

☒ CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

165

Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
IFB STPD 12-001-A, C3-A-12-10-TS-09	2
REGISTRATION NUMBER	



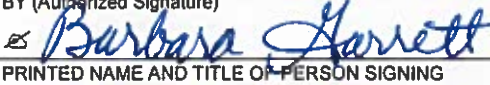
1. This Agreement is entered into between the State Agency and Contractor named below:  
STATE AGENCY'S NAME  
California Department of Technology  
CONTRACTOR'S NAME  
Integra Telecom Holdings Inc., by and through its wholly owned subsidiary Electric Lightwave LLC - d/b/a Integra Telecom
2. The term of this Agreement is 11/15/2013 through 6/30/2018
3. The maximum amount of this agreement after this amendment is: \$0.00
4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

**A. This Administrative Amendment incorporates the following changes, Subject CALNET 3, IFB STPD 12-001-A Category 1: Voice and Data Services, (Integra):**

1. Attachment 1: IFB STPD12-001-A, Volume 1- Response to Common Requirements (164 pages)

All other terms and conditions of the original agreement shall remain the same.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		CALIFORNIA DEPARTMENT OF TECHNOLOGY Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) Integra Telecom Holdings Inc., by and through its wholly owned subsidiary Electric Lightwave LLC - d/b/a Integra Telecom		
BY (Authorized Signature) 	DATE SIGNED (Do not type) 4 MAY 2016	  JUN 07 2016
PRINTED NAME AND TITLE OF PERSON SIGNING David S. Gray VP-SALES L&ES		
ADDRESS 265 East 100 South, Suite 100, SALT LAKE CITY, UT 84111		
STATE OF CALIFORNIA		
AGENCY NAME California Department of Technology		<input type="checkbox"/> Exempt per:
BY (Authorized Signature) 	DATE SIGNED (Do not type) 5/17/16	
PRINTED NAME AND TITLE OF PERSON SIGNING Barbara Garrett, Deputy Director, Office of Technology Services - STND		
ADDRESS P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		

**CALNET 3, IFB STPD 12-001-A  
Contract Number C3-A-12-10-TS-09**

**IFB-A, Amendment 2  
Category 1**

**INTEGRA**

**March 2, 2016**

**EXECUTIVE SUMMARY**

The State of California, Department of Technology (“State”) and Integra Telecom Holdings, Inc., by and through its wholly-owned subsidiary Electric Lightwave LLC-d/b/a Integra Telecom (“Contractor”) mutually agree to this amendment as follows:

Please note that, unless otherwise indicated, all page numbers below refer to page numbers of the *red-lined* versions of the documents presented.

<b>Category 1 - Volume 1 – Response to Common Requirements</b>
--

- **Footers – all pages**
  - Updated footer to include “Amendment 2” and the updated date of Rev. 03/02/2016
- **Page 1 – Cover Page**
  - Removed references to all Addenda issued
  - Added “Amendment 2”
  - Updated date to Rev. 03/02/2016
- **Page 2 – Cover Page (continued from previous page)**
  - Removed “Best and Final Offer (BAFO)”
  - Removed old date
- **Page 40, Section A.4.6, First Paragraph**
  - Added “, and shall include both Catalog A and Catalog B pricing.” to the end of this paragraph
- **Page 40, Section A.4.6, Point #2**
  - Made language changes as follows:

2. The Contractor shall update the Service Catalog Profile information as directed by the CALNET 3 CMO. Within 30 calendar days of the effective date of any amendment, the Contractor shall provide any updates to the Service Catalog as ~~Service-Amended~~ Catalog text files. These ~~Service-Amended~~ Catalog files ~~that are triggered by amendments~~ shall only contain ~~service catalog~~ information that is being updated by the amendment.

- **Page 40, Section A.4.6, end of page**

- Added the word “Initial” to the first sentence
- Removed “, and intermittent files thereafter” from point #2.

