

# SUNCOM

## NEWS BYTES

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## Welcome to SUNCOM News Bytes!

The new quarterly newsletter from the Communications and Information Technology Services (CITS) division. We are dedicated to informing our valued SUNCOM customers of news, changes, updates and ways we can help your organization even more. Our goal is to provide you with the best products and services and the highest level of customer service. This newsletter helps us communicate with our most important customer – **you.**

As a customer, you already use our products and services but may not be aware of everything we offer. The SUNCOM suite of products includes a number of different services to help your organization improve both internal and external communications, including:

### VOICE

Local and long distance, toll free service, call centers, Voice over Internet Protocol (VoIP) and Integrated Voice Response technology are all options to enhance your current voice service.

### DATA TRANSPORT

MyFloridaNet combines your services all on one network saving you money. This is the state's low-cost, carrier class, private voice, video and data network using state-of-the-art technology.

### CONFERENCE

Voice, video and Web conferencing services reduce travel costs and provide an effective way to keep your employees connected.

### WIRELESS

Virtual Private Networks, AirCards, BlackBerries® and smartphones allow you to take your office with you wherever you travel.

In addition to using the latest technologies, SUNCOM services can be tailored to meet your individual needs. Ordering multiple SUNCOM products and services offers the benefit of no-hassle billing, strict security measures, built-in redundancies, increased data capacities and strong customer support services. SUNCOM's purchasing power means lower costs for customers. Learn more about our entire suite of products and services on our Web site at [www.dms.MyFlorida.com/cits](http://www.dms.MyFlorida.com/cits).

**SUNCOM, your one-stop shopping for a complete communications system.**



# KESTER'S CORNER



Welcome to our first edition of the SUNCOM News Bytes quarterly newsletter. Technology is an ever-changing field and this newsletter will keep you informed as we improve and offer new services.

As I celebrate my first year at CITS, I am proud of our accomplishments so far. We installed the world-class MyFloridaNet data network, improved our customer service and reduced rates on some of our services. Going forward in 2008, we are evaluating all of our services to find areas where we can improve. We are retiring some of our older and less used services like dial-up, RTS, ATM and Frame Relay while introducing new services like VoIP, aircard, VPN and MyFloridaNet. We offer these new services with our same volume purchasing power and our commitment to customer service.

CITS consolidates the purchasing of enterprise IT and telecommunications services to bring you lower prices. As your partner in these times of budget hardships, we are committed to finding ways for you to continue to do business as cost-efficiently as possible without compromising the valuable services your organization provides.

As we begin 2008, I want to reaffirm our commitment to providing the best products and services at the lowest price possible. I can't express how much I've enjoyed my first 365 days on the job here at CITS and I'm just as excited about what the future holds.

Sincerely,

Terry L. Kester  
Deputy Secretary

## FAQS

### How does SUNCOM respond to problems?

We receive initial trouble reports through our Customer Services Desk (866-MY-DMS-IT or 866-693-6748), the first tier of our response team. The Services Desk coordinates issues with our Network Operations Center (NOC). If the Services Desk is unable to resolve the problem, the case is forwarded to the second service tier where one of our IT experts works to solve the problem in a timely manner. You have peace of mind knowing that qualified CITS personnel are standing by to handle any situation that may arise.

### How does CITS support public safety?

CITS supports a number of statewide public safety initiatives through a broad range of communications services ensuring the safety and security of Florida's citizens and visitors, particularly during times of threat, crisis or disaster. These initiatives include the Statewide Law Enforcement Radio Service (SLERS), the Florida Interoperability Network (FIN), local and state radio services and E911.

### What products does SUNCOM offer that can help employees conduct business away from their office?

SUNCOM provides a number of wireless service options with desirable pricing plans tailored to suit any need. With BlackBerry® devices, smartphones, aircards for laptops and VPN service, SUNCOM has all the tools customers need to conduct business from anywhere around the globe.



# GEEK SPEAK

Turn to Geek Speak to learn about common product acronyms.

## NOC Network Operations Center

Trained technicians work in a centralized control center providing support through activities such as monitoring and analysis, trouble reporting, problem resolution, and maintenance.

## VoIP Voice over Internet Protocol

VoIP is the latest high-tech telephone communications service offered by SUNCOM. It's built upon a network that shifts the management and operations from your location to ours, while you keep complete control through the State of Florida's secure Web site.

## SRC Shared Resource Center

A single story, 29,000 sq. ft. facility dedicated to providing safe, secure housing for data processing equipment and applications. The many safety and security features make this an ideal location for critical state applications.

## VPN Virtual Private Network

A group of two or more computer systems, typically connected to a private network with limited public-network access, which communicates securely over a public network.

