.55 **

17.) 15 or 17 IntraLATA Toll

Date	Time						
07/01/00	0845	217623xxxx	Edinburg	IL		1.0	.07
07/01/00	0957	217479xxxx	Jacksonville	IL		2.0	.14
Total IntraLATA Toll						3.0	.21 **

18.) 16 976-Dial It Service

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	845	312976xxxx	IL Times		3.0	2.98
Total 976-Dial It Service					3.0	2.98 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	

AU Number: 12345 -1234567 -1234567X00 Agency Name
Inv/Phone Number: 217xxxxxxxxx

19.) 18 800 Megacomm Service

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	0845	815741xxxx	Joliet IL		3.0	0.21
Total 800 Megacomm Service					3.0	0.21 **

20.) 19 Summary Billing Toll Charges

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	0000		Toll Summary			2.98
Total Summary Billing Toll Charges						2.98 **

21.) 20 Megacomm 800 Payphone Surchg

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	845	815741xxxx	Joliet IL		1.0	0.28
Total 800 Payphone Surchg					1.0	0.28 **

22.) 21 Credit Card Payphone Surcharge

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	1650	312793xxxx	CREDIT CARD	312xxxxxxx Chicago IL	1.0	0.28
07/01/00	1654	217785xxxx	CREDIT CARD	708xxxxxxx Springfield IL	1.0	0.28
Total Credit Card Payphone Surchg					2.0	0.56 **

23.) 23 Misc. Carrier Charges

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	0000		Qcc Club Crd			15.00
07/01/00	0000		Monthly Fee			5.00
Total Misc. Carrier Charges						20.00 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.

FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	

AU Number: 12345 -1234567 -1234567X00 Agency Name

Inv/Phone Number: 217xxxxxxxxx

24.) 24 Misc. Carrier Credits

Date	Time	Number Called	Place Called	Party Called	Minutes	Cost
07/01/00	0000		Credit			(5.00)
07/01/00	0000		Wrong Number			(0.40)
Total Misc. Carrier Credit Charges						(5.40) **

25.) 25 Other Charges & Credits

07/01/00 Chg SLEFC	20.00
07/01/00 Install CT	30.00
07/01/00 Taxes	0.17
Total Other Charges & Credits	50.17 **

26.) 26 IIS Services

07/01/00 CMS/IIS-Mail Messenger Svcs	2.50
Total IIS Services	2.50 **

27.) 27 Video Services

07/01/00	07/01/00 Bridge Use	250.00
	07/01/00 Videocnf. Bridging	200.00
Total Video Services		450.00 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.

FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	
		* 1234567X00 *
		NMB770-01 V4.2.0/P02
		JULY, 2000
		AU Number: 12345 -1234567 -1234567X00 Agency Name
		Inv/Phone Number: 217xxxxxxxxx

STATE OF ILLINOIS-COMPANY P006
ALLOCATION DETAIL

			Cost
28.)	28	**IIS Press Summary Charges**	
		07/01/00 Press Summary	200.00
		Total Press Summary Charges	200.00 **
29.)	51	**Centrex Line Service**	
		07/01/00 CTX Line, Digital-IIN	14.00
		07/01/00 Basic Feature Package-IIN	1.50
		Total Centrex Line Service	15.50 **
30.)	52	**Mobile Phone Line Access**	
		07/01/00 Cellular Phone Access	10.50
		Total Mobile Phone Line Access	40.00 **
31.)	53	**800 Services**	
		07/01/00 Megacomm 800#/Intrastate	15.00
		Total 800 Services	15.00 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code		
		* 1234567X00 *	* 1234567X00 *
		NMB770-01 V4.2.0/P02 STATE OF ILLINOIS-COMPANY P006	PAGE: 8
		JULY, 2000 ALLOCATION DETAIL	RUN DATE: 07/25/00
			RUN TIME: 00:46
		AU Number: 12345 -1234567 -1234567X00 Agency Name	
		Inv/Phone Number: 217xxxxxxxxx	
32.)	54	**Voice Mail Services**	**Cost**
		07/01/00 Centigram Mailbox/COS 2	9.00
		Total Voice Mail Services	9.00 **
33.)	55	**PBX Services**	
		07/01/00 PBX Rent	62.50
		Total Radio Paging Service	62.50 **
34.)	61	**Radio Paging Service**	
		07/01/00 Pager, BPR, 2000-Numeric Display	7.75
		07/01/00 Central Numeric Display	4.75
		Total Radio Paging Service	12.50 **
35.)	70	**IWIN Services**	
		07/01/00 Monthly ACC, IWIN Reg User	39.00
		07/01/00 Maint Chg, IWIN Reg User	3.25
		Total IWIN Services	42.25 **
36.)	77	**Summary Tape Charges**	
		07/01/00 Pass Through Line Charges	32.24
		Total Summary Tape Charges	32.24 **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.

FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code		
		* 1234567X00 *	* 1234567X00 *
		NMB770-01 V4.2.0/P02 STATE OF ILLINOIS-COMPANY P006	PAGE: 9
		JULY, 2000 ALLOCATION DETAIL	RUN DATE: 07/25/00
			RUN TIME: 00:46
		AU Number: 12345 -1234567 -1234567X00 Agency Name	
		Inv/Phone Number: 217xxxxxxxxx	
37.)	90	**Terminal Equipment**	**Cost**
		07/01/00 Non Piecemeal STD EQ Maint	275.96
		Total Terminal Equipment	275.96 **
38.)	98	**Special Projects**	
		07/01/00 Svc, Chan, Indiv Case Basis SCICB	6,320.00
		Total Special Projects	6,320.00 **
39.)		**Total for the INV/Phone Number**	**7,631.55 *** **
40.)		**Total for the AU**	**7,631.55 **** **

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code						
		* 1234567X00 *					* 1234567X00 *
		NMB772-01 V4.2.0/P02		STATE OF ILLINOIS-COMPANY P006			PAGE: 1
		JULY, 2000		ALLOCATION SUMMARY			RUN DATE: 07/25/00
							RUN TIME: 00:46
		AU Number: 12345	-1234567	-1234567X00	Agency Name		
		INV./PHONE NUMBER 217xxxxxxx				Minutes	COST
1 or 5		Local Calling	No. Calls	1	No. Minutes	143.0	2.22
2 or 9		Intrastate Calling	No. Calls	3	No. Minutes	10.0	0.80
3 or 10		Interstate Calling	No. Calls	2	No. Minutes	8.0	1.52
4		Mobile Phone Calls	No. Calls	5	No. Minutes	9.0	6.83
6		Roaming Mobile Phone Calls	No. Calls	2	No. Minutes	5.0	3.35
7		Mobile Phone Toll	No. Calls	2	No. Minutes	5.0	0.40
8		Audio Conferencing Calls	No. Calls	4	No. Minutes	210.0	45.90
11		Operator Assist Calls	No. Calls	3	No. Minutes	5.0	7.22
13		A T & T Credit Card Calls	No. Calls	2	No. Minutes	5.0	0.82
14		International Calling	No. Calls	2	No. Minutes	15.0	19.55
15 or 17		IntraLATA Toll	No. Calls	2	No. Minutes	3.0	.21
16		976-Dial It Service	No. Calls	1	No. Minutes	3.0	2.98
18		800 Megacomm Service	No. Calls	1	No. Minutes	3.0	0.21
19		Summary Billing Toll Charges					2.98
20		Megacomm Payphone Surcharge					0.28
21		Credit Card Payphone Surcharge					0.56
23		Misc. Carrier Charges					20.00
24		Misc. Carrier Credits					-5.40
25		Other Charges & Credits					50.17
26		IIS Services					2.50
27		Video Services					450.00
28		Press Summary Charges					200.00

