CALNET NextGen
Services & Support FAQ

NTT FAQs – Solutions & Support

NTT is honored to be a supplier for the CALNET NextGen contract for Categories 21 and 22. NTT products and services in CALNET NextGen will help organizations accelerate teamwork, create meaningful employee experiences and provide seamless collaboration across distributed teams.

For more than 28 years, NTT has worked together to help organizations around the world, which includes 16 years serving the State of California and all the various contracts, harness the power of technology to innovate. We are experts in VoIP services having deployed over 20 million VoIP devices and currently manage and support over 600,000 VoIP devices across the globe. For Microsoft Teams/Skype for Business, we have deployed 2 million seats and currently manage more than 1 million seats globally.

This Web Portal is your resource for all information related to NTT products and services offered through CALNET NextGen. These services include: Standalone VoIP (Category 21) and Hosted VoIP (Category 22). Visit this web portal to open trouble tickets, view your invoices, access reports and much, much more. https://direct.nttltd.global.ntt/calnet/

Who can use the CALNET NextGen Statewide Contracts?

State entities are automatically eligible to use the CALNET contracts. The CALNET contracts can also be used by local government and education.

Non-State entities are required to self-certify their organization meets the CALNET eligibility criteria by completing a Non-State entity Participating Agreement (NESPA). For more information please refer to this link. https://cdt.ca.gov/services/calnet/

Why use the CALNET Statewide Contracts?

CALNET Contracts provide robust, reliable, and high availability telecommunications services at special rates. CALNET offers awarded contractors a larger customer base than any other qualified government purchasing vehicle in California, which encourages contractors to offer better services at lower pricing and more favorable terms, conditions, and Service Level Agreements (SLAs). CALNET benefits:

- Cost-effective, reliable services
- Competitively bid (Eliminates individual customer procurement costs and risks.)
- Industry-standard or better Service Level Agreements
- Excellent customer support
- No term commitment for standard catalog priced services

How do I order telecommunications products and services from the CALNET Statewide Contracts?

State Agencies

State Agencies are automatically eligible to use the CALNET Statewide Contracts and can order products and services by accessing the CALNET User Instructions located on the CALNET Services webpage – https://cdt.ca.gov/services/calnet-ordering/

Non-State Entities
Non-State Entities such as local government and education that would like to use the CALNET Statewide Contracts please refer to the following webpage for details.
https://cdt.ca.gov/services/calnet-ordering/

Who can I contact if I have questions about my NTT CALNET services?
For **Inquiries** regarding our Service Products & Solutions please access the following link:
https://direct.nttltd.global.ntt/calnet/

For **existing NTT customers**, please open Trouble Tickets using the link below:
https://direct.nttltd.global.ntt/calnet/

For your dedicated NTT call for sales, inquiries, etc. please call **866-6CALNET (866-622-5638)** or email **AM.US.PS-CALNET@global.ntt**

For invoice and billing, please call 877-431-4575 or email AM.US.PS-CALNET@global.ntt