



Consolidated Technology Services • WA

## Service Announcement

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February 28, 2014

**TO:** Data Network Managers

**FROM:** Mike Lilly, Manager  
CTS Enterprise Data Networks

**SUBJECT:** Sunset of Asynchronous Transfer Mode (ATM), Frame Relay, and some DSL Services

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**Background:** CTS has been officially notified by our CenturyLink account manager that they will discontinue support for Frame Relay and ATM circuits this year. Also, CenturyLink will not support any new contracts for ATM or Frame Relay service.

CTS has determined that our current contract with CenturyLink for these services expires June 30<sup>th</sup>, 2014. We have begun notifying customers and are coordinating for migration off of these services by the **June 30<sup>th</sup> deadline**. In support of this effort, CTS is working with agency staffs and bids are being provided to affected customers for alternative services, with Ethernet being the preferred technology.

In addition, Frontier Communications has notified CTS that they too will not accept any further orders for Frame Relay and ATM services, effective immediately. Future plans to discontinue service altogether have not yet been announced. So, for now, existing Frontier customers will be supported. However, Frontier Communications Frame Relay and ATM users should be aware that at some point Frontier will no longer be able to maintain their aging Frame Relay and ATM equipment and will likely discontinue these services altogether. Plans should be made to replace these circuits in order to avoid possible service issues.

Finally, some Digital Subscriber Line (DSL) service will be affected by this change. CTS is in the process of contacting impacted customers to coordinate a migration off the DSL service.

### Impacts:

- Existing customers using Frame Relay or ATM service from CenturyLink (CenturyTel, Embarq, and Qwest Corporation) will need to migrate off these circuits prior to June 30<sup>th</sup>, 2014.
- Existing customers using Frame Relay or ATM service from Frontier Communications may continue using these services but are advised to begin planning for future migration to newer technologies.
- Any additional purchases of Frame Relay, if available from other vendors, will be made by purchasing via tariff starting July 1, 2014. (Expect tariff rates to be higher than previous contract rates which are generally discounted.)

- All private or dedicated DSL lines connected to the state's networks will need to be migrated. Additionally, some DSL connections to Internet Service Providers (ISPs) may be affected.

**If your organization has not been contacted by CTS and you are a Frame Relay or ATM customer, or you are a DSL customer and believe you may be impacted by this service change, please contact the CTS staff immediately. The CTS staff can discuss your options and assist with migration planning.**

Please refer problems or questions to the CTS Service Desk at [ServiceDesk@cts.wa.gov](mailto:ServiceDesk@cts.wa.gov) or call (360) 407-8875 or (360) 902-3316.