- **Page 41 Tables – Section A.4.6**

- Made the following changes to Files C3SRVCATA1 and C3SRVCATA2:

C3SRVCATA1:

Field Order	Data Field Name	Pop
1	Category	R
2	Subcategory	A
<del>3</del>	<del>Section Number</del>	<del>R</del>
<del>34</del>	Service Type	R
<del>45</del>	Service Description	R
<del>56</del>	Geographic Availability	A
<del>67</del>	Service Limitations	A
<del>78</del>	Change Charge Applicability	A

C3SRVCATA2:

Field Order	Data Field Name	Pop
1	Category	R
2	Subcategory	A
<del>3</del>	<del>Section Number</del>	<del>R</del>
<del>34</del>	Service Type	R
<del>5</del>	<del>Subservice Type</del>	<del>A</del>
<del>6</del>	<del>Line Item Number</del>	<del>A</del>
<del>47</del>	Feature Name	R
<del>58</del>	Product ID	R
<del>69</del>	Feature Description	R
<del>710</del>	Feature Restrictions	A
<del>8</del>	<del>Transport Type</del>	<del>A</del>
<del>911</del>	Contract NRC	A
<del>1012</del>	Contract NRC Description	A
<del>1113</del>	Contract MRC	A
<del>1214</del>	Contract MRC Description	A
<del>1315</del>	Admin Fee Rate	A
<del>16</del>	<del>Customer MRC</del>	<del>A</del>

- **Page 42 – Section A.4.6**

- Made the following changes to C3SRVCATA2 (continued from previous page), to text following this table, to table C3ADMCATA1 and to table C3ADMCATA2:

Field Order	Data Field Name	Pop
<u>17</u>	<u>Customer MRC Description</u>	<u>A</u>
<del>14</del> <u>18</u>	Unit of Measure	R
<del>15</del> <u>19</u>	Change Charge	A
<del>16</del> <u>20</u>	Change Charge Description	A
<u>21</u>	<u>Delegation Required</u>	<u>R</u>
<u>22</u>	<u>Required or Discretionary</u>	<u>R</u>

The Amended Catalog text files shall follow the specifications described below.

1. Filenames: C3AMDCATA1, C3AMDCATA2:
2. File Frequency: within 30 calendar days of the effective date of any amendment
3. Data fields within data records shall be populated based on what is coded in the "populate" ("Pop") column. The "Pop" column is coded as follows:
  - j. R – Required. This field must always be populated; and,
  - k. A – This field is populated if it is applicable to the Service Type and Feature Name being reported.
4. Data Records: the following data fields shall be included as columns on each data record in the order specified and follow data field specifications as detailed below and in the Data Dictionary (SOW Appendix B).

C3ADMCATA1:

Field Order	Data Field Name	Pop
<u>1</u>	<u>Contract Number</u>	<u>R</u>
<u>2</u>	<u>Amendment Number</u>	<u>R</u>
<u>3</u>	<u>Effective Date</u>	<u>R</u>
<u>4</u>	<u>Action</u>	<u>R</u>
<u>5</u>	<u>Category</u>	<u>R</u>
<u>6</u>	<u>Subcategory</u>	<u>A</u>
<u>7</u>	<u>Section Number</u>	<u>R</u>
<u>8</u>	<u>Service Type</u>	<u>R</u>
<u>9</u>	<u>Service Description</u>	<u>R</u>
<u>10</u>	<u>Geographic Availability</u>	<u>A</u>
<u>11</u>	<u>Service Limitations</u>	<u>A</u>
<u>12</u>	<u>Change Charge Applicability</u>	<u>A</u>

C3ADMCATA2:

Field Order	Data Field Name	Pop
<u>1</u>	<u>Contract Number</u>	<u>R</u>

- **Page 43 – Section A.4.6**

- Made the following changes to table C3ADMCATA2 (continued from previous page):

