

Telecommunications & Network Services (TNS)

“DEPARTMENT CONTACT” Role

Department Contacts are unofficially considered their departments' representative as it relates to Telecom billing, adds/moves/change requests and campus Online Directory information.

Department Contacts should review their monthly bills regularly and notify the Telecommunications department of any discrepancies.

It is the responsibility of Department Contacts to review their departments' USER data as it relates to telephones, TNS billing and the Online Directory. Telecommunications must be notified of any additions, deletions, changes or corrections. These requests may be billable depending on the type of update. If billable, they will be processed through a TNS work order.

To submit a work order online, go to <https://tns.csusb.edu/wor/> You may also email your request to: tnsrequest@csusb.edu

It is preferred that work order requests originate through the Department Contact. If an order is initiated by someone other than the authorized contact, we will do our best to verify the information with the appointed department representative before work commences.

Our goal is to give you the tools you need to keep information current and to avoid billing discrepancies. Your assistance is appreciated.

We welcome your comments and suggestions regarding the TNS processes. Feel free to contact us anytime at ext. 75133 or via email to: tnsrequest@csusb.edu