



Notification: 23 - 01

Date: January 18, 2023

**SUBJECT: CALNET Form 20 Update**

**\*\*ACTION REQUIRED\*\***

The California Department of Technology has revised its Telecommunications Service Request (Form 20) and accompanying instructions.

This improvement will allow customers to:

- E-sign the document,
- Add more Feature or Product IDs, and
- Enter more info in the Descriptions or Comments.

All State entities will utilize the revised Form 20 to order CALNET services however, contractors should continue to accept both versions and NOT deny any order for using an outdated form.

The links to these forms have been updated on the CALNET website and are below for your reference.

- [Form 20](#)
- [Form 20 Instructions](#)

If you have any questions regarding this notification, please contact the CALNET Customer Service Line at (916) 657-9150 or email [CALNEThelp@state.ca.gov](mailto:CALNEThelp@state.ca.gov) for assistance.