

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology		Statewide Telecommunications and Network Division
Category: Agency Telecommunications Management	Chapter Title: Trouble Reporting	Chapter Number: 0301.0

Issued: September 30, 1996

Revised: July 1, 2013

AT&T CALNET Module 1 & 2

The California Major Accounts Center (CMAC) is the trouble reporting center for CALNET customers, using module 1 and module 2. The center is responsible for receiving customer trouble calls 24 hours a day 365 days a year.

The number to use for reporting CALNET service trouble is 800-303-0103

Due to the complexity of the services provided and agency equipment types, it is essential that agencies isolate trouble before reporting to CMAC. The Agency Telecommunication Representative (ATR) needs to take a few minutes to properly identify, isolate, and report a problem as it may save hours in resolution time. Reporting an incorrect problem or circuit number may cause extended delays in the contractor's ability to deploy the appropriate staff to repair the problem. (If not sure as how to perform basic trouble isolation, agencies may call the CMAC for information.)

When reporting trouble, be ready to provide the following information to the CMAC (800-303-0103) personnel:

- Agency name, name, and telephone number of the individual reporting the trouble
- Address or location of the trouble
- Telephone number(s) or circuit number(s) with trouble
- Name of Provider of service
- Nature of trouble condition
- What the service is used for (voice or data)
- Any access restrictions that may apply:
 - **Hours building/room open for access**

- **Building pass requirements**
- **On site contact person and telephone numbers**

- Requested service restoration date and time, the reason restoration is needed by that time. Agencies have the right to request whatever restoration commitment deemed necessary

- For urgent restorations ask for call back status

- Note the name of the CMAC representative taking the report, time of report and trouble ticket number

For reference, follow-up and/escalation purposes, please be sure to take down the ticket number information before hanging up.

**Verizon Business
CALNET Module 3
IP Repair and Escalation Information**

Verizon Business IP Repair Number

The Internet Customer Support Organization (ICSO) provides support for all Verizon Business CALNET 2 HIPC/PIP related repair issues and is open 24 hours a day; you will be given a trouble ticket number for status tracking when you call.

ICSO: 877-777-7176

**CALNET Module 4
Broadband Fixed Wireless Access (BFWA)
Repair and Escalation Information**

Verizon Business BWFA Repair number:

The Worldwide Customer Support Center (WSCS) provides support for all Verizon Business CALNET 2 BFWA related repair issues and is open 24 hours a day; you will be given a trouble ticket for status tracking when you call.

WSCS: 877-624-1210