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code						
		* 1234567X00 *					* 1234567X00 *
		NMB772-01 V4.2.0/P02		STATE OF ILLINOIS-COMPANY P006			PAGE: 2
		JULY, 2000		ALLOCATION SUMMARY			RUN DATE: 07/25/00
							RUN TIME: 00:46
		AU Number: 12345	-1234567	-1234567X00	Agency Name		
		INV./PHONE NUMBER 217xxxxxxx				Minutes	COST
	51	Centrex Line Service					15.50
	52	Mobile Phone Line Access					40.00
	53	800 Services					15.00
	54	Voice Mail Services					9.00
	55	PBX Services					62.50
	61	Radio Paging Service					12.50
	70	IWIN Services					42.25
	77	Summary Tape Charges					32.24
	90	Terminal Equipment					275.96
	98	Special Projects					6,320.00
41.)		* Totals					7,631.55 ***
42.)		** AU Totals				424.0	7,631.55 ****

XXXXX BILL INCLUDES EQUIP. RENT & LINE CHARGES IN ADVANCE, CALLS AND OCC CHGS FOR PRIOR MONTHS AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR. THANK YOU.
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES DIVISION OF TELECOMMUNICATIONS 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Sample Back-Up for Data Related Bills (Company #03)

Note	Alloc Code	
43.)		*** 1234567X00*** *** 1234567x00 ***
		NMB770-01 V4.2.0/P02 **STATE OF ILLINOIS – COMPANY P003** **PAGE 1**
		JULY 2000 **ALLOCATION DETAIL** **RUN DATE 07/10/99**
44.)		**AU Number: 00000 -0000000 - Department of XXXXX**
		0000000X00 1500 South 6th Street
		Inv/Phone Number: 7ILFDxxxxxxxL01 Springfield, IL 62705
45.)	25	**Other Charges & Credits**
		07/01/00 Taxes 0.39
		Total Other Charges & Credits 0.39
46.)	51	**Centrex Line Service**
		07/01/00 CMS Internet Dial Access 17.00
		07/01/00 CMS Internet Dial Mailbox 3.00
		Total Centrex Line Service 20.00
47.)	75	**ISP Leads Network**
		07/01/00 Leads MP Circ (101-150 Miles) 310.50
		07/01/00 Leads-IBM Modem Diagnostics 11.00
		Total ISP Leads Network 321.50
48.)	78	**Diagnostic & Maint Charges** **Inventory Number**
		07/01/00 NCC Diagnostic Mtce Charge XXVID000 8.25
		07/01/00 NCC Diagnostic Mtce Charge XXVID001 8.25
		Total Diagnostic & Maint Charges 16.50
49.)		THIS BILL INCLUDES XXXXXXXXXX DATA NETWORK CHARGES, DTS, MODEMS, AND SUMMARY BILLING CHARGES.
		FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR.THANK YOU
		DEPARTMENT OF CENTRAL MANAGEMENT SERVICES, DIVISION OF TELECOMMUNICATIONS, 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	

AU Number: 00000 -0000000 -0000000X00

Department of XXXX
1500 South 6th Street
Springfield, IL 62705

Inv/Phone Number: 7ILFDxxxxxxxL01

50.)	79	**Off-Net Data Circuits**	**Inventory Number**	
		07/01/00 Pass Through Line Charges		71.56
		07/01/00 P30263 ONETM&PRTLBLG 7/16-8/31	++HCFSXXXXXXL02	275.00
		07/01/00 Band 1 – OFF NET T1 CHNL P-P		8.25
		Total Off-Net Data Circuits		354.81
51.)	80	**Network Data Circuits**		
		07/01/00 Band 4 - 0 to 9.6 Mileage		177.00
		07/01/00 Band 4 - 0 to 9.6 Access		255.00
		Total Network Data Circuits		432.00
52.)	81	**Data Comm Equipment**	**Inventory Number**	
		07/01/00 Omni 48 Modem-Shared Usage	MDM-XX00000	65.00
		07/01/00 Omni 48 Modem-Shared Usage	MDM-XX00000	65.00
		Total Data Comm Equipment		130.00

THIS BILL INCLUDES XXXXXXXXXX DATA NETWORK CHARGES, DTS, MODEMS, AND SUMMARY BILLING CHARGES.
FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR.THANK YOU
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES, DIVISION OF TELECOMMUNICATIONS, 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code	

AU Number: 00000 -0000000 -0000000X00

Department of XXXX
1500 South 6th Street
Springfield, IL 62705

Inv/Phone Number: 7ILFDxxxxxxxL01

53.)	85	**FR/ATM Ntwkg Services**	**Inventory Number**	
		07/01/00 Frame Relay Services	++HCFSXXXXXXL02	71.56
		Total FR/ATM Ntwkg Services		71.56
54.)	86	**FR/ATM OCC**	**Inventory Number**	
		07/01/00 MAC Chg for Frame Relay	++HCFSXXXXXXL02	71.56
		Total FR/ATM OCC		71.56
55.)		**Total for the Inv/Phone Number**		1418.32

THIS BILL INCLUDES XXXXXXXXXX DATA NETWORK CHARGES, DTS, MODEMS, AND SUMMARY BILLING CHARGES.

FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR.THANK YOU

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES, DIVISION OF TELECOMMUNICATIONS, 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Note	Alloc Code		

AU Number: 00000 -0000000 -0000000X00

Department of XXXX
1500 South 6th Street
Springfield, IL 62705

Inv/Phone Number: 7ILFDxxxxxxxL01

Note	Alloc Code		
	25	Other Charges & Credits	.39
	51	Centrex Line Service	20.00
	75	ISP Leads Network	321.50
	78	Diagnostic & Maint Charges	16.50
	79	Off-Net Data Circuits	354.81
	80	Network Data Circuits	432.00
	81	Data Comm Equipment	130.00
	85	FR/ATM Ntwkg Services	71.56
	86	FR/ATM OCC	71.56
56.)		*** TOTALS**	**1,418.32**
	25	Other Charges & Credits	0.39
	51	Centrex Line Service	20.00
	75	ISP Leads Network	321.50
	78	Diagnostic & Maint Charges	16.50
	79	Off-Net Data Circuits	354.81
	80	Network Data Circuits	432.00
	81	Data Comm Equipment	130.00
	85	FR/ATM Ntwkg Services	71.56
	86	FR/ATM OCC	71.56
57.)		**** AU TOTALS**	**1418.32**

THIS BILL INCLUDES XXXXXXXXXX DATA NETWORK CHARGES, DTS, MODEMS, AND SUMMARY BILLING CHARGES.

FOR ANY QUESTIONS PERTAINING TO THE CONTENTS OF THIS BILLING - CONTACT YOUR AGENCY TELECOMMUNICATIONS COORDINATOR.THANK YOU

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES, DIVISION OF TELECOMMUNICATIONS, 120 W JEFFERSON SPRINGFIELD, ILLINOIS 62702

Special Notes and Considerations

When verifying the bill, please use the Allocation Detail Report and not the Summary Report.

When there are questions regarding certain items on the bill, or know there is a discrepancy in the bill, please copy the invoice and attachments and forward them to Administration and Planning/Help Desk. It is much easier to discuss issues when both parties are working from the same material.

Local calls are billed to CMS in summary; there is no detail. Local call detail is no longer available to the CRF billing unit.

At a Director's request, CMS will provide agencies with an extract of their billing either on DASD or tape at no charge. This extract contains the individual agency's monthly billing. All inventory items (including features not shown on the paper bill because of a zero dollar amount) and all long-distance traffic, in-bound 800 traffic, and local call summaries billed to that agency for the month. It provides the agency with a tool for audits, fraud detection, bill verification, etc. To receive this extract, a memo from the agency head (Director, Commissioner, etc.) on an annual basis is required. The memo must state the file is wanted and whom the contact person will be. The appendix has a copy of the policy letter indicating what information is available and to whom.

CMS has the capability to turn off the detail print of any or all agency Allocation Detail or Allocation Summary Reports (by AU only). Agencies may request to have the call detail and/or equipment in summary or receive only summary reports of both. This request must be made in writing to Administration and Planning.

