

CALNET CONTACT INFORMATION

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CUSTOMER SUPPORT AND GENERAL INFORMATION			
CALNET QUESTIONS AND INFORMATION			
Statewide Telecommunications and Network Division (STND) Staff	Department of Technology Services, STND P.O. Box 1810 Rancho Cordova, CA 95741-1810	Phone (916) 657-9150 Fax (916) 657-9129	stndhelpme@dts.ca.gov
STND CONTRACTS SECTION QUESTIONS AND INFORMATION			
Haydee Giusti	Department of Technology Services, STND	(916) 657-9271	haydee.giusti@dts.ca.gov
AT&T CUSTOMER SALES AND SUPPORT CENTER (CSSC)			
State Agencies	AT&T	1-800-266-7874	AT&T Account Team Contact Information
Non-State Agencies	AT&T	1-877-972-6279	
VERIZON BUSINESS SALES AND CUSTOMER SUPPORT REPRESENTATIVES			
State and Non-State Agencies	Verizon Business (VZB)	1-800-477-0221	Verizon Business Representative Contact Information
CUSTOMER SERVICE CENTERS FOR REPORTING TROUBLE			
CALNET 2 MSA 1 – VOICE, DATA, AND VIDEO			
CALNET 2 MSA 2 – LONG DISTANCE AND NETWORK BASED SERVICES			
California Major Account Center (CMAC)	AT&T	1-800-303-0103	
CALNET 2 MSA 3 – IP VOICE, DATA, AND VIDEO SERVICES			
CALNET 2 MSA 4 – BROADBAND FIXED WIRELESS ACCESS DATA SERVICES			

Worldwide Customer Service Center	Verizon Business	1-877-624-1210	
CALNET 1			
California Major Account Center (CMAC)	AT&T and Verizon Business	1-800-303-0103	
INVOICE ISSUE RESOLUTION			
CALNET 2 MSA 1 – VOICE, DATA, AND VIDEO (AT&T)			
CALNET 2 MSA 2 – LONG DISTANCE AND NETWORK BASED SERVICES (AT&T)			
CALNET ACUS Billing	AT&T	1-877-922-5638	
CALNET 2 MSA 3 – IP VOICE, DATA, AND VIDEO SERVICES (VZB)			
CALNET 2 MSA 4 – BROADBAND FIXED WIRELESS ACCESS DATA SERVICES (VZB)			
SingleView Billing Customer Service	Verizon Business	1-800-477-0221	
CALNET 1			
State Integrated Billing System (SIBS)	AT&T and Verizon Business	1-888-791-7427	