



Division of Telecommunications
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Governor Charlie Crist

Secretary Linda H. South

MEMORANDUM - 2009-01

DATE: February 4, 2009

TO: SUNCOM Customers

FROM: Charles Ghini, Director 
Division of Telecommunications
Department of Management Services

SUBJECT: Operator Assisted International Long Distance

At the Division of Telecommunications, we constantly look for ways to save our SUNCOM customers money without diminishing our level of service. That is why we are changing the procedures for placing international long distance calls. Currently, you must use a SUNCOM operator to connect you to an International Operator to complete your call; this spring, you'll be able to dial these calls directly – creating efficiencies at a lower cost. This new procedure saves your agency and the Division of Telecommunications tremendously.

For assistance with making the necessary changes to your service or system, please **call 1-888-4SUNCOM (1-888-478-6266)** to be routed directly to your SUNCOM Telecommunications Consultant who will be happy to answer any questions you have or assist you with submission of a Customer Service Authorization (CSA).

I appreciate the trust you put in us to provide your telecommunication services. Please know we strive to be the best at what we do, at the best price available.

Again, the current Operator Assisted International Long Distance dialing process will end March 31, 2009.