



**AGENCY
TELECOMMUNICATIONS
REPRESENTATIVE
BULLETIN**

Date: May 14, 2015
ATRB: 15-04

P.O. Box 1810, MS #Y-13
Rancho Cordova, CA
95741-1810

SUBJECT: CALNET BILLING ACCURACY AND INVOICE DISPUTES

ACTION: Distribute bulletin to IT and Accounts Payable staff that review and process the payment of CALNET invoices.

CALNET customers are encouraged to review invoices for accuracy through the awarded contractor's web-based billing and invoicing application, which is available through our website <http://www.otech.ca.gov/std/calnet3/>.

Should the Customer dispute, in good faith, any portion of the invoiced amount due, the Customer shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the invoice due date, the Customer may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount.

CALNET customers may submit the Invoice Dispute Notification Form (STD. 209) to the Contractor; this form can be located at the following link: <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std209.pdf>.

The Contractor shall resolve billing disputes in a timely manner by issuing adjustments for the full amount or provide acceptable evidence the disputed amount should not be adjusted. In the event that the Contractor does not bring reconciliation to a disputed invoice the customer may escalate to the Department of Technology, Statewide Telecommunications and Network Division, CALNET Program Oversight Unit by E-mail: C3BillingandInvoicing@state.ca.gov or by calling (916) 657-9150 for assistance.

If you do not have a designated Account Representative or have a general inquiry, please reference the table below:

CALNET 3 Contractor Billing & Invoicing Contact Information:			
AT&T	877-922-5638, option 1	Jive	888-283-8853
CenturyLink	844-772-1150, option 3	NWN	855-548-2200, option 4
Integra	855-691-4157	Verizon	855-225-6383

BARBARA GARRETT, Deputy Director
Statewide Telecommunications and Network Division
Office of Technology Services (OTech)

Attachment

STATE OF CALIFORNIA - DEPARTMENT OF FINANCE
INVOICE DISPUTE NOTIFICATION
STD 209 (REV. 7/2006)

(Mail in a window envelope.)

**VENDOR
ADDRESS**

DATE OF DISPUTE

INVOICE NUMBER

AMOUNT

INVOICE DATE

REFERENCE NUMBER(S)

(fold)

The invoice referenced above is disputed for the following reasons:

- | | |
|---|--|
| <input type="checkbox"/> Goods/Services not received | <input type="checkbox"/> Duplicate billing |
| <input type="checkbox"/> Noncompliance with contract | <input type="checkbox"/> Invoice belongs to another department |
| <input type="checkbox"/> Incorrect billing/amount due | <input type="checkbox"/> Damaged goods |
| <input type="checkbox"/> Partial shipment received | <input type="checkbox"/> Invoice not properly executed |
| <input type="checkbox"/> Other _____ | |

THIS NOTIFICATION IS A FOLLOWUP TO A PHONE CONVERSATION WITH THE PERSON FROM YOUR COMPANY WHOSE NAME APPEARS BELOW

NAME

DATE OF CONVERSATION

IF YOU HAVE ANY QUESTIONS REGARDING THIS DISPUTE, CONTACT:

NAME

E-MAIL

TELEPHONE NUMBER

(fold)

FOR STATE AGENCY USE ONLY

DATE DISPUTE RESOLVED

INITIAL

RESOLUTION

**RETURN A COPY OF THIS NOTIFICATION WITH THE
CORRECTED INVOICE (IF APPLICABLE)**

(For your convenience, the return address has been
positioned for use in a window envelope.)

**RETURN
TO:**

DISTRIBUTION:

Vendor — original and one copy
Purchasing — one copy
Accounting — one copy
File — one copy