



**AGENCY
TELECOMMUNICATIONS
REPRESENTATIVE
BULLETIN**

Date: June, 19 2014

ATR 14-06

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SUBJECT: AT&T CALNET SERVICE ORDER FREEZE DATES FOR STATE AGENCIES

In order to facilitate a smooth transition of AT&T services from CALNET 2 to CALNET 3, AT&T has established a CALNET service order freeze for State customers. This freeze is to help prevent errors and manual intervention. The freeze will be in effect from 8/1/2014 through 10/31/2014.

This freeze impacts only existing billing telephone numbers. It does not apply to new services with new billing telephone numbers or disconnects.

AT&T recognizes that extenuating circumstances may necessitate service order changes to existing services during the freeze. Therefore, an exception process has been created to accommodate those situations. Please contact your AT&T account representative if you have any extenuating need that requires an exception. AT&T will make every effort to accommodate reasonable requests.

An ATR Bulletin addressing local government will be provided once freeze dates are established.

If you have any further questions, please direct them to the following:

AT&T: Account Representative 1-877-9-CALNET (1-877-922-5638)

Otech: Tes Hutchings 916-431-6286 tes.hutchings@state.ca.gov

A handwritten signature in blue ink that reads "Barbara Garrett".

BARBARA GARRETT, Deputy Director
Statewide Telecommunications and Network Division
Office of Technology Services (OTECH)

BG:th