Billing Schedule

Due to the arrival of the vendor tapes, the schedule for the billing runs is as follows:

Company #03 - the first 7-10 days of the month
Company #06 - approximately the 23rd of the month
Company #01 - approximately the 28th or 29th of the month

The billing extract contains the billing information from all three companies; therefore it is not produced until the first week of the following month.

The Billing Help Desk

If there are any questions, changes or additions please forward the information in writing to Central Management Services, Administration and Planning, Help Desk, 726 South College, Springfield, IL 62704, or fax it to 217/557-6728. Attendants will either answer the questions or make the necessary changes. Examples of questions are listed below.

AU's needed for orders should be requested before the order is turned in. A request is to be made by sending e-mail, mailing a memo or faxing a written request to 217/557-6728.

When a new seven-digit Billing Account number is needed, either fax a request or send e-mail to the help desk. The request should include the title of the agency or business, a specific division, section or individual, street address, city, state and ZIP code. If a specific number is required, send the number with the request. If a new AU number is needed as well, the request should be sent at the same time.

All credit requests must be sent in on a Credit Adjustment Form. If you do not have these forms in stock please contact the help desk to request one. There are two types of credits that can be requested: the first is a T-BAR credit, posted directly against a specific invoice; and the second is an agency credit, posted to the next invoice produced for a particular AU and/or Billing Account number.

The allocation detail is the back up that is included with the invoice sent to the agencies. If there are any questions concerning the allocation detail please call the help desk.

Inventory inquires can be made to the Division of Telecommunications or the help desk. Questions regarding inventory numbers ending in IBT, IBD, ALT, CNI, or GTE should be made to the help desk.

To change a billing address:

- ***Invoice*** – Write or e-mail to Administration and Planning's Help Desk, 726 S. College, Springfield, 62704 or fax to 217/557-6728

To change the user name on the CMS inventory: Send completed TSR to Twana Brooks, 120 W. Jefferson, Springfield 62702

To change the description of an Accounting Unit (AU) and/or Billing Account number: Contact Administration and Planning's Help Desk or fax to 217/557-6728

CHAPTER 5
ACCOUNTS RECEIVABLE

ACCOUNTS RECEIVABLE FOLLOW-UP

Payment Process

The Department of Central Management Services requests that agencies remit the total amount indicated on the telecommunications invoice. A sample of the CMS invoice is on page 45. Payment is requested within one billing cycle of receipt.

When sending the payment, make certain the account number, invoice number, and amount due are legible so the account will be properly credited. Agency account numbers have been established in the automated billing system. For payments to be properly applied, the account number on the original invoice must not be altered. It may not be changed from the invoiced account number to apply to a different account number. This applies to credits as well as payments.

Unapplied Payments

Accounts Receivable Aging Reports (ARPS 60) are provided to state agencies each month. Please review the ARPS report for past due charges and unapplied payments. Notify the Accounting Division where unapplied amounts should be applied - to a specific invoice or invoices, or to a selected agency account(s).

Bad Debt

If an agency persists in not paying a delinquent payment, the Director of CMS will prepare a letter to the delinquent agency's Director requesting personal attention to the matter. The letter will specify that failure to resolve the outstanding amount owed could result in the curtailment of new services to the non-complaint user agency. Please refer to the “CMS ACCOUNTS RECEIVABLE COLLECTION PROCEDURES” in the appendix.

CMS also has accounts with non-state agencies (e.g. municipal governments). If a non-state agency persists in being delinquent in payment, the fund manager will refer the delinquent accounts to the Debt Collection Board for payment.

Nonpayment of telecommunications services is of great concern to CMS. Telecommunications services are not funded through an appropriation from the General Assembly, but through payment from state agencies for services rendered. When bills are not paid, CMS passes the costs along to everyone in the form of higher rates.

Application of Credits

All claims must be submitted on the "Credit Adjustment Form" within 60 days of the issue date of the questioned invoice. Attach all documentation supporting the claim to the Credit Adjustment Form. Supporting documentation is necessary to process a claim. A telephone call is not sufficient.

It is the policy of BCCS to process and resolve all properly documented credit adjustment requests within 45 days. Deviation from the above outlined procedure only delays the process. If you need assistance completing the Credit Adjustment Form you may contact the Help Desk at 217/524-9369.

Resolving Issues

To resolve problems concerning billing discrepancies, disallowed calls, credit adjustments, etc.; complete the "Credit Adjustment Form." Attach all supportive documentation related to the claim, explaining the error. The completed form and supporting documentation should then be mailed to:

CMS/Bureau of Communication and Computer Services
Division of Administration and Planning
726 S. College, 1st Floor
Springfield, Illinois 62704
Attention: Billing Help Desk

To resolve questions about invoices or missing backup to the invoice, contact CMS's Accounting Division.

CMS/Office of Finance & Management
Division of Accounting
520 Stratton Office Building
Springfield, Illinois 62706
Attention: Jack Eck

Instructions for completing the Accounts Receivable Credit Memorandum:

1. Insert requested information in appropriate area:
   Date - Date of initial preparation of the credit memorandum.
   Request # - CMS use only.
   Fiscal Year - Fiscal year of original transaction giving rise to the credit memo (usually the fiscal year of the original invoice).
   Adjustment - Credit/Debit - Should be marked in 'credit' box.

2. Type of Credit - Check appropriate box. "AGENCY" for credit against a future invoice, T-BAR for credit against a specific invoice.

3. Fund – CRF (Communications Revolving Fund)

4. Bureau Approval Area – CMS use only.

5. Accounting Approval Area – CMS use only.

6. Billing Account # to be Applied – Enter the ARPS system billing account number that the approved credit will be applied to. If the credit is to be posted as an unapplied credit, enter 'UNAPPLIED' in the space.

7. Billing Invoice # to be Applied - Enter the ARPS system-assigned invoice number that the approved credit will be applied against. If the credit is to be posted as an unapplied credit, enter 'UNAPPLIED' in the space.

8. Original Billing Account # - Enter the ARPS system billing account number <u>that was used on the original billing invoice in question</u>. If unknown or not applicable to this credit, enter 'N/A'.

9. Original Billing Invoice # - Enter the ARPS system-assigned invoice number <u>that was used on the original billing invoice in question</u>. If unknown or not applicable to this credit, enter 'N/A'.

10. Account # (AU) - CRF Use Only.

11. Agency - Enter the name of the agency requesting credit.

12. Department - Enter the name of the department, bureau, division or equivalent of the Agency requesting the credit.

13. Vendor - Enter the name of the vendor that is associated with this credit, if necessary. If not necessary, enter 'N/A'.

14. Miscellaneous - Enter any other pertinent information necessary to ensure correct processing of the credit. If not necessary, enter 'N/A'.

15. Description and Reason for Credit Adjustment - On the lines provided insert a brief description and reason for the credit request. If the credit is to be re-billed to another billing account number, the account number and other necessary information for re-billing purposes should also be listed here.

16. Cost Center - For those funds who use cost center reporting (location reporting for the State Garage Revolving Fund) for revenues, the cost center that the credit request is to be applied against is listed here. If the credit is to be applied against multiple cost centers, then all cost centers affected are listed here with corresponding dollar amounts in the 'Amount' column (see #17).

17. Amount - Enter the dollar amount of the credit here. For credit requests affecting more than one cost center/location code, enter each location code in the 'cost center' column (see #16) with corresponding dollar amounts in the 'Amount' column.

18. Total Credit Adjustment - Add each dollar entry in the 'Amount' column and enter the total here. This will be the credit amount entered into the ARPS system.

19. CMS or Telephone Co. Representative Contacted - This box should contain the name and phone number of the CMS representative or telephone company representative processing the credit for submission to accounting.

20. Person Completing Request - For credit memorandums that are initially prepared by user agencies and forwarded to CMS, the user agency representative preparing the credit should sign here and include their phone number. If the credit is initially prepared by CMS and forwarded to accounting, then the name and phone number of the CMS representative preparing the credit should be entered here. If the name here is the same as the name in #19, then enter 'Same' on this line.

