

Where can I find information about the new telecommunications expense (management) and billing system (TEBS)?

The [TEBS](#) link on the VITA website is the best source of information for this new project. This site will be updated continuously with information on the latest tools and documentation.

There also are TelMaster reports videos supplied by Telesoft, the TEBS project supplier. The videos can be accessed via the TEBS link and can be viewed by clicking the last two entries on the left rail – Standard Reports: Telesoft v.10 (video) and Customized Reports: Telesoft v.10 (video).

Are pilot agencies needed to test TEBS?

Yes, VITA will use volunteer representatives from some agencies to test. These agency representatives have been on the TEBS team since the beginning of the project.

Will agencies continue to receive paper invoices after TEBS is implemented? If not, how will agencies obtain an invoice?

After TEBS is implemented, agencies will no longer receive a paper invoice through the mail. Agencies will be provided an online link, a user ID and password to access TEBS. After logging in, designated agency representatives will be able to log into TEBS and view telecommunications usage and billing for services. Training on how to use TEBS will be provided to agency representatives.

How will TEBS impact the availability and structure of the billing files agencies currently download?

Files with agency telecommunications use will continue to be available after TEBS is implemented. Agencies that receive telecommunications billing files today will continue to receive similar data extracts when TEBS is implemented.

What will be the impact of TEBS on the telecommunications service request (TSR) process?

The Telmaster application will be used to place telecommunications work orders when TEBS is implemented. Agency telecommunications coordinators will continue to perform this function.

How can agencies access the test environment?

VITA will notify the telecommunications customer volunteers when the TelMaster application can be accessed. Only those agency representatives can access the test environment.

Are file layouts for the feeds or services available?

VITA and Telesoft are finalizing the telecommunications feeds.

Will the existing information in the Telecommunications Inventory Billing System (TIBS) be ported to the new system, and is there a need to clean up the existing information in TIBS?

All active information in the current system (TIBS) that can be mapped to Telmaster (the new application) will be transferred. This will include the telecommunication inventory and supporting information such as the agency/sub-agency to be billed, installed location, monthly charges and supplier-related information. Non-active information such as previously billed traffic will not be transferred but will remain accessible via TIBS.

The data relationships that Telmaster stores and processes are different from the data relationships used in TIBS. Extensive investigation is being performed so the data can be accurately transferred from TIBS to Telmaster. Corrections are being made to any data that is found to be incorrect or incomplete.

Is there a financial impact to agencies with this new system?

VITA does not anticipate any financial impact on telecommunications customers with the implementation of the TEBS project.