<u>Field Order</u>	<u>Data Field Name</u>	<u>Pop</u>
<u>2</u>	<u>Amendment Number</u>	<u>R</u>
<u>3</u>	<u>Effective Date</u>	<u>R</u>
<u>4</u>	<u>Action</u>	<u>R</u>
<u>5</u>	<u>Category</u>	<u>R</u>
<u>6</u>	<u>Subcategory</u>	<u>A</u>
<u>7</u>	<u>Section Number</u>	<u>R</u>
<u>8</u>	<u>Service Type</u>	<u>R</u>
<u>9</u>	<u>Subservice Type</u>	<u>A</u>
<u>10</u>	<u>Line Item Number</u>	<u>A</u>
<u>11</u>	<u>Feature Name</u>	<u>R</u>
<u>12</u>	<u>Product ID</u>	<u>R</u>
<u>13</u>	<u>Feature Description</u>	<u>R</u>
<u>14</u>	<u>Feature Restrictions</u>	<u>A</u>
<u>15</u>	<u>Contract NRC</u>	<u>A</u>
<u>16</u>	<u>Contract NRC Description</u>	<u>A</u>
<u>17</u>	<u>Contract MRC</u>	<u>A</u>
<u>18</u>	<u>Contract MRC Description</u>	<u>A</u>
<u>19</u>	<u>Admin Fee Rate</u>	<u>A</u>
<u>20</u>	<u>Customer MRC</u>	<u>A</u>
<u>21</u>	<u>Customer MRC Description</u>	<u>A</u>
<u>22</u>	<u>Unit of Measure</u>	<u>R</u>
<u>23</u>	<u>Change Charge</u>	<u>A</u>
<u>24</u>	<u>Change Charge Description</u>	<u>A</u>
<u>25</u>	<u>Delegation Required</u>	<u>R</u>
<u>26</u>	<u>Required or Discretionary</u>	<u>R</u>

- **Page 44 – Section A.5.1**

- Removed: “allowing only contracted items to be generated onto invoices”

- **Page 64 – Section A.7.3, point #5**
  - Changed “Standard” to “Duration”
- **Page 66 – Section A.8, point #18**
  - Added “(Sections A.4, A.8, A.9, & A.10).”
- **Page 66, section A.8.1, table C3MSRVMACD row 7**
  - Changed “R” to “A”
- **Page 67, section A.8.1, table C3MSRVMACD (continued from previous page)**
  - Made the following changes:

Field Order	Data Field Name	Pop
9	Customer Billing State	R
10	Customer Billing Zip Code	R
11	SR Number	R
12	SR Date	R
13	Change Type	R
14	Change Date	R
15	CALNET 3	R
16	Category	R
17	Subcategory	A
18	<u>Section Number</u>	<u>R</u>
<del>18</del> 19	Service Type	R
<del>19</del> 20	Feature Name	<u>RA</u>
<del>20</del> 21	Product ID	<u>RA</u>
<del>21</del> 22	Transport Type	A
<del>22</del> 3	Circuit ID	A
<del>23</del> 24	WTN	A
25	<u>Node</u>	<u>A</u>
<del>24</del> 26	Service Quantity Changed	R
<del>25</del> 27	Contract NRC	A
<del>26</del> 28	Contract MRC	A
<del>27</del> 29	Special Pricing	A
30	<u>SP Tracking Number</u>	<u>A</u>
<del>28</del> 31	Admin Fee Rate	A
<del>29</del> 32	Customer MRC	A
<del>30</del> 33	Customer Service Address 1 (A)	<u>RA</u>
<del>31</del> 34	Customer Service Address 2 (A)	<u>RA</u>
<del>32</del> 35	Customer Service City (A)	<u>RA</u>
<del>33</del> 36	Customer Service State (A)	<u>RA</u>
<del>34</del> 37	Customer Service Zip Code (A)	<u>RA</u>
<del>35</del> 38	Customer Service Address 1 (Z)	A
<del>36</del> 39	Customer Service Address 2 (Z)	A
<del>37</del> 40	Customer Service City (Z)	A
<del>38</del> 41	Customer Service State (Z)	A
<del>39</del> 42	Customer Service Zip Code (Z)	A

- Page 68, section A.8.2, first paragraph
  - Made the following changes:

#### A.8.2 FISCAL INVENTORY TEXT FILE

The Contractor shall provide a monthly fiscal inventory of all CALNET 3 Services to CALNET 3 CMO on a text file. This text file shall include all Contractor's CALNET 3 Product IDs, including both each Customer's contracted services and features, that are being billed and provide volume of usage statistics and provide current quantities and service location information. For quantities that are usage based, the quantity reported shall represent the total usage for the month being reported. The text file shall represent a snapshot of the Contractor's total inventory on the last day of the Service Month being reported.

