



AGENCY
TELECOMMUNICATIONS
REPRESENTATIVE
BULLETIN

Date: December 20, 2013

ATR 13-06

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

SUBJECT: CALNET 2 to CALNET 3 Conversion Survey

The Department of Technology, Statewide Telecommunications and Network Division (STND), needs your input for the planning of the statewide conversion of your current CALNET 2 services to the new CALNET 3. The current CALNET 2 Contract will end January 29, 2014, and the first Category of services for the new CALNET 3 Contract was awarded on November 15, 2013. STND is requesting each department (agency, board, etc.) complete the survey linked to this bulletin. Within the survey, departments will be asked to assign authorized staff to work with the CALNET Contractors during the Conversion phase.

Conversion is defined as the process of moving existing Customer services from CALNET 2 to CALNET 3 services. Conversion is further defined as either “Transition” or “Migration”.

Transition only applies to CALNET 2 incumbent Contractor services. It is defined as moving a customer’s existing CALNET 2 service(s) to the same service(s) and provider on CALNET 3. Non-exempt CALNET 2 State Customers will automatically transition unless the incumbent Contractor receives notification to disconnect from the Customer prior to Transition. Transition does not require the Customer to complete a Form 20. In most cases the transitioning of services will only impact the Customer’s billing (“Admin Change”). Exempt State Agencies and Non-State Entities* (local government) customers may Transition to CALNET 3 at their option.

Migration applies to customers who request replacement of a service from a different Contractor, or request a different service from their incumbent CALNET 2 Contractor. Migration will be considered an order for “new service” and will require Customers to follow the CALNET 3 User Instructions and complete a Form 20.

*Note: Non-State Entities that would like to order services from the CALNET 3 are required to submit a new Authorization to Order (ATO) for each service (s) per Contractor prior to the submission of an order request.

Linked to this bulletin is a survey that will assist the STND CALNET Customer Services Unit in facilitating your department's conversion to the CALNET 3 contract. The CALNET program is collecting information from Customers to identify any preferred timeframe in which to convert services or identify if Customers are planning to migrate to different services or Contractors.

At this time it is important to select a "Customer Conversion Manager" and "Customer Conversion Coordinator" from your department who can authorize the conversion of services and coordinate the move with the Contractors during the Conversion phase. Departments may elect to have a single individual to perform both functions.

The **Customer Conversion Manager** responsibilities are to:

- Authorize transition or migration of services
- Address escalated issues
- Approve schedules

The **Customer Conversion Coordinator** responsibilities are to work with the Contractors to:

- Act as a "point of contact" during conversion activity
- Coordinate conversion schedule
- Coordinate the Transition of services
- Coordinate the Migration of services, if applicable

Click on the link below to begin the survey

<http://marketing.dts.ca.gov/calnet3/CALNET3-Survey.html>

STND request all departments complete their survey by December 27, 2013.

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

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

SR/ct