



November 1, 2008

Dear CALNET 1 Customer:

We are writing to inform you that your agency is still receiving services under the CALNET 1 Contract that ends on December 3, 2008. Transition/migration efforts for customers to move off of this contract have already been implemented; however recent audits show that your agency has not yet done so.

Please note that as of December 4, 2008, customers with CALNET 1 calling cards will be disconnected. An AT&T representative will need to be contacted to have any new calling cards issued. All remaining customers with other CALNET 1 services not migrated to the current CALNET 2 contract or other Department of Technology Services, Statewide Telecommunications and Network Division (STND) approved contract will default to Verizon Published Price Guide rates as of December 4, 2008. In addition, any subsequent billing will no longer be invoiced on the CALNET 1 integrated billing system commonly known as SIBS. It is therefore imperative that you contact your Verizon Business representative as soon as possible to discuss new contract options.

We understand that you may have questions regarding the CALNET transition and have enclosed a short Frequently Asked Questions (FAQ) Sheet to help you better understand the process. Please review the FAQs and if you have any additional questions, your representative's contact information is also included on the sheet.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. L. May".

CALNET 1
Verizon Business
Government Education – State of California
(800) 477-0221

CALNET TRANSITION FAQs SHEET

Q1: When exactly does the current contract expire?

A1: The CALNET 1 contract officially expired on December 3, 2005. The State exercised three one-year extensions that have set the final CALNET 1 expiration date for December 3, 2008.

Q2: Can't the carriers/contractors involved just move our agency over to whatever contract is appropriate?

A2: AT&T and Verizon Business Account Representatives should be working with non exempt state agencies to transition their services from CALNET 1 to CALNET 2. Exempt state agencies are required to submit a formal request to transition services from CALNET 1 to CALNET 2 since they are not required to use the CALNET contracts. Local government are required to sign a CALNET 2 authorization to order (ATO) when transitioning or migrating existing services as well as requesting new services. In addition, the new contract, CALNET 2, is divided into several modules that may have different requirements.

Q3: What will happen if we do not move onto a new contract by December 3, 2008?

A3: Calling Card services under CALNET 1 will be disconnected as of December 4, 2008. All other services still under CALNET 1 will default to Verizon Published Price Guide rates as of December 4, 2008. That means you will receive rates not associated with any special contracts or promotions; these are known as Published Price rates and are usually considerably higher than rates found on either the CALNET 1 or CALNET 2 contracts. The following link provides more information on Verizon's Service Publication and Price Guide:

http://www.verizonbusiness.com/us/publications/service_guide/products/products_currently_available/

Q4: But I'm still receiving CALNET 1 bills, won't that continue?

A4: Invoices for current charges will continue to be generated under the CALNET 1 integrated billing system (SIBS) until December 2008. However, there will be no new Verizon Business charges after that time. Any SIBS invoices you receive after December 2008 will be for previous balances. The SIBS system will be decommissioned after July 2009. Customers who default to Verizon Published Price Guide rates in December 2008 will receive a new and separate invoice from the Verizon Business billing system.

Q5: Who do I call at Verizon Business to request moving off CALNET 1?

A5: You may contact your Verizon Business Service representative at the following:

CALNET customer support – Phone: (800) 477-0221

Email: Calnet-forms@verizonbusiness.com

Q6: I want more information about the transition, where can I find it?

A6: The Department of Technology Services, Statewide Telecommunications and Network Division (STND) provides comprehensive CALNET transition information on their website at

<http://www.dts.ca.gov/stnd/calnet-transition.asp>

They have also provided the following contact information:

STND Staff – Phone: (916) 657-9150

Email: stndhelpme@dts.ca.gov

Q7: Once I've moved over to the correct contract, does Verizon Business have a billing system we can use like SIBS?

A7: Verizon Business is pleased to provide an online service center that allows CALNET 2 customers to not only view invoices, but also manage and order services. The site also provides News and useful contract related links. Registration is easy at: <https://calnet2.verizonbusiness.com/> Simply click on the "New to CALNET2?" link under the Sign In field.