

TO: Telecommunications Coordinators

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

DATE: September 25, 1998

RE: Year 2000

As the provider of your telecommunications goods and services, CMS Division of Telecommunications is acutely aware of the concerns and risks associated with the approaching Year 2000 event.

We are working closely with our vendors to identify and resolve service affecting risks. In all instances, the Division must be certain its products and services will successfully transition into the year 2000 with no human intervention or loss of performance.

Potentially affected core services include Centrex, cellular service, long distance, Calling Card, 800, dedicated circuits, Frame Relay services, commercial voicemail, and paging services and their related billing, call accounting, and traffic management systems. All have been reported by our vendors to be ready for the millennium event.

Simple telephone service and equipment are generally immune to Y2K concerns. Local business line service, basic telephone sets and 1A2 key equipment (i.e. 6 and 10 button sets) should also be unaffected.

More complex premises equipment presents a different challenge. Such devices include (but are not limited to) PBX, EKS, ACD, call accounting, voicemail, and network management systems. Each of CMS' contractors is in the process of providing information on what systems are at risk and the specific problems that would be experienced. Once we have this information in hand we will consult with affected agencies about each site to develop an action plan. At its most basic level, the action plan may dismiss the finding as a minor nuisance. In the more complex instances, it may be necessary to extensively modify the device or secure a replacement.

CMS is committed to making this transition with a minimum of expense and service affecting problems.

WMV:dw