



## Statewide Telecommunications and Network Division

ATR BULLETIN 2007-11  
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### Service Order Freeze

In order to facilitate a 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.

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

The dates below are specific to customers and those billing telephone numbers that will be transitioned in Phase 1 (State Agencies Only).

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

### PHASE 1 Transition Service Order Freeze Schedule

Bill Round	Start Freeze Date	End Freeze Date
28	04/17/07	05/28/07
1	04/18/07	06/01/07
2	04/19/07	06/02/07
4	04/23/07	06/04/07
5	04/24/07	06/05/07
7	04/24/07	06/07/07
8	04/25/07	06/08/07
10	04/27/07	06/10/07
11	04/30/07	06/11/07
13	05/01/07	06/13/07
14	05/01/07	06/14/07
16	05/03/07	06/16/07

17	05/04/07	06/17/07
19	05/08/07	06/19/07
20	05/08/07	06/20/07
22	05/09/07	06/22/07
23	05/10/07	06/23/07
25	05/14/07	06/25/07
26	05/15/07	06/26/07

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



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