



# U.S. Army Information Technology Agency (ITA)

Strategic Communication Message 1 Feb 2012, ITA, Pentagon, Washington, D.C

## IMPORTANT MESSAGE REGARDING WIRELESS PRODUCTS AND SERVICES FROM ITA

Dear ITA Wireless Customer,

As a result of the recent changes from Army Contracting Command - National Capital Region Contracting (ACC-NCR), **wireless products and services orders will no longer be accepted via the ITA-Secure Web portal.**

Vendor sites for Sprint, CellHire, USA Mobility, ST Messaging (SkyTel), Verizon Wireless, and AT&T will be decommissioned on Friday, February 3, 2012, as ITA transitions to a new business process.

If you have immediate wireless product or service needs, please submit your request via the ITA Service Desk by calling 703-697-2193. An ITA representative will contact you to facilitate processing your order.

Consequently, ITA anticipates significant impact and delays to service and product orders in the immediate future and we will work diligently to minimize the impact. Our staff will continue to coordinate customers' wireless requirements and provide the most efficient experience possible.

Look for regular updates via customer broadcasts and the ITA website: <http://ita.army.mil>. We welcome customer feedback, and will work to answer your questions and concerns regarding this change. We will do everything in our power to ensure the ITA vision "to deliver an unparalleled customer experience" is met, even during this period of transition.

We thank you in advance for your patience and cooperation, as we implement a new way of doing business.

Thank you for your support. For questions about this message or the change in process, please contact ITA at 703-697-2193 or [I2TSCareCenter@conus.army.mil](mailto:I2TSCareCenter@conus.army.mil).

Sincerely,  
The ITA Customer Care Team

Creating Connections