

Steve Sisolak
Governor



Laura E. Freed
Director

Matthew Tuma
Deputy Director

Timothy D. Galluzi
Administrator/State CIO

Darla J. Dodge
Deputy Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Enterprise IT Services Division

100 N. Stewart Street, Suite 100 | Carson City, Nevada 89701

Phone: (775) 684-5800 | www.it.nv.gov | eitsadministration@admin.nv.gov | Fax: (775) 687-9097

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TO: Telecommunications' Long-Distance Customers

FROM: Timothy Galluzi, State CIO and Administrator, Enterprise IT Services

SUBJECT: Change in Billing Method for Long Distance

A shift in usage and technology of using agencies—to include the adoption of cloud-based telephony service, Voice Over IP (VoIP) adoption, intra-state Session Initiation Protocol (SIP) trunking, and use of cellular devices by the remote/hybrid workforce—has caused a significant reduction in long-distance calling utilization for the state, creating a revenue shortfall for the Telecommunications Unit of the Enterprise IT Services Division (EITS).

EITS, in collaboration with the Governor's Finance Office (GFO), has developed a plan to ensure the solvency of the telecommunications infrastructure and unit. A key component of this plan addresses the immediate revenue shortfall by changing the methodology of billing from utilization to "bill-as-budgeted." EITS and GFO have also adjusted the proposed budget for the next biennium to mitigate future revenue issues for this service.

To address the immediate fiscal challenges, all long-distance billings are to be billed on a "bill-as-budgeted" schedule for the remainder of the 2023 fiscal year. Your agency's remaining long-distance budget will be divided equally between eight billings (November-June) and processed through your routine monthly billing claims.

We appreciate your understanding and cooperation in this process.

For questions or concerns, please contact the EITS Service Desk at eitsservice@admin.nv.gov or 775-684-4333.