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Governor Charlie Crist

Secretary Linda H. South

MEMORANDUM

TO: SUNCOM Reservationless Voice Conference Service Billing Contacts

FROM: 
Mike Kyvik, Chief Operations Officer
Department of Management Services
Communications and Information Technology Services

DATE: June 13, 2008

SUBJECT: SUNCOM Reservationless Voice Conference Service Invoicing

Dear Valued Customer,

Effective with the July, 2008 billing cycle, SUNCOM assumes invoicing responsibilities for Reservationless Voice Conference Services (RVCS). Currently, your RVCS invoice is sent by EMBARQ (the service provider) via e-mail from help@dms.MyFlorida.com with a PDF attachment and payments are made to Embarq. When SUNCOM assumes the billing, you will receive an e-mail stating that your invoice is available on-line and ready for your review and action. Payments should be made out to: DMS-CITS-SUNCOM.

If you are currently using the SUNCOM on-line billing system to review other SUNCOM invoices, no further action is needed. If you are not a current subscriber to the system, then you will need to sign up by visiting <http://SUNCOMbilling.MyFlorida.com/> and then following the steps listed below:

- Click on Access the SUNCOM Billing System
- Click on New User
- Fill out the profile (if your agency is not listed, please leave the file blank), assign yourself a password, click submit and you will see your User ID and password
- Click on SUNCOM Billing System again, input the User ID and password created above
- Input your seven-digit local phone number where your SUNCOM number is requested along with your agency code and you are the customer.
- Select TABS
- After the profile has been reviewed and approved, you will receive an e-mail stating that your invoices are available on-line
- After you are authorized, return to the Web site and login to the SUNCOM billing system. Choose TABS; look to the left and click View Invoice to access the PDF files (copy of paper bill). If you are setup for FTP TXT files you will click on FTP.

If you have any questions regarding establishing your account or how to use the on-line system, please e-mail NetworkBillingSyst@dms.MyFlorida.com.

SUNCOM Invoicing maintains the most recent three months of detail (actual) available for you to view. If you need to review invoices prior to the most recent three months, please send a list of the invoice numbers and months requested to SUNCOMINV@dms.MyFlorida.com and a staff member will contact you.

Payments to SUNCOM may be made with a Journal Transfer, ACH (Automated Clearing Housing), or wires as well as checks for non-state users. At this time, SUNCOM cannot accept credit card payments.

Thank you in advance for your cooperation.

We serve those who serve Florida.