



AGENCY TELECOMMUNICATIONS REPRESENTATIVE **BULLETIN**

Date: August 29, 2014

ATR 14-13

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SUBJECT: VERIZON CALNET 2 TO CALNET 3 TRANSITION

This notification is to inform Verizon customers that the transition of CALNET 2 to CALNET 3 services will begin in October. This transition is limited to customer billing which includes changes to reflect CALNET 3 rates and product details while moving customers to a new Verizon billing system. This transition effort does not require any action by the customer.

This transition will affect all State agencies and any local government agency that has completed an Authorization to Order (ATO) for CALNET 3. Local government agencies who have not completed an ATO for CALNET 3 and would like to transition Verizon CALNET 2 services to Verizon CALNET 3 services can contact their Verizon representative.

The new CALNET 3 rates will appear on Verizon's invoices as of the October 20, 2014 bill cycle for the select services listed below. This date is one month later than the previously published target transition date of September 20, 2014. The October transition will include the following services:

- Private IP Transport services (PIP)
- Hosted IP Centrex services (HIPC)
- Conferencing services

Verizon will be contacting customers within the next 2 weeks to confirm the October transition date and provide new CALNET3 billing account numbers. Customers who have requested to be transitioned at a later date will be provided specific transition details.

Verizon is in the process of finalizing a new web portal, which will provide customers access to the online billing system. This portal is scheduled to be operational by October 2014. The URL will be made available to customers in the next several weeks.

Verizon's CALNET 3 product catalogs and pricing can be found on the [CALNET 3 Web Site](#) or directly at www.CALNET3.verizon.com.

If you have questions regarding Verizon's transition, please contact the Verizon's Project Management Office: Dede Black 916-779-5626 Dolores.e.black@verizon.com

For all other questions contact the Office of Technology Services: Tes Hutchings 916-431-6286
tes.hutchings@state.ca.gov

A handwritten signature in blue ink that reads "Barbara Garrett". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

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