

Communication Services

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Communication Services

Information Technology Services (ITS) provides a comprehensive range of communication products and services tailored to the needs of the University community. The ITS Business Services team is dedicated to delivering full customer support, making it easy to obtain services and manage billing.

Communications Services Statement (CSS)

The Communications Services Statement (CSS) is an online billing platform for all IT-related charges. Published monthly, the CSS organizes charges into specific categories. Employees with access receive a monthly email with login instructions. Departments are given a two-day grace period to review charges and report discrepancies to ITS. After this period, charges are posted to Banner.

Billing Frequency

Billing is processed for the current month.

Cellular Service and Billing

The University offers a variety of mobile devices and data plans to meet user needs. To order phones, data plans, or accessories, contact Information Technology Services at 870-972-3033.

Adjustments and Other Charges

This category includes all IT-related charges from work orders, construction projects, and miscellaneous activities

Questions

For questions or to request updates to personnel information or FOAP changes, please contact Meagan Combs (mcombs@astate.edu) or Vanessa Williams (vwilliams@astate.edu) by email.