## RVCS Reservationless Voice Conferencing Service

On-demand conferencing, allowing you to initiate a telephone conference call 24 hours a day, 7 days a week - without making a reservation. Holding a conference call is as simple as dialing a permanent number and entering a conference code.

# SUNCOM INTRODUCES 10-DIGIT DIALING

Starting April 1, 2008, SUNCOM Voice Services customers will need to use 10-digit dialing for all phone numbers they dial. Because of new technology and price competition among our vendors, 10-digit dialing is more cost-effective for everyone.

Some great benefits of the new network include:

- A standardized dialing plan, meaning all customers will press the same number "9" to place a long distance call.
- No matter where you are on the SUNCOM network, your 10-digit dialing will be compatible with the future state VoIP network.
- We bundle your local Centrex and Primary Rate Interface (RPI) services with a single long distance service to provide you with the most cost-effective method to place phone calls.
- 10-digit dialing simplifies directories, because it eliminates the need to publish two phone numbers for each employee.

Lastly, per-minute charges for long distance calling will again be reduced. An initial rate reduction was passed along to customers in July 2007 and you can expect to see a second rate reduction after the migration.

We encourage you to start using the new 10-digit dialing when placing calls so you are familiar with the new system before the old network is discontinued March 31. To place a 10-digit call, simply dial the area code before the phone number, even if it's a local call.

State-of-the-art technology, a standardized statewide dialing plan and reduced prices are all features that you will experience thanks to the upgraded voice services offered by SUNCOM.



# MyFloridaNet – THE BACKBONE OF THE SUNSHINE STATE

**SUNCOM** is migrating customers to MyFloridaNet (MFN), the State of Florida's low-cost, carrier class, private voice, video and data network. The current network will be discontinued on August 31, and we encourage customers to contact our Customer Services Desk to schedule your migration.

Built upon state-of-the-art Multi-Protocol Label Switching (MPLS) technology and Quality of Service mechanisms, MFN is a complete data transport solution. It provides a flexible communications infrastructure for the exclusive use of State of Florida customers.

MFN provides service elements such as design and engineering, network core, local loop access, Customer Premises Equipment (CPE), security and network management tools for a complete turn-key solution with mostly flat-rate pricing statewide. This new network replaces the current Routed Transport Services (RTS), Asynchronous Transport (ATM) and Frame Relay Service networks.

MFN offers flat rate pricing and no installation charges for speeds ranging from 64kbps to 12Mb, delivering maximum possible savings and value to all customers. Additionally, customers can order new sites without making router configuration changes at any of their other locations. Gone are the days of paying for incremental



backbone bandwidth to provide redundancy or connectivity to Continuity of Operations Plan locations.

MFN uses sophisticated Network Management System (NMS) tools so you check the health of your network from anywhere, anytime. The entire NMS network is Web-based with easy access once the CITS Help Desk sets up the account and provides simple user training. In addition, MFN offers a Web-based trouble ticketing system that allows agencies to review and track their own individual trouble tickets.

Increased data capacity, strict security measures, cost avoidance, state-of-the-art technology and strong customer support services make MyFloridaNet the State of Florida's best choice for data transporting needs.

## Our Newest Service - VIPS

**SUNCOM** is proud to offer the latest telephone communications technology; VoIP, via our Voice over Internet Protocol Service (VIPS). Unlike standard telephone lines, VIPS utilizes the state intranet when sending calls, so data and voice services collapse into one network. This network shifts the management and operations from your location to ours, while you keep complete control through the State of Florida's secure Web site. VIPS provides today's customers with the reliability, support and flexibility they expect for their voice services.

**VIPS** is one of the many high tech services in the SUNCOM portfolio of services, most of which are offered through the world-class MyFloridaNet data network. This means customers receive all the world-class features this network is known for including security, redundancy, guaranteed quality of service, increased capacity and state-of-the-art technology. Plus, VIPS is a month-to-month service so there are no long-term contracts to sign.

To see the current list of vendors providing VIPS, and the features available, check out our Web site at [www.MyFloridaSUNCOM.com](http://www.MyFloridaSUNCOM.com)

## DID YOU KNOW...

- SUNCOM has provided voice services to the State of Florida for more than 30 years.
- More than 140 employees work exclusively for CITS.
- The CITS Customer Service Center manages citizen information inquiries for state government information and provides technical support.
- The State Information Operation, or 411 as it's commonly called, handles approximately 3,000 citizen inquiries a week for an average total of 13,000 inquiries per month.
- CITS serves more than 1,400 customers.

**For more information, contact our Customer Services Desk at  
(866) MY-DMS-IT (866-693-6748) or  
[help@dms.MyFlorida.com](mailto:help@dms.MyFlorida.com)**

