



Revised: December 21, 2009

## 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	<a href="mailto:stndhelpme@state.ca.gov">stndhelpme@state.ca.gov</a>
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### STND CONTRACTS SECTION QUESTIONS AND INFORMATION

Harry Wortman	Office of Technology Services, STND	(916) 657-9251	<a href="mailto:harry.wortman@state.ca.gov">harry.wortman@state.ca.gov</a>
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### AT&T CUSTOMER SALES AND SUPPORT CENTER (CSSC)

State Agencies	AT&T	1-800-266-7874	<a href="#">AT&amp;T Account Team Contact Information</a>
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	<a href="#">Verizon Business Representative Contact Information</a>
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## 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	
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<b>CALNET 2 MSA 3 – IP VOICE, DATA, AND VIDEO SERVICES</b>			
<b>CALNET 2 MSA 4 – BROADBAND FIXED WIRELESS ACCESS DATA SERVICES</b>			
Worldwide Customer Service Center	Verizon Business	1-877-624-1210	
<b>CALNET 1</b>			
California Major Account Center (CMAC)	AT&T and Verizon Business	1-800-303-0103	
<b>INVOICE ISSUE RESOLUTION</b>			
<b>CALNET 2 MSA 1 – VOICE, DATA, AND VIDEO (AT&amp;T)</b>			
<b>CALNET 2 MSA 2 – LONG DISTANCE AND NETWORK BASED SERVICES (AT&amp;T)</b>			
CALNET ACUS Billing	AT&T	1-877-922-5638	
<b>CALNET 2 MSA 3 – IP VOICE, DATA, AND VIDEO SERVICES (VZB)</b>			
<b>CALNET 2 MSA 4 – BROADBAND FIXED WIRELESS ACCESS DATA SERVICES (VZB)</b>			
SingleView Billing Customer Service	Verizon Business	1-800-477-0221	
<b>CALNET 1</b>			
State Integrated Billing System (SIBS)	AT&T and Verizon Business	1-888-791-7427	