

SUNCOM

NEWS BYTES

Issue 3 • Communications and Information Technology Services • July - September 2008

Long Distance Network Saves State Money

For many years, SUNCOM's long distance service supported the needs of its customers by providing desired features. And as time and technology have advanced, so has the service. As one of SUNCOM's initial services, **voice long distance went through a significant updating process** recently resulting in increased capacity and features. SUNCOM transitioned from an old dedicated network to a new switched network while also changing from a private service to a leased service. This multi-year project reached its first significant milestone in April by eliminating the older seven-digit dialing plan in favor of the cost-effective 10-digit plan. In doing so, SUNCOM disconnected older and costly phone lines, making the overall long distance network cheaper to operate. This resulted in **\$1.5 million in cost avoidance passed on to customers.**

What does the future hold?

The future includes the arrival of new and improved features and technologies, the discontinuation of older services and continued rate reductions.

One of those improved features on the horizon is a **unified long distance SUNCOM access code.** This is the number employees press on their phone to gain access when dialing long distance. Some customers dial "6," others dial "9," and there are some who use a different number. Customers should expect a unified access code to become reality by the end of the year.

Another feature arriving soon is **Automatic Route Selections (ARS)** which routes the dialed phone number to the cheapest rates in the city where the dialer

is calling. For instance, if you live in Tallahassee and dial a number for someone in Jacksonville, ARS determines which carrier provides the cheapest rate to complete that call and automatically channels your call to that cheaper option. This feature lowers the cost significantly for customers and is also expected to be complete by the end of the year.

SUNCOM is also focusing its efforts on **Voice over Internet Protocol (VoIP)** technology, which plays an important role in the future of SUNCOM's long distance plans. SUNCOM's VoIP service runs along the state-of-the-art MyFloridaNet (MFN) data network, providing customers with all its benefits. VoIP is a whole new way of delivering voice service, because VoIP uses the Internet or MFN when sending calls allowing users the flexibility to move offices or locations. With a PC, Local Area Network or Ethernet connection, you can simply plug in a VoIP-based phone and start placing calls. The arrival of VoIP also **consolidates all services into a single network** and for just \$25 a month per unit, users also get voicemail, unified messaging, the ability to place calls through Web sites and 2,000 long distance minutes a month. Currently, the Florida Wildlife Commission and Florida Supreme Court use SUNCOM's VoIP service, with future agencies expected to sign up in the coming months.

After spending the past year consolidating services and discontinuing older services, the **future looks bright for SUNCOM's long distance service**, and we look forward to continuing to provide our customers with the best and most cost-effective services available.

Kester's Corner



Pardon Our Dust

The world is constantly changing, especially when it comes to technology. What was once new is now old. As technology changes we change with it. However, with the large volume of customers we serve, making necessary changes to provide the best products and services available is no easy task. We spent the last year reevaluating a number of our services and making significant changes including dismantling old statewide networks, improving existing services and discontinuing ones altogether. These changes allow us to evolve as technology does.

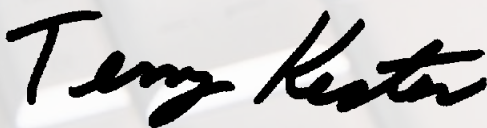
I'm proud to say we accomplished a lot in a short amount of time. Our accomplishments include:

- Updating our long distance service by dismantling the old network, changing to a leased service and passing savings onto our customers.
- Migrating customers to the state-of-the-art MyFloridaNet statewide data network which consolidating services into a single network while increasing benefits and features.
- Expanding our Telecommunications Infrastructure Project Services (TIPS) program and providing qualified expert engineering staff to help with installation.
- Encouraging customers to explore Virtual Private Networks, which allow telecommuting for employees while conserving energy and costs.
- Migrating State of Florida Internet Access (SoFIA) customers to a new and improved Internet service through MyFloridaNet.

If you have any input or suggestions on changes to our services that would enable you to do your job more efficiently, please feel free to contact us at any time.

I appreciate everyone's patience and support while our team made these improvements. Many of our customers are already benefiting from increased features and lower costs. But we're not done! Rest assured, all these changes reflect our commitment to serving those who serve Florida.

Sincerely,



Terry L. Kester
Deputy Secretary



Announcements

NEW AND IMPROVED INTERNET SERVICE REPLACING SoFIA

Phase I of migrating SUNCOM customers to the state-of-the-art MyFloridaNet (MFN) data network is complete. We are now in phase II, which includes the discontinuation of the SoFIA service on December 31, 2008, to be replaced by a more improved Internet service operating on MFN. This new service is offered without installation charges and offers more benefits than SoFIA. Because it resides on MFN, customers experience all the benefits and features including: a single point of contact, security, Network Management Tools and flat-rate pricing. MFN team members are contacting all customers that use SoFIA, to help with their migration to MFN. If you have not been contacted, or are interested in learning more, contact our CITS Services Desk at (866) MY-DMS-IT (866-693-6748).