- **Page 68, section A.8.2, table C3MFISCINV**

- Made the following changes:

Field Order	Data Field Name	Pop
1	Service Month	R
2	Customer Code	R
3	Customer Name	R
4	CALNET 3	R
<del>5</del>	<del>BAN</del>	<del>R</del>
<del>6</del>	<del>SR Number</del>	<del>R</del>
<del>57</del>	Category	R
<del>68</del>	Subcategory	A
<del>9</del>	<del>Section Number</del>	<del>R</del>
<del>710</del>	Service Type	R
<del>811</del>	Feature Name	R
<del>912</del>	Product ID	R
<del>103</del>	Transport Type	A
<del>144</del>	BTN	A
<del>125</del>	Circuit ID	A
<del>1316</del>	WTN	A
<del>17</del>	<del>Node</del>	<del>A</del>
<del>4418</del>	Quantity	R
<del>19</del>	<del>Unit of Measure</del>	<del>R</del>
<del>20</del>	<del>Contract NRC</del>	<del>A</del>
<del>4521</del>	Contract MRC	A
<del>4622</del>	Special Pricing	A
<del>23</del>	<del>SP Tracking Number</del>	<del>A</del>
<del>4724</del>	Admin Fee Rate	A

- **Page 69, section A.8.2, table C3MFISCINV (continued from previous page)**

- Made the following changes:



Field Order	Data Field Name	Pop
<del>48</del> 25	Customer MRC	A
<del>26</del>	Customer Service Address 1 (A)	A
<del>27</del>	Customer Service Address 2 (A)	A
<del>28</del>	Customer Service City (A)	A
<del>29</del>	Customer Service State (A)	A
<del>30</del>	Customer Service Zip Code (A)	A
<del>31</del>	Customer Service Address 1 (Z)	A
<del>32</del>	Customer Service Address 2 (Z)	A
<del>33</del>	Customer Service City (Z)	A
<del>34</del>	Customer Service State (Z)	A
<del>35</del>	Customer Service Zip Code (Z)	A
<del>19</del>	Total Calls	A
<del>20</del>	Total Call Duration	A
<del>21</del>	Total Usage	A
<del>22</del>	Total Contract MRC	A
<del>23</del>	Total Admin Fee	A
<del>24</del>	Total Customer MRC	A

- **Page 70, section A.8.3, table C3MSRVBILL**

- Made the following changes:

Field Order	Data Field Name	Pop
1	Service Month	R
2	Invoice Number	R
3	Invoice Date	R
4	Customer Code	R
5	Customer Name	R
<del>6</del>	<del>Customer Billing Name</del>	<del>A</del>
<del>67</del>	CALNET 3	R
<del>78</del>	Category	A
<del>89</del>	Subcategory	A
<del>910</del>	BAN	R
<del>4011</del>	BTN	<del>RA</del>
<del>4412</del>	SR Number	A
<del>13</del>	<del>Section Number</del>	<del>R</del>
<del>4214</del>	Service Type	R
<del>4315</del>	Feature Name	R
<del>4416</del>	Product ID	R
<del>4517</del>	Transport Type	A
<del>4618</del>	Circuit ID	A
<del>4719</del>	WTN	A
<del>20</del>	<del>Node</del>	<del>A</del>
<del>21</del>	<del>Customer Service Address 1 (A)</del>	<del>A</del>
<del>22</del>	<del>Customer Service Address 2 (A)</del>	<del>A</del>
<del>23</del>	<del>Customer Service City (A)</del>	<del>A</del>
<del>24</del>	<del>Customer Service State (A)</del>	<del>A</del>
<del>25</del>	<del>Customer Service Zip Code (A)</del>	<del>A</del>
<del>26</del>	<del>Customer Service Address 1 (Z)</del>	<del>A</del>
<del>27</del>	<del>Customer Service Address 2 (Z)</del>	<del>A</del>
<del>28</del>	<del>Customer Service City (Z)</del>	<del>A</del>
<del>29</del>	<del>Customer Service State (Z)</del>	<del>A</del>
<del>30</del>	<del>Customer Service Zip Code (Z)</del>	<del>A</del>
<del>4831</del>	Quantity	R
<del>4932</del>	Unit of Measure	R
<del>2033</del>	Service Quantity Changed	A
<del>2434</del>	Change Date	A
<del>2235</del>	Change Type	A
<del>2336</del>	Contract NRC	A
<del>2437</del>	Contract MRC	A
<del>2538</del>	Prorated Charge	A