When the credit is completed, assigned a credit memo number, and logged in the bureau credit memo log with all necessary approval signatures affixed, the original credit memorandum, along with the necessary supporting documentation, is then forwarded to the CMS Accounting Section. Accounting will process and enter it against future invoices or open accounts receivable for the designated agency. For those funds that send the credit memorandum to the user agency for application against a future payment to CMS, the original credit memorandum should be forwarded to the CMS Accounting Division and a copy sent to the user agency for application against a later payment.

Date:	Request #
Fiscal Year	Adjustment:
	x CREDIT
	DEBIT

ACCOUNTS RECEIVABLE CREDIT MEMORANDUM (ARCM) REQUEST FORM

Type of Credit

☐ AGENCY ☐ T-BAR (CRF) ☐ OTHER

FUND			
x	CRF	☐	PPRF
☐	SSRF	☐	SSPRF
☐	SGRF	☐	WCRF
☐	Other _____		

BUREAU Use Only	***CMS Accounting Use Only***
☐ Approved ☐ Disapproved	☐ Approved ☐ Disapproved
By _____	By _____
Date to Accounting _____	Date Applied: _____ Date Returned to Bureau: _____
	Memo #:

1. Billing Account # to be Applied:	2. Billing Invoice # to be Applied:	3. Original Billing Account #:	4. Original Billing Invoice #:
5. Account # (AU):	6. Agency:	7. Department	
8. Vendor		9. Miscellaneous	

Description and Reason for Credit Adjustment	Cost Center	Amount	
TOTAL CREDIT ADJUSTMENT:			

CMS or Telephone Co. Representative Contacted:	
	Telephone Number: ( )
Person Completing Request:	
	Telephone Number: ( )

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICE
COMMUNICATIONS REVOLVING FUND
BILLING INVOICE

FY 2002

CUSTOMER: REMIT PAYMENT TO:

DEPARTMENT OF YOUR AGENCY NAME BILLING ADDRESS FOR AGENCY ACCOUNT P.O. BOX 99999 SPRINGFIELD, ILLINOIS 62706-4100	COMMUNICATIONS REVOLVING FUND CENTRAL MANAGEMENT SERVICES 520 STRATTON OFFICE BUILDING SPRINGFIELD, ILLINOIS 62706-4100

BILLING ACCOUNT #: **TXXXXX.XX**	**BILLING DATE:** 07/01/00
INVOICE #: TXXXXXXX	**GUC #:** 1000XXXXX

DESC. OF ARTICLE OR SERVICES PERFORMED			QTY	UNIT PRICE	AMOUNT
COMMUNICATION CHARGES FOR ACCOUNT TXXXXX.XX, AS FOLLOWS					
LEASED CIRCUITS	XXXXXXXIBD	07/01/2000	M	00.00	$ 200.00
SPF VOICE SVCS	XXXXXXXB01	07/01/2000	M	00.00	$ 5411.10
COMM SVCS STWD	XXXXXXXA01	07/01/2000	M	00.00	$ 485.66
CELL CHARGES P-T	815XXXXXXX	XXXXXXXX	A	20.00	
TELECOM SURCHARGE	815XXXXXXX	XXXXXXXX	A	2.00	$ 22.00

LESS ADJUSTMENTS:

EXP. OBJ.	**EXP. AMOUNT**		
		SUBTOTAL	$ 6,118.76
		ADJUSTMENTS	$ 00.00
TOTAL EXP.	$6,118.76	**TOTAL AMOUNT**	**$ 6,118.76**

CHAPTER 6
FRAUD ISSUES

FRAUD ISSUES

Telecommunications fraud has become increasingly prevalent and even big business in some locations of the country. While it is often difficult to detect and prevent, CMS offers some guidance and advice on protecting our networks and systems from potential fraud.

Some Indications of Possible Fraud or "Hacking":

- Abnormal calling patterns (i.e. after hours, weekends and holidays). In order to know what is abnormal; routinely monitor your system.
- Invalid log-on attempts.

Where, When and How does Fraud Occur?

- Hacking follows current events. You will find large volumes of phone calls placed to countries experiencing difficulties or natural disasters. Friends and relatives will be calling to check on loved ones.

- Santo Domingo, the Dominican Republic, has been a major destination of hackers' phone calls. The area code for the entire Caribbean basin, including Santo Domingo, is 809. It has been suggested that the 809 area code be blocked.

- The majority of fraudulent calls occur after hours (6 p.m. to 6 a.m.), on weekends and on holidays. Operators are not available to block a hacker during these times.

- 800-service number to 900 service numbers, although not fraud, occurs when a person calls an 800-number and obtains a 900-number. The caller is automatically transferred through the 800-number to the 900-number.

- Third party billing - Hackers billing their calls to an unrestricted state agency number or to a number assigned to the state but no longer in service.

Where Are the Weak Links in Your System?

- Modems
- Voice Mail
- PBX Systems
- Phone Books
- Insider Information
- Facsimile Machines
- Automated Attendant Systems

What Can You Do to Deter or Prevent Fraud?

- Have your phones set up to answer after five rings instead of two or three.
- Use a call accounting system.
- Get rid of any DISA systems or make the passwords long.
- Remove programmable modems from your networks or change the password from the manufacturer's default.
- Make all system passwords (this includes voice mail and PBX systems) at least 8-12 digits long. It takes a hacker only 23 minutes to break a four-digit password and two to three days to break a fourteen-digit code.
- Change passwords frequently.

- Eliminate all outside call transfer capability from voice mail and PBX systems.
- Eliminate trunk space.
- Restrict after hours and weekend access.
- Don't give out your directories. Destroy your directories when you are through with them.
- Destroy manuals when they are no longer useful. Don't keep passwords written in manuals.
- Secure remote maintenance ports.
- Contact your vendors for security reviews.
- Develop an emergency action plan.
- Block certain area codes. Restrict all third party billing.
- Discourage vacation announcements on voice mail. Use greetings that imply that you will be checking messages while out of the office. You will then be able to detect and report any abnormal activity.

Who Pays for Fraud?

- **You do** - if someone breaks into your voice mail or PBX system.
- **The carrier does** - if fraud has been reported promptly and can be proven.
- **We all do** - in the form of higher rates to cover costs.

Appendix

- CMS Accounts Receivable Collection Procedures Web Link
  http://www.cms-intra.state.il.us/Manuals/policy/fopolicy/fp060200.htm

- EOM Allocation Inquiry

- AT&T Fraud Resolution Group's Tips on Safeguarding
  Your Company's Telecom Network

- Telephone Usage Policy

- Call Detail Memoranda's

Section 3 -EOM Allocation Inquiry

Each EOM (end of month) allocation job generates an online representation of the user 's detail and summary allocation reports. These "bills" are available for inquiry through MONIES the Billing System. Either the detail image or the summary image may be inquired, and the inquiry may begin at a user-specified month and/or AU code. Up to twelve months of data may be stored, provided there is sufficient disk space available. If only a single month 's data is maintained, the inquiry may begin without entering any month or AU. The end-of-month billing job NMBILLlM loads and maintains one month 's data.
To perform end-of-month allocation inquiry, choose option "2" from the Billing Management Menu; press ENTER. (For instructions on displaying the Billing Management Menu, see Section 1.16.)

```
VOICE NMDMBOl            STONEHOUSE TECHNOLOGIES      12/10/98 17:50
NMOSB300 V4.2.0/P00      BILLING MANAGEMENT MENU       ==>___________


                           SELECTIONS

                        l MANUALCHARGE ENTRY
                        2 EOM ALLOCATION INQUIRY
                        3 INVOICE MANAGEMENT
                        4 ALLOCATION CODE MAINTENANCE
                        5 DATE CONTROL MAINTENANCE
                        6 PBX ID CROSS REFERENCE
                        7 PASS-THRU BILLING CONTROL
                        8 CALLED PARTY FILE MAINTENANCE
                        9 BILLING PERFORMANCE ANALYSIS
                       l0 ONLINE GUEST BILLING
                       11 FISCAL BUDGETING
                       12 COSTED CALLS INQUIRY

                        2 ENTER YOUR SELECTION

   Fl=HELP F2=SWAP
```

