

TO: Telecommunications Coordinators

FROM: W.M. Vetter, Manager
Bureau of Communication and Computer Services

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RE: Carrier Access Code Changes

All facets of the telecommunications arena continue to experience tremendous growth caused by demand for new features, new service offerings, and new technologies.

On July 1, the telephone industry began implementing an FCC order that will change all five-digit Carrier Access Code (CAC) dialing arrangements to seven digits. Customers use these codes to "dial around," and reach specific long-distance carriers that are different than the pre-subscribed carrier for the line from which the customer is calling. For example, MCI/Telcom USA's current 10-321 will change to 10-10-321. AT&T's 10-288 will change to 10-10-288.

The conversion to seven-digit CAC dialing is expected to be completed sometime before September 1, 1998.

Use of the "dial around" is not appropriate from State phones unless the caller is using a personal calling card. CMS has configured State lines to take advantage of the optimal pricing obtained through our Network Contracts. Some of the employees in your Agency may use these codes for personal calls when using their personal calling cards. That is why we are making you aware of this latest change.

Remember, this is a national issue and these changes were mandated by the Federal Communications Commission (FCC) to all long-distance carriers. Thus, Carriers should be notifying all their customers directly. If your users encounter any problems, we suggest they try dialing the Carrier's 800 access number.

Please contact your Agency's Telecom Staff liaison if you have questions.

WMV:dw