



California  
DEPARTMENT OF TECHNOLOGY

**A**GENCY  
**T**ELECOMMUNICATIONS  
**R**EPRESENTATIVE  
**B**ULLETIN

Date: December 18, 2014  
ATR 14-16 (Revised)

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**SUBJECT: \*\* CORRECTED \*\* This supersedes ATR Bulletin 14-16, December 9, 2014**

## **CALNET 3 AT&T BILLING, INVOICING AND TRAINING**

### **ACTION:**

Distribute copies of this bulletin to all Agency Telecommunications Representatives or their equivalent, and to Accounts Payable staff that review and pay AT&T invoices.

### **OVERVIEW:**

AT&T Billing Consolidator, formerly known as ACUS, is the tool for a customer to view bill detail online. It retains billing data, including usage detail and payment history, for the life of the contract. Users can run reports, search for specific information, and download complete invoices in a .pdf format and specific sections into an Excel spreadsheet.

- Hour-long classes are held Monday – Fridays, 7am to 4pm and are specific to each agency
- Online instructor-led training is conducted utilizing AT&T Connect
- Individuals / departments wishing to attend class should email the following information to [calnettraining@att.com](mailto:calnettraining@att.com)
  - CALNET 2 / CALNET 3 Agency IDs
  - Agency Name
  - Available dates and times to attend class
  - Names of all participants
  - Phone numbers
  - Email addresses

### **KEY POINTS:**

This course is designed for those agencies who want an overview of the AT&T Billing Consolidator System. This course is designed for customers whose role includes validating invoices, paying bills or monitoring services and usage (i.e. billing department or accounts payable).

Topics include:

- Accessing AT&T Billing Consolidator
  - Administrator / Bill Payer difference
  - Website Instructions
- Billing Consolidator basics – home screen
  - Maintenance Information
  - Reporting
  - Invoice options
- Administrative functions
- Invoice details
- Downloading invoices
  - .pdf file options
  - Enhanced Data Stream (EDS)
  
- CALNET 2 – CALNET 3 differences

Users with an active CALNET 2 username and password will automatically have CALNET 3 access. If you do not have access, view instructions and request access at:

<https://ebiznet.sbc.com/calnetinfoiii/BillingConsolidator.cfm>

There are many reasons that online billing access has become more important:

- AT&T and the State of CA support all efforts to Go Green!
- The CD copy of the bill has been discontinued
- The following sections of your bill are only available online.
  - Monthly Recurring Detail
  - Usage Detail
  - CSR Detail

### **FREQUENTLY ASKED QUESTIONS:**

**Q.** Will my first CALNET 3 (C3) AT&T invoice have more than one (1) months charges?

**A.** Yes. Depending on the Effective Date of your rates and Phase of transition, you may see more than one (1) months charges on your first C3 invoice.

**Q.** I am a State Agency and my Contract Effective Date is June 2014, if the C3 services rates are less expensive than the C2 services rates, when should I expect to see the credits and will it appear on the CALNET 2 or CALNET 3 invoice?

**A.** State Agency's credits, where applicable, will appear on the accounts original C2 invoice in approximately 2-3 invoice cycles. They will be issued as one credit from June 2014 up until the date the account transitioned to C3.

**Q.** If my C2 account has a zero balance due; can I request a check for the credit amount or apply the credit amount to another C2 account or C3 account?

**A.** Yes. You can request the credit amount to be applied to another account for your Agency or you can request the credit amount to be mailed to you.

**Q.** How can I get training on the CALNET 3 billing and invoicing system?

**A.** Send an email to [calnettraining@att.com](mailto:calnettraining@att.com) and an AT&T Training Manager will contact you to schedule a customized training session for your Agency.

**CONTACTS:**

AT&T CALNET 3 website: <http://www.att.com/calnet3>

AT&T Billing Consolidator: <https://singlebill.att.com>

CALNET 3 Training: [CalnetTraining@att.com](mailto:CalnetTraining@att.com)

CALNET 3 Technical Support: [CalnetTechSupport@att.com](mailto:CalnetTechSupport@att.com)

CALNET 3 Support: 877-9-CALNET (877-922-5638)

If you have any questions regarding this notification, please contact us at 916-657-9150 and request to speak with a transition representative.



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