- **Page 71, section A.8.3, table C3MSRVBILL (continued from previous page)**

- Made the following changes:

Field Order	Data Field Name	Pop
<del>2639</del>	Special Pricing	A
<del>40</del>	<del>SP Tracking Number</del>	<del>A</del>
<del>2741</del>	Admin Fee Rate	A
<del>2842</del>	Admin Fee	A
<del>43</del>	<del>Prorated Admin Fee</del>	<del>A</del>
<del>2944</del>	Customer MRC	A
<del>3045</del>	Customer Prorated Charge	A
<del>3146</del>	Total Contract NRC	A
<del>3247</del>	Total Contract MRC	A
<del>3348</del>	Total Prorated Charge	A
<del>3449</del>	Total Admin Fee	A
<del>50</del>	<del>Total Prorated Admin Fee</del>	<del>A</del>
<del>3551</del>	Total Customer MRC	A
<del>3652</del>	Total Customer Prorated Charge	A
<del>3753</del>	Total Calls	A
<del>3854</del>	Total Minutes	A
<del>3955</del>	Adjustments	A
<del>4056</del>	Adjustment Description	A
<del>4157</del>	Total Taxes	A
<del>4258</del>	Tax Index	A
<del>4359</del>	Total Charge	R

- **Page 72, section A.8.3.1, point #3, table C3MSRVTAX**

- Made the following changes:

Field Order	Data Field Name	Pop
<del>1</del>	<del>Service Month</del>	<del>R</del>
<del>2</del>	<del>Category</del>	<del>R</del>
<del>3</del>	<del>Subcategory</del>	<del>A</del>
<del>4</del>	<del>Invoice Number</del>	<del>R</del>
<del>45</del>	Tax Index	R
<del>26</del>	Tax	R
<del>37</del>	Tax Description	R

- **Page 72, section A.8.5, first paragraph**

- Added the sentence: “Only services that are CALNET 3 contracted items (ie. CALNET 3 flag = “Y”) shall be included on this report.”

- **Page 73, section A.8.5, table C3MADMNFEE**
  - Removed row 9 and renumbered row 10 to row 9

Field Order	Data Field Name	Pop
1	Service Month	R
2	Contract Number	R
3	Category	R
4	Subcategory	A
5	Service Type	R
6	Product ID	R
7	Quantity	R
8	Admin Fee Rate	R
<del>9</del>	<del>Admin Fee</del>	<del>R</del>
<del>10</del>	Total Admin Fee	R

- **Page 74, section A.8.6, table C3MTRTKSLA**
  - Made the following changes:

Field Order	Data Field Name	Pop
1	<del>Ticket Number</del> Service Month	AR
2	BAN	R
3	BTN	A
4	Invoice Number	R
5	Invoice Date	R
26	Category	R
37	Subcategory	A
48	Customer Code	R
59	Customer Name	R
10	SLA	R
11	Service Type	R
12	Feature Name	R
13	Product ID	R
14	Quantity	A
15	Circuit ID	A
16	WTN	A
17	Ticket Number	A
618	Outage Cause	A
719	Outage Date	A
820	Ticket Open Date	A
921	Ticket Open Time	A
1022	<del>Ticket-Close</del> Restore Date	A
1123	<del>Ticket-Close</del> Restore Time	A
1224	Unavailable Time	A
1325	Total SLA Credits R&R%	RA
1426	Service Type SR Number	RA
1527	SLA Change Date	RA
1628	Circuit ID Change Type	A
1729	WTN Days PD	A
18	SR Number	A
1930	Provisioning R&R%	A
20	Change Date	A
2131	Days PD Total SLA Credits	AR

- Pages 91 and 92, section A.10.2.3 – list of information
  - Starting at row #16, made the following changes:

16. Product ID;   
 46-17. CALNET 2 Product ID;   
 18. Circuit ID;   
 19. WTN;   
 20. BTN;

~~17.21.~~ Node;  
~~18.22.~~ Quantity;  
~~19.23.~~ Target Transition-In Date;  
~~20.24.~~ Actual Transition-In Date;  
~~21.25.~~ Date Change Reason;  
26. Transition Status;  
~~22.27.~~ Transition Percentage Complete;  
~~23.28.~~ CALNET 2 Billing Account Status; and,  
~~24.29.~~ BAN.