The End Of Month Allocation Inquiry screen is displayed.

```
VOICE NMDMBO6          STONEHOUSE & COMPANY          01/05/95 05:05 MOSB305
V4.1.0/P00  END OF MONTH ALLOCATION INQUIRY     ==>_________ __


    VDT    REPORT TYPE

    __    ALLOCATION DETAIL   DETAIL MONTH  __  DETAIL AU  _____________

    __    AU SUMMARY          SUMMARY MONTH  __  DETAIL AU  _____________









    F1=HELP  F2=SWAP
```

EOM Allocation Inquiry screen

FIELD	DESCRIPTION
VDT	Used to view detailed or summary billing information online.
REPORTS TYPE	The types of end-of-month allocation information available: Allocation Detail and AU Summary
DETAIL MONTH	Used to specify the month to begin detail inquiry. This field may be ignored to begin inquiry at the beginning of the file or if only one month 's data is retained.
DETAIL AU	Used to specify an AU code to begin the detail inquiry. This field may be ignored to begin inquiry at the beginning of the file.
SUMMARY MONTH	Used to specify the month to be inquired. This field may be ignored to begin inquiry at the beginning of the file or if only one month 's data is retained.
SUMMARY AU	Used to specify the AU code to begin summary inquiry. This field may be ignored to begin inquiry at the beginning of the file.

Note: If **at any time you** wish to return to the previous menu (cancelling the current session), press F3. To return to the MONIES Master Menu (also cancelling the session), press F12.

3.1 Detail Inquiry

To inquire allocation detail, type an "X" in the VDT (for online inquiry) column next to "Allocation Detail " on the End Of Month Allocation Inquiry screen. If appropriate, complete the DETAIL MONTH and DETAIL AU fields. (See Section 3 EOM Allocation Inquiry for field definitions.) Press ENTER.

```
VOICE NMDMB06              STONEHOUE & COMAPANY            01/05/95 05:05
NMOSB305 V4.1.0/P00   END OF MONTH ALLOCATION INQUIRY     ==>____________


VDT          REPORT TYPE
 X            ALLOCATION   DETALDETAIL MONTH   12  DETAIL AU  _____________
 _           AU SUMMARY   SUMMARY MONTH        __  SUMMARY AU ______________

Fl=HELP F2=SWAP
```

The Monthly Billing Online Reports screen for detail inquiry is displayed. If the DETAIL MONTH or DETAIL AU fields were completed, the inquiry starts with the requested information.

```
VOICE     NMDOB07          STONEHOUSE & COMPANY                    01/05/95 05:05
NMBOSBX   V4.1.0/P00   MONTHLY BILLING ONLINE REPORTS              ==>____________
                                DECEMBER 1994                            DETAIL

AU NUMBER: 0000   -0100      -0110        COMPUTER OPERATOR


INV/PHONE NUMBER: 2149601566

LONG DISTANCE (10)
   DATE    TIME  NO CALLED    PLACE CALLED     PARTY CALLED     MINS       COST
 06/01/94  0003 4156229082     SAN FRA   CA                       .3        .02
 06/01/94  0145 5095273551     WALLAWA   WA                      4.6        .20
 06/01/94  0257 4156222248     SAN FRA   CA                      4.8        .29
 06/01/94  0359 7045292827     CHARLOT   NC                      4.9        .30
 06/01/94  0408 4043252903     ATLANTA   GA                       .5        .03
 06/01/94  0412 4152554591     SAN FRA   CA                      2.6        .16
 06/01/94  0418 4043252903     ATLANTA   GA                       .6        .04
 06/01/94  0419 4043257486     ATLANTA   GA                       .3        .02
 06/01/94  0420 4043252903     ATLANTA   GA                       .3        .02
 06/01/94  0423 4043257486     ATLANTA   GA                       .6        .04
 06/01/94  0425 4043252903     ATLANTA   GA                       .6        .04
 06/01/94  0430 4043252903     ATLANTA   GA                      8.3        .50
 06/01/94  0442 4043252903     ATLANTA   GA                       .3        .02
                                                      NEXT AU   NEXT TELEPHONE

 Fl=HELP F2=SWAP F7=BACKWARD F8=FORWARD               0110       2149601566
```

Monthly Billing Online Reports

Press ENTER to scroll through the report, or change NEXT AU or NEXT TELEPHONE to begin at a specific point in the report.

3.2 Summary Inquiry

To inquire AU summary information, type an "X" in the VDT (for online inquiry) column next to "'AU **Summary"** on the EOM Allocation Inquiry screen, If appropriate, complete the SUMMARY MONTH and SUMMARY AU fields. (See Section 3 EOM Allocation Inquiry for field definitions.) Press ENTER.

```
VOICE  NMDMBO6                STONEHOUSE &COMPANY                    01/05/95 05:05
NMOSB305 V4.1.0/P00       END OF MONTH ALLOCATION INQUIRY            ==>___________


VDT    REPORT TYPE
__     ALLOCATION DETAIL      DETAIL MONTH   __         DETAIL AU   _____________
 X     AU SUMMARY             SUMMARY MONTH  12         SUMMARY AU  _____________

  Fl=HELP F2=SWAP
```

The Monthly Billing Online Reports screen for summary inquiry is displayed. If the SUMMARY MONTH or SUMMARY AU fields are completed on the previous screen, the inquiry will start with the requested information.

```
VOICE NMDOBO7                    STONEHOUSE & COMPANY              01/05/95 05:02
NMOSBX V4.1.0/P00             MONTHLY BILLING ONLINE REPORTS       ==>___________
                                     DECEMBER 1994                        SUMMARY

AU NUMBER:    0000     -0100        -0110        COMPUTER OPERATOR
INV/PHONE NUMBER 2149601566
LONG DISTANCE (10)               #CALLS    82    #MINS   161.2              13.24
EXT TOTALS                       #CALLS    82    #MINS   161.2              13.24 *

AU GROUP TOTALS
LONG DISTANCE (10)               #CALLS    82    #MINS   161.2              13.24
AU TOTALS                        #CALLS    82    #MINS   161.2              13.24 **


AU NUMBER:                          -9999        DEFAULT AU
INV/PHONE NUMBER 184281
INTERNATIONAL TRAFFIC (13)       #CALLS    57    #MINS   208.8             255.41
EXT TOTALS                       #CALLS    57    #MINS   208.8             255.41 *
AU NUMBER:                          -9999DEFAULT AU
INV/PHONE NUMBER 207447
INTERNATIONAL TRAFFIC (13)       #CALLS    10    #MINS     13.2             29.79
                                              NEXT AU      NEXT TELEPHONE
 Fl=HELP FZ=SWAP F7=BACKWARD F8=FORWARD        9999         207447
```

TIPS ON SAFEGUARDING YOUR COMPANY'S TELECOM NETWORK

Get Smart About Toll Fraud

You would never allow a stranger to walk into your place of business and walk off with your company's products or services. And yet an individual who perpetrates toll fraud on an unsuspecting business is doing just that. Remote toll fraud, simply put, is the fraudulent, illegal use of a company's telecommunications system by a third party from a remote location.

♦ *A New Breed Of Criminal*

In the 1950's and 60's toll fraud consisted mainly of violators bypassing the telephone company's billing system, which made it the phone company 's responsibility. In the 1970s, 80s and 90s, however, the advent of such PBX-based services as remote access, voice mail and automated attendants, ushered in a new breed of high-tech villain whose chief target became customers' on-premises telecommunications equipment. This rapidly expanding pool of largely invisible "tele-thieves"--mainly computer hackers, organized crime and drug dealers--exacts a hefty price on American businesses, both large and small; $4 billion annually according to recent estimates.