NETWORK MANAGEMENT TOOLS SIMPLIFY MYFLORIDANET

Due to the rapid growth of MyFloridaNet (MFN), CITS recently upgraded the Network Management System (NMS) tools, placing them on a new platform that allows for a significant increase in capacity and a limited need for future enhancements. Another big advantage of the NMS tools is that customers can monitor and manage their own network with a Single Sign-On through a Web-based application called the MFN Portal. This means customers will have easier access to the same highly popular and customized tools like Spectrum, eHealth, NetQoS and Remedy Ticketing System. As part of phase two of this project, the new tools are supported by a new, fully redundant and diverse disaster recovery site.

SUNCOM PREPARES FOR POTENTIAL DISASTERS

Does your organization know what to do if a disaster hits your buildings or cut off your communications? The team at CITS recently completed a detailed plan of action should an emergency or disaster affect our office buildings or the city of Tallahassee. This plan is called a Continuity of Operations Plan (COOP), and every CITS team member participated in a training session to detail what employees' roles and responsibilities are in an emergency. COOP ensures that the vital services CITS provides to both customers and the citizens of Florida continue regardless of the condition of cities or buildings.

SUNCOM TEAM MEMBERS ATTEND STATEWIDE CONFERENCES

Fresh from attending the Florida Association of Counties Conference in June in Miami, SUNCOM team members will attend the Florida League of Cities Conference in Tampa in August and the Florida Government Technology Conference (FGTC) in Tallahassee in September. SUNCOM will have a booth display at both upcoming conferences with team members available to answer questions about the latest SUNCOM products and services. Deputy Secretary Terry Kester and Director of Telecommunications Charles Ghini are featured speakers discussing future technologies during the FGTC.



(Announcements continued from page 3)

BACKUP CHILLER ENSURES EQUIPMENT STAYS SAFE AT SSRC

In March, the Southwood Shared Resource Center (SSRC) welcomed a new addition in the form of a 200-ton chiller supported by a 350Kw generator. These additions support the SSRC by allowing it to continue running in the event of an emergency or disaster where power is cut off or the original chilling unit fails. Staff at the SSRC held a testing session in June for the new chiller and generator, and reported success in allowing the new equipment to completely sustain the SSRC for an extended period of time. This is great news, particularly with the recent start of hurricane season. All aspects of the SSRC, including power, battery backup, cooling and potable water have redundancies.

FAQs

What service does TIPS provide?

TIPS stands for Telecommunications Infrastructure Project Services and provides high-tech, professional and hassle-free infrastructure services to outfit new or renovated facilities with a complete telecommunications system so employees can operate efficiently and effectively.

What resources are available to help me create a strong password?

Keeping information safe and secure is vitally important. To keep your information from falling into the wrong hands, make sure to choose a password that is difficult for anyone to figure out. It should include a combination of letters, numbers and symbols.

To check the strength of your password, visit www.securitystats.com/tools.

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



Terry Kester, Deputy Secretary * Cathy Schroeder, Communications Director * James Miller, Communications and Marketing Analyst * Linda Ogle, Creative Director * Katelynn Ogle, Graphic Designer. **SUNCOM News Bytes** is published quarterly by Communications and Information Technology Services, 4030 Esplanade Way, Tallahassee, Florida 32399. As a resource for agency employees, State of Florida public servants and the citizens of Florida, **SUNCOM News Bytes** is a tool to share information about Communications and Information Technology Services, its goals and accomplishments. It is our goal to provoke thought, understanding and appreciation for our division as we strive to "serve those who serve Florida."

Geek Speak

Turn to Geek Speak to learn about common product and program acronyms.

SVN SUNCOM Video Network

Refers to the video conference services available to SUNCOM customers. They are facility services, including 10 video conference locations across the state, network services which allow video conferencing between three or more sites and support services to help customers.

LAN Local Area Network

A computer network covering a small geographic area like a home, office or group of buildings. These are defined by their higher data-transfer rates, smaller geographic range and lack of a need for leased telecommunication lines.

CEP Central Energy Plant

This building is located in Tallahassee in the Capital Circle Office Center (CCOC) along with DMS, and provides heating and air conditioning to the eight buildings and more than 4,000 employees located in the CCOC as well as the Southwood Shared Resource Center.