



**COLORADO**  
Governor's Office of  
Information Technology  
Serving people serving Colorado

TO: Agency Telecommunications Contacts  
FROM: Brenda Berlin, Deputy CIO & Chief Financial Officer  
DATE: July 6th, 2017  
RE: Telecom Rate Update

Dear Customer,

As you may be aware, while OIT is predominantly funded through reappropriated funds, costs for some services are recovered through direct billing. This includes the costs for the telecom services we provide to you. Each month, OIT bills departments directly to recover costs for the telecom services they receive; the bill is based on the assets held and monthly consumption of your agency (e.g., basic telephone rates, long distance charges, voice mail, etc.).

OIT has recently completed work with CenturyLink and MTS, our Telecom Expense Management System (TEMS) vendor, to update the telecom billing process and ensure we have an accurate equipment inventory for all agencies. It was identified during this process that some equipment, and the associated charges, had not been previously assigned to an agency and therefore had not been billed. Additionally, not all costs were being covered, including OIT overhead. The new improved billing process will be far more transparent and will bill out using actual Centurylink invoices, as well as reallocate OIT charges as overhead. It is anticipated that this will provide you, our customers, far more information including additional detail on service and cost. The process will incorporate current equipment and service pricing, existing customer inventory, and OIT telecommunication administrative costs.

The new pricing structure will go into effect September 2017, which will reflect the accurate inventory and services provided to your agency. Over the next few months the OIT Telecom Team will meet with your agency, and outline how these changes specifically impact your agency. In addition, we will provide training to help you navigate the billing application and view the underlying cost breakdown for each line. This training will also be available in September on the OIT telecom website (<http://oittelecombills.state.co.us>).

Please email [oit\\_telecombills@state.co.us](mailto:oit_telecombills@state.co.us) if you have any questions.

Thank you,  
Brenda Berlin