But the cost as measured in excessive toll charges alone does not adequately illustrate the damage toll fraud can inflict on a business. Like an infectious germ invading a healthy body, toll fraud robs a business of productivity and profits, in many cases in ways that may be hard to detect. Employee productivity may suffer as workers experience difficulty and frustration trying to obtain outside lines, which have been taken over by unauthorized callers. And in today's business world, when seconds count, the inability to make a call when necessary can mean a lost customer. At the same time, toll fraud can result in lost orders, as prospective customers encounter busy signals when dialing in to order your company's products or services.

♦ *AT&T's Commitment To The Cause*

AT&T is totally committed to the control of toll fraud. While no telecommunications system can be made entirely free from the risk of toll fraud, diligent attention to system security can reduce that risk considerably. AT&T devotes substantial resources to detect suspicious calling patterns, alert businesses and catch violators. We call this program AT&T NetPROTECT® Family of Services. AT&T NetPROTECT® Basic Service is provided to all AT&T long distance and domestic 800 service business customers at no additional cost.

NetPROTECT® Basic monitors both outbound international and domestic 800 calls 24 hours a day, 7 days a week and provides timely notification of suspicious calling patterns as soon as the customer can be reached. This program also includes customer education security seminars, conducted throughout the country, and a 24-hour hotline staffed by security experts who can initiate investigations of suspected fraud and answer questions on the subject. More customized AT&T NetPROTECT® products and services are also available.

In the final accounting, however, you, the customer, must become a watchdog over your network if you are to successfully thwart these insidious criminals. This booklet will provide you with a brief overview of the fraud problem, and some concrete steps you can take to secure your system. *The best defense against toll fraud remains an educated customer.*

1. Teach Your Employees Well

Keep your employees informed. Since one of the leading causes of toll fraud is theft of access authorization codes and passwords, make sure your people guard these numbers carefully. Instruct them never to write these numbers down or program them into auto dialers. Warn traveling executives that thieves may be watching from a far with binoculars or lurking at adjacent pay phones when they make a call, trying to obtain their access codes or calling card numbers. In addition, instruct employees to verify the identity of someone of someone placing a collect call to your company before accepting the charges (you may even want to institute a password for salespeople or other employees who may call collect). And warn everyone in your company about one of the fastest growing toll fraud tactics—the seemingly innocent incoming caller who asks to be transferred within your system. This person may, in fact, be a thief using deceit to enter your network and gain access to an outside line. It's a good idea to direct your employees to immediately report both suspicious behavior on the part of callers asking to be transferred, or a sudden increase in the number of requests for transfer. When all is said and done, the more your employees know about fraud, the easier it will be to enlist them in the effort to prevent it (for more information on employee education, please read tip number 7).

2. Safeguard Your Equipment

Beef up security around your switch room and wiring closets. Change the locks on occasion. Secure documentation and reports that may reveal truck access codes or password information. Replace vendor-supplied "dummy" passwords with passwords of your own creation, and change administrative log-on passwords often. And, most importantly, explore ways to secure your PBX's remote maintenance port. That allows a technician to perform a repair from a remote location. But it also lets clever crooks take control of your phone system. For additional security, consider installing an optional remote port security device (RPSD).

When installing or upgrading a PBX, ask your technician to configure your system to afford you maximum protection. Example: Set it to allow only pre-programmed international telephone numbers to be called. It also makes sense to make sure your equipment vendor has a program to change its maintenance access passwords and make sure these passwords are changed regularly.

3. *Secure Your Remote Access Feature*

Remote access can be the most valuable – and vulnerable – part of any PBX system. Remote access allows callers from the public network to access your PBX system using an access code. An off-premises executive may use it to dial directly into the company 's PBX in order to make a long distance call less expensively with a credit card. It's also one of the primary avenues of illegal entry into your system. To lessen the vulnerability of your remote access system, use authorization codes or other passwords to control access, limit calling range after normal business hours, or provide attendant intervention.

4. Mind Your P 's, Q's and #'s when choosing Passwords and Access Codes

One of the most effective ways to stymie crooks is to select hard-to-break passwords and remote access codes. Rule number one: use the maximum number of characters, mixing the #, * and digits. To make a crook's life more difficult, it makes sense to avoid passwords that contain the following:

- Predictable patterns, like ascending or descending digits
- The same digits (5555555)
- The same number as your extension (or your extension reversed)
- Numbers that identify, the owner (room number, employee ID# or even a Social Security number).

And please don’t sue default passwords or default access numbers – they’re easy to crack, as almost everyone knows them.

5. Change Passwords & Codes often

It's a good idea to change passwords and access codes a minimum of four times a year, both in the switch (software based & remote access) and adjuncts (hardware based & voice mail systems, automated attendant service). Change or remove authorization codes when authorized users leave the company, especially when technicians depart. And never, never, write down remote access codes or passwords, or program them into auto-dialers.

6. *Take More Control of Your Long Distance Calling*

Since placing unauthorized long distance calls is the goal of most thieves, the more controls you place on long distance calling the more secure your system will be. Some suggestions include:

- Prohibit or restrict calls to countries you do not do business with.
- Block all calls to the 809 area code (the Caribbean), a popular calling destination for tele-thieves and call resellers.
- Limit international calling to only those employees who need to place international calls.
- Limit calls to domestic area codes if calls to these states are not permitted.
- Put time of day restrictions into effect, such as prohibiting or limiting outbound calling at night and on weekends.
- Restrict 800 access from non-essential areas that are known toll-fraud centers, particularly the metropolitan areas.

7. Learn To Spot Suspicious Incoming Calling Patterns

In addition to fraudulently obtaining access to your PBX, one of the fastest growing ways thieves are trying to obtain an outside line is by deceiving your operators or employees. They may enter your system through a local access number or your 800 service, then ask to be passed back and forth, eventually obtaining an outside line. We recommend directing switchboard operators to report unusual incoming calling patterns, including the following:

- Callers repeatedly dialing in and asking for an invalid extension.
- Excessive hang-ups.
- Obscene calls.
- Wrong numbers.
- Callers asking employees what number or party they've reached.
- Dead air calls (incoming calls where the caller remains silent and waits for a hang-up).

Although seemingly innocent, each of these is a technique used by thieves to gain access to an outside line.

8. Check Your Voice Mail

Experienced toll hackers can connect to a voice mail system and access private bulletin board messages, create their own mailboxes, or may repeatedly transfer within the PBX until they succeed in finding an outside line. Defensive measures include limiting voice mail to internal calling only, removing mailboxes immediately when an employee leaves, and avoiding building spare mailboxes before they are needed. Since voice mailbox security is provided by personal identification numbers (PINS), require users to change their PINS regularly. Make sure they use the maximum number of randomly generated digits in a PIN to reduce the odds of a backer cracking a code. And never, ever publish a list of remote access telephone numbers.

9. *Slam The Door On Automated Attendant Crooks*

After remote access and voice mail, automated attendants are the most common entry points for "tele-crooks". They automatically answer a company's phone, but can also serve as an open door to toll fraud. Tele-thieves enter the automated attendant function, then dial the 91XX or 9011 extension. On many PBXs and voice mail systems (with dial-out capabilities left active), these extension numbers connect to outside long distance lines. To reduce automated attendant fraud, restrict or block access to long distance trunks and local dial capabilities. In particular, block access codes such as 9XXX and possibly even the 8XXX fields, or install a “verify extension field” capability, if available.

10. Monitor, Monitor, Monitor

Continuous monitoring of your company’s calling patterns will help you to identify fraud at an early stage and minimize loss. It’s a good idea to regularly monitor PBX, voice mail, auto attendant and 800 call detail records. Learn to spot patterns such as an increase in after-hours calls, calls to countries you don’t do business with, multiple short duration inbound calls (especially after working hours) and incoming calls from suspect areas such as the 212 and 718 area codes in New York City, where much of the computer hacking originates. Keep a sharp eye out for numerous incoming calls on your 800 lines followed shortly thereafter by a surge long duration outbound 800 calls - a tip-off that thieves are entering through your 800 lines and then dialing out. Of course, if you’re an AT&T customer, AT&T's NetPROTECT ® Family, of Services can assist you in your efforts to eliminate toll fraud.

