



MEMORANDUM

TO: Telecommunications Coordinators

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

DATE: December 27, 1999

SUBJECT: AT&T Toll-Free Directory Service

Effective January 1, 2000, AT&T will begin a 90-day transition period to discontinue their 1-800-555-1212 Toll-Free Directory Assistance service. During this transition time, callers will be informed that the service is being discontinued and will be directed to other Toll-Free listing sources.

Rather than continue this service, AT&T believes it will be more beneficial to provide the information on their att.com web site, and to provide Toll-Free numbers to the many outlets available to the public. Business and consumers now have a wide range of sources for this information: printed directories, local and national caller-paid directory assistance services, and Internet on-line search directories such as Anywho.com, InfoSpace, WhoWhere? (Lycos), Bigfoot, and 555-1212.com. Many companies are also providing their Toll-Free numbers as part of advertising campaigns, billing inserts and other direct contact.

State agencies can continue to request Toll-Free Directory Listings as they have in the past, via a TSR. CMS will work with AT&T to insure that listings requested by agencies are made available via the att.com listings and other sources. At this time we are unsure as to whether printed AT&T directories will still be available.

Please contact your assigned CSS with any questions.

FC:dw