



**AGENCY  
TELECOMMUNICATIONS  
REPRESENTATIVE  
**BULLETIN****

Date: 01/25/2013

ATR 13-02

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P. O. Box 1810, MS #Y-13  
Rancho Cordova, CA  
95741-1810  
(916) 657-9150

**SUBJECT: STD Form 20**

This bulletin is to inform customers that the STD Form 20 and the STD Form 20 User Instructions have been revised.

**Who will be affected?**

Customers who use the STD Form 20 to order Telecommunications Services.

**Changes to the Form 20:**

Minor format changes

Added Contractor Name

Added Contract Number

Enhanced Section 7. This section now has the ability to repeat itself if a customer has the need to accomplish more than one activity with the same Agency Request Number (Service Request Number) and the same Contractor. It can now be accomplished on one form by clicking the "Additional Request" button.

The user instructions will guide you through the new form. Should you have any question regarding the use of the new STD Form 20 please call (916) 657-9150 and ask to speak with an OTech-STND Customer Account Manager.

A handwritten signature in blue ink that reads "Steve Rushing".

STEVE RUSHING, Deputy Director  
Statewide Telecommunications and Network Division

SR: TH: