



**TO:** SUNCOM VPN Client-to-LAN Customers w/ Contractors

**FROM:** Kevin T. Langston  
Chief of Customer Service  
Division of Telecommunications (DIVTEL)  
Department of Management Services (DMS)

**DATE:** November 18, 2016

**SUBJECT:** VPN Client-to-LAN Agency Contractor Billing Change

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Dear SUNCOM Customer,

In adherence to our commitment to provide quality service to our customers and meet their needs, DMS will move to a six-month subscription for Client-to-LAN contractors with direct-billed accounts. Instead of paying monthly, the direct-billed contractors will be charged for a six-month subscription, which will automatically renew until disconnected by the hosting agency. Invoicing to the agency for multiple accounts will not be changed and continue on a month-to-month basis.

The change to the six-month subscription will be based on the account anniversary date but will be accomplished in the first two quarters of 2017. The sponsoring agency will be notified in advance of which contractor accounts will be changed. In addition, all contractors will be notified of the change to the subscription service in a one-time blanket E-mail.

If you have questions or concerns, or need assistance with this transition, please contact us at 1-888-4SUNCOM, Option 4, or by email at [SUNCOM.Helpdesk@dms.myflorida.com](mailto:SUNCOM.Helpdesk@dms.myflorida.com).