

AGENCY TELECOMMUNICATIONS REPRESENTATIVE

BULLETIN 07-15

DATE: August 27, 2007

SUBJECT: SERVICE ORDER FREEZE FOR LOCAL AGENCIES

To continue the smooth transition of AT&T services and billing systems from CALNET 1 to CALNET 2, AT&T has established a service order freeze to prevent errors and manual intervention during **PHASE 2**. PHASE 2 will be the first phase for Local Agencies.

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 an extenuating need that requires an exception. AT&T will make every effort to accommodate reasonable requests.

The PHASE 2 dates listed below are specific to Agencies with approved CALNET 2 ATOs and Form 20s dated prior to August 15, 2007.

Phase 2 Transition
Service Order Freeze Schedule

Bill Round	Start Freeze Date	End Freeze Date
1	9/20/07	11/2/07
2	9/24/07	11/6/07
4	9/25/07	11/7/07
5	9/26/07	11/8/07
7	9/27/07	11/9/07
8	9/28/07	11/12/07
10	10/1/07	11/13/07
11	10/2/07	11/14/07
13	10/4/07	11/15/07
14	10/5/07	11/16/07

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16	10/8/07	11/19/07
17	10/9/07	11/20/07
19	10/10/07	11/21/07
20	10/11/07	11/26/07
22	10/12/07	11/27/07
23	10/15/07	11/28/07
25	10/16/07	11/29/07
26	10/17/07	11/30/07
28	10/18/07	12/3/07

Please note there will be two more phases planned for transition completion.

Phase 3 will apply to customers with CALNET 2 ATOs and Form 20s dated prior to May 15, 2008. Freeze dates for this phase are estimated to be June 18, 2008 – August 20, 2008.

Phase 4 will apply to customers with CALNET 2 ATOs and Form 20s dated prior to August 15, 2008. Freeze dates for this phase are estimated to be September 18, 2008 – November 20, 2008.

If you have questions regarding this ATR Bulletin, please contact a DTS Representative at (916) 657-9150.



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