♦ *When All Else Fails, Swing Into Action*

If, despite your best anti-fraud efforts, you suspect – or actually detect – tampering, that’s the time to take action. Unlike calling card fraud, there is no limit to the potential for loss and complete liability in the event of toll fraud. An since toll fraud charges can mount fast, you can’t afford to lose a minute.

Your first two calls upon suspecting fraud should be to your equipment vendor and your long distance provider. Together, they can begin to pinpoint the fraud source and block further fraud attempts.

AT&T Security has a 24-haur hotline staffed by toll fraud security experts. They’re standing by to initiate immediate investigations of potential fraud in progress, help with fraud prevention and can also answer any fraud-related questions. They may be reached by dialing 1-800-821-8235.

You can never eliminate the risk of fraud. But you can be prepared if and when it occurs, and thus minimize the damage your firm's operations and finances. One thing you can almost count on - when fraud happens it won 't happen at a convenient time. These criminals often will direct their heaviest assaults on your network when vigilance is at its lowest, during non--business hours, in the middle of the night, on weekends or holidays. That's why it's a good idea to have ready a Crisis Intervention Plan (CIP). It should contain a checklist of actions you can take the moment you spot fraud. With a CIP in hand you can minimize the time necessary to stop fraudulent calling, and perhaps even stop the tele-thieves in their tracks.

We at AT&T are thoroughly committed to joining with our customers and law enforcement officials in the battle to control tall fraud. If you would like more information about the AT&T NetPROTECT® Family of Services, please call your local AT&T Account Executive or dial 1-800-NET-SAFE.

AT&T For the Life of Your Business.

SOCIAL ENGINEERING -LOW Tech, High Loss $$$!!!

This section spotlights what is probably the most common form of telecommunications fraud. Social Engineering, as it is known within the Telecommunications industry, is the art of utilizing interpersonal conversational skills to convince unsuspecting victims into forwarding fraudulent telephone calls through corporate America's telephone systems. The fraudulent schemes, which have been in use by telephone service thieves for years, have in recent times shown a drastic increase among corporate customers.

These "social engineers" can be hackers, prison inmates, or call/sell operators and the terminating locations are usually international telephone numbers. There are an infinite number of ways that these thieves can talk a victim out of a dialtone. The following are four of the more popular schemes currently utilized by these social engineers:

Scheme 1

A cab will place a call into a company receptionist, generally via the company's 800 number, requesting to be connected to the customer service department. When the customer service representative answers, the caller gets the representative's name, then indicates that the receptionist has put his/her call to the wrong department. The caller then asks to be returned to the receptionist and when connected, assumes the identity of the employee previously called. The caller requests the receptionist's assistance in getting an outside line. Upon connection to an outside line, the caller places a fraudulent long distance call.

Scheme 2

A caller contacts a company receptionist posing as a telephone technician and requests assistance in checking for problems with the company 's telephone lines. The caller requests that the receptionist dial 91010288 (or 91010xxx depending an the long distance carrier). This is a casual calling feature that allows the call to go out over a chosen carrier. The caller can even use a long distance carrier whom you do not do business with. If forwarded, the "9" provides the caller with an outside line and the other digits allow the caller either charge the call directly to the company or use a stolen telephone calling card. The caller can also utilize this scenario and ask to be transferred to extension 90xx (90#, 900, 9000, etc.), which connects him/her to a long distance operator who then facilitates a long distance call. Another variation of this scheme is to ask to be connected to extension 9011. This allows the caller to get an outside line ("9"), then "011" allows the caller to direct dial to international locations.

It is not uncommon for telephone thieves to pose as executives of their respective companies and attempt to dupe unsuspecting employees into placing calls for them through the company 's PBX.

Scheme 3

A caller from a foreign country calls a company which provides "Fax Back" services for its customers. The caller then requests that a fax be forwarded to a foreign location. When the fax is sent, the call is manipulated so that it does not disconnect, resulting in a long duration international call. The caller perpetrating this fraud is paid a percentage payment in advance by the foreign carrier, based on a calling volume generated by this scheme. The payment made to the caller is made prior to the foreign carrier receiving complaints about the illegal activity.

Scheme 4

This scheme involves fraudulent companies and persons in foreign countries that page employees of companies in the U. S. who, in turn, call the international number on their pager. When the call is answered, the perpetrator acts as though he/she is very busy accepting calls and asks the caller to hold. The scheme is designed to keep the caller on hold for as long as possible to raise the call volumes again. The company or individual in the foreign countries again receives a percentage payment for the increased call volume from the foreign carrier.

The above schemes are very basic and can be used in multiple variations, depending on what the thief goal. The one common characteristic is that they are very effective! Unlike other forms of PBX fraud, the answer to prevention is not more hardware or software. The only way to stop this fraud is having well-educated employees who are familiar with these types of fraud schemes and refuse to be manipulated by these social engineers!

Legitimate telephone technicians *DO NOT* need you to connect them to an outside line to test for trouble. *DO NOT* be swayed by their impersonation, even if they give you names and numbers of their employer. AT&T Technicians will not ask for outside lines or intimidate your switchboard personnel to make test calls.

Discuss and disseminate this information with all employees. Have a plan of action in place if one of these thieves does call.

EMPLOYEE EDUCATION IS THE ONLY PREVENTION!!!

TELEPHONE USAGE POLICY

General Policy

Each agency is responsible for enforcing the following rules relating to telephone usage. Agencies are encouraged to develop supplementary telephone usage policies and instructions appropriate for their particular needs.

A. Answering and Placing Calls:

Telephone users should place their own calls and should identify themselves. Individuals who answer state telephones should identify themselves, the agency, or both. To prevent unnecessary charges, new personnel should be trained in the proper use of the local telephone system.

B. Collect Calls

Collect calls will not be accepted except in emergency situations.

C. Directory Assistance

Telephone company directory information is billable service at the rate of 95 cents a call for local area assistance and 99 cents a call for all other directory information.

D. Personal use

For rules regarding employees' personal use of state telephones, see attached excerpt from Illinois Administrative Code 44, Chapter 1, Section 5030 (Appendix B).

E. Third-Number Calls

Third-number calls are those billed to a telephone number other than the calling or called number and which are not credit card or collect calls. Third-number calls billed against state telephones result in additional charges without accountability and are, therefore, prohibited.

Chapter I: Department of Central Management Services
Part 5030
PERSONAL USE OF STATE TELEPHONES

5030.100 Authority
5030.110 Provision of Telephone Service
5030.120 Applicability
5030.130 Telephone Usage Policy
5030.140 Discipline

AUTHORITY: Implementing Sections 67.18 and 67.22 and authorized by Section 16 of the Civil Administrative Code of Illinois (Ill. Rev. Stat. 1989, ch. 127, pars. 63b13.18, 63b13.22 and 16).

SOURCE: Adopted at 7 Ill. Reg. 9203, effective August 1, 1983; codified at 8 Ill. Reg. 7219; amended at 8 Ill. reg 17261, effective October 1, 1984; emergency amendment at 14 Ill. Reg. 11351, effective July 1, 1990, for a maximum of 150 days; amended at 14 Ill. Reg. 19149, effective November 27, 1990; amended at 15 Ill. Reg. 8843, effective June 7, 1991; amended at 16 Ill. Reg. 4826, effective March 12, 1992.

Section 5030.100 Authority

This Part is promulgated in accordance with Illinois Revised Statutes 1981, ch. 127, par 16,63b13.18 and 63b13.22.

