



AGENCY TELECOMMUNIATIONS REPRESENTATIVE **BULLETIN**

Date: October 22, 2009
ATR 09-01

**P. O. Box 1810, MS# Y-13
Rancho Cordova, CA 95741-1810
(916) 657-9150**

SUBJECT: VOICEMAIL AS WE KNOW IT IS CHANGING

AT&T is moving forward to replace the existing MSA 1 voicemail of most CALNET2 users with a new Enterprise Messaging Platform that will provide the basic voicemail you are familiar with today. What this means is that you will get a new basic voicemail box that will allow you to continue to be able to send and receive voicemails just like you do now but from the new Enterprise Messaging Platform (EM). Moving to this new EM Platform will also provide CALNET2 users with the additional option of a new type of messaging communications tool called Unified Messaging (Additional charges will apply). AT&T Unified Messaging combines your wireline voice mail, Wireless (from AT&T) voice mail, fax and email messages into one electronic mailbox from your various services – fax, email, wireless and landline voice mail – to a central Unified Messaging repository. The Telephone User Interface (TUI) allows you to retrieve all of these messages from any touchtone telephone, while the Web User Interface (WUI) allows you to retrieve those same messages from any Internet connection on a PC. For more information on Unified Messaging contact your AT&T Account Team.

When will this Voicemail conversion take place?

Our target is to have some customers converted to the new Enterprise Messaging (EM) Voicemail Platform before the end of the year with the remaining agencies to be converted in 2010. During the course of the conversion agencies will be able to choose the type of mailbox (basic or Unified Messaging) they would like to have.

As part of the new service CALNET2 customers will have the added benefit of being able to:

- 1) Reset Passwords
- 2) Refresh Message Waiting
- 3) Change name for the Unified Mailbox

To set up the mailboxes to allow this to happen, we will have to build a hierarchy based on permission levels. For example, you could have one administrator with authority to change all of Caltrans while having another level that is District specific. We have three option levels available; one by agency, one by District/Department/etc., and one by geography/area. AT&T will be contacting a designated person from your agency to obtain your preference. We will be providing additional information about the project in the very near future as we get more formalized dates.

If you have any questions on this conversion please contact your AT&T Account Team, located at: <https://ebiznet.sbc.com/calnetinfoii/>.

A handwritten signature in cursive script that reads "Steve Rushing". The signature is written in black ink on a white background.

STEVE RUSHING, Acting Deputy Director
Statewide Telecommunications and Network Division
Office of Technology Services (OTech)

SR: BW