

WSC ADVISORY #2017-032
VPN ACCESS & PAYMENT CHANGES

ACTION REQUIRED

EFFECTIVE DATE: IMMEDIATELY

Pursuant to 59G-13.070, The Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook (September 2015) page 2-77, "The WSC provider is responsible for the cost of the electronic VPN access to the APD network."

WSCs were informed on November 2016 by Department of Management Services (see attached letter) of the requirement to pay the VPN subscription. This advisory is a reminder to all WSCs that the VPN billing invoices will be enforced and payments **MUST** be received in **FULL** and **PROMPTLY** to avoid deletion of your VPN subscription. If you have not paid your subscription, please take immediate action. The subscription will now be billed every 6 months. Please take note of the following:

- The 6-month subscription automatically renews for WSCs whose accounts are current and paid in full until disconnected by the hosting agency.
- The 6-month subscription will NOT automatically renew for WSC's with past due accounts and their service will be disconnected.
- Credits will not be given for months of unused service.
- Payments must be made directly to DMS, and can only be made by check or money order. Your invoice number must be on the check or money order, or the payment will be returned, and will not be credited to your account.
- Payments cannot be made in advance.
- Neither APD nor Hayes is involved with the billing or payments of your account.

In order to remain in compliance with the handbook and avoid deletion of a WSC VPN account, WSCs must ensure that the invoices are paid in full on or before the due date. If you are unsure of your payment due date please contact the Department of Management Services, Division of Telecommunications at the number provided below for billing questions.

Make check or money order payable to:

State of Florida
Department of Management Services
P.O. Box 5438
Tallahassee, FL 32399-5438

For billing questions:

Department of Management Services
Division of Telecommunications
1-888-4SUNCOM (1-888-478-6266), option 3
suncom.helpdesk@dms.myflorida.com

Technical or access issues:

Hayes E-Government Resources
(850) 297-0551
(800) 825-9390 x455
support@hcs.net