Section 5030.110 Provision of Telephone Service

The State shall provide and pay for telephone service adequate to conduct State business, consistent with telephone usage policy contained in Section 5030.130.
(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)

Section 5030.120 Applicability

This Part applies to all departments, officers, commissions, boards, institutions and bodies politics and corporate of the state except the General Assembly, legislative service agencies and all officers of the General Assembly. The telephone usage policy set forth in Section 5030.130 applies to all departments, officers, commissions and boards under the Governor's jurisdiction. Other State officers may adopt the policy or may implement their own policy if they choose to do so.
(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)

Section 5030.130 Telephone Usage Policy

a. The intent of this policy is to permit State employees to make reasonable, as defined in subsections (b) and (c) of this Section, use of State telephone systems and, at the same time, to guard against telephone abuse.

b. The use of State telephone services is limited to official business. Official business calls include emergency calls and calls that are in the best interest of the State. A call shall be considered as authorized in the best interest of the State if it meets the following criteria:

1. It does not adversely affect the performance of official duties by the employee or the employee's organization

2. It is of reasonable duration and frequency, in accordance with subsection (c) of this section, and

3. It could not have reasonably, in accordance with subsection (c) of this section, been made during non-work hours.

c. Examples of circumstances that fall under the above guidelines include, but are not limited to, the following:

1. An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in the schedule or to make alternate transportation or child-care or eldercare arrangements.

2. An employee makes a brief call to locations within the local commuting area to speak to spouse, minor children, elderly parent (or those responsible for them), e.g., school or day care center, nursing home, etc.

3 The employee makes brief calls within the local commuting area that can be reached during working hours only, such as a local government agency or physician.

4. An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.

5. While on official business, the employee makes a call of three minutes or less to announce safe arrival, delay or a change in plans. The employer may request written confirmation from the employee that a call qualifies under this subsection. If disciplinary action is taken based on alleged violations of the telephone usage policy, employees may grieve such action pursuant to 80 Ill.Adm. code 303: Subpart A or the appropriate collective bargaining agreement.

AGENCY NOTE: Brief shall mean the time it takes to accomplish the purpose of the call.

d. A personal call made during working hours that falls under the guidelines in Sections 5030.130(b)(1), (2), (3) and (4), is permitted if:

1. It is charged to the employee's home phone number or other non-government number,

2. It is made to an "800" toll-free number,

3. It is charged to the called party if a non-state number, or

4. It is charged to a personal credit card.

e. For any use of State telephones beyond the parameters of this policy, employees shall be charged actual Department of Central Management Services billed charges.

f. The employee shall reimburse the State for toll and other charges by personal check payable to the General Revenue Fund or other appropriate fund as designated by the agency employing the individual. If the employing department, officers, commission or board presents a statement of itemized telephone calls to a State employee and the employee fails to reimburse the State voluntarily for those calls which fall outside the parameters of the telephone usage policy within 30 days, or if it is determined that the employee has abused the telephone usage policy, the employee shall be charges actual Department of Central Management Services billed charges plus $1 per minute for long distance calls and $.50 per minute for local calls. These rates are intended to cover the cost of the calls and administrative costs associated with reviewing bills and processing payments. If not paid within 30 days of billing, collection action will be instituted through appropriate legal means. (Source: Amended at 16 Ill. Reg. 4826, effective March 12, 1992)

Section 5030.140 Discipline

Employees are put on notice that payment of toll and other charges does not prevent an agency from instituting appropriate disciplinary action.

DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

Stephen B. Schnorf, Director

October 9, 1991

To: All Agency Directors, Legal Counsels
& Telecommunications Coordinators

We have been receiving numerous requests for telephone call detail records. Some of those requests have been from agency employees who may or may not be authorized to request such records. In order to ensure that such records are requested by authorized parties for appropriate purposes, I am establishing the following policy regarding requests by State agencies for telephone call detail records.

1. Written requests from an agency director, assistant or deputy director, or legal counsel for call detail records of phones assigned to that agency will be honored.

2. Written requests from an agency director, assistant or deputy director, or legal counsel for call detail records of another agency, except as provided in No. 3 below, will be sent to the CMS legal counsel for approval before such records are released.

3. Written requests from the director, assistant or deputy director, or legal counsel of the Illinois State Police for call detail records of other agencies will be honored.

4. Requests for copies of normal billing information will be provided upon written request from the agency director, assistant or deputy director, legal counsel or agency telecommunications coordinator.

5. Normal processing charges will apply unless otherwise instructed, except that no processing charge shall apply to requests made under No. 3 above.

If you have any questions, please call Ron Gurgens (782-3600) or me (782-0862).

Sincerely,

William M. Vetter

William M. Vetter, Manager
Bureau of Communication and
Computer Services

WMV:RCG:smh

120 W. Jefferson, Springfield, Illinois 62702-5103

Printed on Recycled Paper

CMS ILLINOIS
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Michael S. Schwartz, Director

Jim Edgar, Governor

MEMORANDUM

TO: All Heads of Agencies, Boards, Commissions and Universities

FROM: W. M. Vetter, Manager
Bureau of Communication and Computer Services

DATE: August 13, 1997

RE: Availability of Local Call Detail to State Agencies

The Department of Central Management Services currently provides local call detail at no charge to State agencies who request it. This detailed information is received from numerous vendors, is processed, and distributed on tape. Due to the approval of new tariffs, the cost to receive the data and process it will increase from $7,300 to $30,269 monthly. Because of that it is no longer cost effective to provide this information routinely. Therefore, CMS will discontinue routine provision of local call detail to agencies effective with July local calling.

However, agencies will still have the ongoing capability to review local telephone usage by monitoring each line for the total number of minutes in local calling and the total cost for local calling. A review of this available information can detect potential for telephone abuse and any need for closer scrutiny. In instances of specific concern, the actual list of calls for any given line can be obtained from the vendor, through CMS, at a cost of $7.75 for the first page of detail and $.97 for each additional page.

Calling within Centrex carries no charge and, therefore, call detail is not available. Agencies will continue to receive detail on long distance calling.

This is another effort to keep State telecommunications costs low. Should you have any questions on this matter or on procedures, please contact Ron Gurgens at (217) 785-1926.

WMV:eb
cc: Agency Telecom Coordinators

120 West Jefferson, Springfield, IL 62702

CMS

ILLINOIS Jim Edgar, Governor
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Michael S. Schwartz, Director

COPY

TO: Telecommunications Coordinators

FROM: W. M. Vetter, Manager
Bureau of Communications and Computer Services

DATE: December 29, 1998

SUBJECT: Markup of AIS-Billed Telecommunications Charges

Charges for most of the state's telecommunications services are billed through the MONIES system, which provides for automated application of appropriate rates and surcharges. However, some services cannot be billed through MONIES and are separately processed through the CMS accounting system (AIS).

Charges from both MONIES and AIS appear together on the telecommunications bills your agency receives from CMS. MONIES-generated charges are identified by the letter "M" in the right hand edge of the description field on the C-13 invoice; AIS-generated charges are identified by the letter "A" (see attached sample invoice for reference).

Until recently, AIS did not allow for markup of vendor charges billed to agencies. As such, while all services billed through MONIES have included CMS surcharges, services billed through AIS have not. These AIS charges have been "passed through" from vendors to user agencies at cost. Examples include charges for local phone service accounts and local calling from small telco non-Centrex locations, and charges for non-Ameritech cellular usage.

Beginning with bills dated January 1999, all charges for local phone service accounts and local calling from small telco non-Centrex locations and charges for non-Ameritech cellular usage processed through AIS will be marked up according to existing CMS policy. In order to make review and verification of these AIS-generated charges easier, the C-13 telecommunications invoice will include a separate itemization of the original vendor charge and the CMS surcharge. The attached sample invoice shows how each AIS charge (with letter "A") will now consist of a two line entry, one for the original vendor charge, and one for the associated CMS surcharge. This enhancement will allow you to match the C-13 charge to the copy of the vendor invoice which is routinely attached to your bill.

We would appreciate you reviewing this upcoming change with appropriate Accounts Payable staff, or other staff within your agency who routinely review these invoices. Please feel free to contact your CMS Telecommunications representative if you have any questions. Specific billing questions should be directed to the CRF Billing Help Desk, Heather Reichert at 217-524-9369.

WMV:RG:pr

Attachment

120 W. Jefferson, Springfield, IL 62702-5103