- **Page 109, SOW Appendix B – Data Dictionary**

- Made the following changes:

**SOW APPENDIX B – DATA DICTIONARY**

	Data Field Name	Data Field Definition	Data Type	Format
<del>1</del>	<u>Action</u>	<u>Type of change made to the Service or Product ID on the Contractor's Service Catalog as a result of an amendment. This is either an add (A), change (C), or delete (D).</u>	<u>Text</u>	<u>"A", "C", or "D"</u>
<del>42</del>	Actual Arrival Date	Contractor technician's actual date of arrival on Customer premise reported in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY
<del>23</del>	Actual Arrival Time	Contractor technician's actual time of arrival on Customer premise reported in the Trouble Ticketing Reporting and Tracking System. Military time or equivalent.	Time	99:99
<del>34</del>	Actual Migration-Out Date	Date Contractor disconnects Customer service after providing incoming Contractor all necessary information to migrate services.	Date	MM/DD/YYYY
<del>45</del>	Actual Migration-In Date	Date Contractor completes installation of service/subservice/feature and is deemed acceptable by Customer.	Date	MM/DD/YYYY
<del>56</del>	Actual Transition-In Date	Date Contractor completes Customer transition of service to CALNET 3 and service transition is deemed acceptable by CALNET 3 CMO.	Date	MM/DD/YYYY
<del>67</del>	Adjustments	Credits or debits on an account to correct previous billing - including SLA credits.	Currency	\$0.0000 <u>(varies 2 to 4 digit decimal)</u>
<del>78</del>	Adjustment Description	Explanation for the issuance of an Adjustment.	Text	Varies, <del>50-500</del> char max
<del>89</del>	Admin Fee	Admin Fee Rate multiplied by the Contractor rates for the Product ID as described in IFB-A Section A.5.11.	Currency	\$0.0000 <u>(varies 2 to 4 digit decimal)</u>
<del>910</del>	Admin Fee Rate	A percentage applied to the Contractor's rates as described in IFB-A Section A.5.11.	Percentage	0.0 <u>0</u> %
<del>11</del>	<u>Amendment Number</u>	<u>The Amendment Number as assigned by the Statewide Contract Management Unit (SCMU) and noted on the form STD 213A.</u>	<u>Text</u>	<u>Varies, 50 char max</u>
<del>1012</del>	BAN	A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.	Text	Varies, <del>40-50</del> char max

- **Page 110, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>44</del> <u>13</u>	BTN	A specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call.	Text	Varies, <del>40</del> <u>50</u> char max
<del>42</del> <u>14</u>	CALNET 2 Billing Account Status	A status provided by incumbent Contractor when transitioning services in form of a percentage. The reported percentage will reflect the progress of the billing process that includes submission of final bill/credit to Customer for CALNET 2.	Percentage	0.0%
<u>15</u>	<u>CALNET 2 Product ID</u>	<u>Provided only by incumbent Contractor(s) for transition reporting. This is the CALNET 2 unique Contractor-defined code specific to the service or feature name as identified in the Contractor's published CALNET 2 Service Catalog.</u>	<u>Text</u>	<u>Varies, 75 char max</u>
<del>43</del> <u>16</u>	CALNET 3	Flag that indicates if the Service or Feature is a CALNET 3 product	Text	"Y" or "N"
<del>44</del> <u>17</u>	CALNET 3 Billing Account Status	Status provided by incumbent Contractor when transitioning services in form of a percentage. The reported percentage will reflect the progress of the billing process that includes submission of final bill/credit to Customer for CALNET 3.	Percentage	0.0%
<del>45</del> <u>18</u>	CAT	Type of catastrophic outage.	Text	"1", "2" or "3"
<del>46</del> <u>19</u>	Category	CALNET 3 Category number from which the Service has been procured. This is not the procurement contract number.	Number	Varies, 2 digit max
<del>47</del> <u>20</u>	Change Charge	A charge applied to a Product ID for an authorized move, add or change by the Contractor per the Customer's Service Request and as identified in Catalog A of the Bidder's response.	Currency	\$0.0000 ( <u>varies 2 to 4 digit decimal</u> )
<del>48</del> <u>21</u>	Change Charge Applicability	A description of how the change charge applies to the service.	Text	Varies, <u>2000</u> char max
<del>49</del> <u>22</u>	Change Charge Description	A description of the Change Charge when it is other than a currency value (e.g. ICB).	Text	Varies, <u>20</u> <u>1000</u> char max
<del>20</del> <u>23</u>	Change Date	Actual date the Contractor completes the service/feature move, add, change, or delete as deemed acceptable by the Customer.	Date	MM/DD/YYYY
<del>24</del> <u>24</u>	Change Type	Type of service/feature change processed by the Contractor per the Customer's Service Request. This is either a move, add, change, or delete.	Text	"M", "A", "C" or "D"



