



EDWARD J. KING
GOVERNOR

JAMES F. CARLIN
COMMISSIONER

The Commonwealth of Massachusetts
Department of Commerce and Development

Leverett Saltonstall Building, 13th Floor

Government Center, Boston, Mass. 02202

(617) 727-3218

Dear Clerk:

Good morning,

I am writing to inform you of an important new service for business in Massachusetts. It's CALL ONE, the toll-free business-assistance hotline of the Commerce Department's Business Service Center.

Here's how it works.

If a business needs information or other assistance from the state, they can CALL ONE: 1-800-632-8181. The person who answers will take the necessary information. We immediately go to work on the request and get back to the business within 5 business days with the answer or a progress report. If the request needs additional time, we'll continue to track it until the business gets an answer.

We'd like all the businesses in the Commonwealth to know about our service, and we can use your help in getting the word out. If you could pass on our CALL ONE materials to your business clients, it would be a great help to us.

Enclosed is a copy of our CALL ONE informational packet. (Under separate cover, we are sending an additional 50 sets of these materials.)

Please call me or Ms. Maureen Fritz at 1-800-632-8181 or 727-3216 and let us know if you will need additional packets. We'll be glad to provide them to you at no charge as soon as we can.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Michael J. De Vito".

Michael J. De Vito
Deputy Commissioner

MJD:mf

Enclosure

3.

S-522

Comm. from Michael J. DeVito, Deputy
Commissioner, Department of Commerce and
Development, transmitting important new
service for business called CALL ONE.

In City Council,

November 17, 1980

11/17/1980

Placed on file