



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager
Bureau of Communication and Computer Services

DATE: October 25, 1999

SUBJECT: Year End Orders and Ameritech Freeze Dates

As January 1, 2000 approaches, we are receiving questions about potential service interruptions and order freeze dates. While CMS cannot guarantee that the clock will change without any problems, we are confident that every effort has been made to prevent interruptions to existing and new services preceding and immediately following January 1, 2000.

Ameritech has instituted a corporate policy that will avoid assigning "due dates" between December 28, 1999 and January 5, 2000. However, they have plans in place to accommodate any needed service during that time period.

CMS will continue to accept and process all telecommunications orders from the agencies for voice, data and video services with normal due dates before December 28, 1999 and after January 5, 2000. We have also scheduled staff to be available throughout the holiday weekend.

If you have any questions about this policy, please contact your CSS.

FC:dw