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CUSTOMER SUPPORT AND GENERAL INFORMATION

QUESTIONS AND INFORMATION

Statewide Telecommunications and Network Division (STND) Staff	Office of Technology Services, STND P.O. Box 1810 Rancho Cordova, CA 95741-1810	Phone (916) 657-9150 Fax (916) 657-9129	stndhelpme@state.ca.gov
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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
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CUSTOMER SERVICE CENTERS FOR REPORTING TROUBLE

CALNET 2 MSA 1 – VOICE, DATA, AND VIDEO SERVICES

CALNET 2 MSA 2 – LONG DISTANCE AND NETWORK BASED SERVICES

California Major Account Center (CMAC)	AT&T	1-800-303-0103	
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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	
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CALNET 1

California Major Account Center (CMAC)	AT&T and Verizon Business	1-800-303-0103	
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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	
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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	
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CALNET 1

State Integrated Billing System (SIBS)	AT&T and Verizon Business	1-888-791-7427	
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