- **Page 111, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>2225</del>	CircuitID or Service ID (can be used interchangeably)	A unique identifier assigned to each service ordered by a Customer. Examples of a CircuitID or Service ID are an access circuit number or a telephone number.	Text	Varies, <del>30-100</del> char max
<del>2326</del>	Completion Date	Actual project completion date. This date is the date deemed acceptable by the Customer.	Date	MM/DD/YYYY
<del>2427</del>	ContractMRC	Monthly Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidders response or as negotiated in an IPR.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>2528</del>	ContractMRC Description	A description of the ContractMRC when it is other than a currency value <u>as defined in Catalog A</u> (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).	Text	Varies, <del>20-100</del> char max
<del>2629</del>	ContractNRC	<u>One time</u> Non-Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidder's response or as negotiated in an IPR.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>2730</del>	ContractNRC Description	A description of the ContractNRC when it is other than a currency <u>value as defined in Catalog A</u> (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).	Text	Varies, <del>20-100</del> char max
<del>2831</del>	ContractNumber	The Contract agreement number issued on the STD 213 for each Contractor.	Text	Varies, <del>20-100</del> char max
<del>2932</del>	Contractor Code	Unique identifier for the Contractor as provided by CALNET 3 CMO.	Text	Varies, <del>3</del> char max
<del>3033</del>	Contractor Name	The company name of the Contractor as provided by the Contractor.	Text	Varies, 250 char max
<del>3134</del>	Current Charges	All debits and credits posted to the current invoice.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>3235</del>	Customer Billing City	The Customer's billing city, no abbreviations.	Text	USPS Standard
<del>3336</del>	Customer Billing Address 1	The Customer's primary billing street number and name, no abbreviations.	Text	USPS Standard
<del>3437</del>	Customer Billing Address 2	The Customer's secondary billing street number and name, no abbreviations.	Text	USPS Standard
<del>38</del>	<u>Customer Billing Name</u>	<u>Customer Billing Name as it appears on the Customer Invoice.</u>	<u>Text</u>	Varies, 500 char max
<del>3539</del>	Customer Billing State	The Customer's billing state abbreviation.	Text	USPS Standard

- **Page 112, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>3640</del>	Customer Billing Zip Code	The Customer's billing zip code (Zip+4 Code).	Text	USPS Standard
<del>3741</del>	Customer Code	Unique identifier for the Customer as provided by CALNET 3 CMO.	<del>Text</del> Number	<del>Varies</del> 99999
<del>3842</del>	Customer Contact	Name of Customer responsible for acting as a point of contact for CALNET 3 service issues reported to the Trouble Ticketing Reporting and Tracking System.	Text	Varies, 250 char max
<del>3943</del>	Customer Contact Info	The telephone number or Email address for the Customer Contact.	Text	Varies, <del>50-100</del> char max
<del>4044</del>	Customer MRC	Contracted Monthly Recurring Charge, plus the Admin Fee as included in Catalog B <del>of the published Contract.</del>	Currency	\$0.0000 ( <del>varies 2 to 4 digit decimal</del> )
<del>45</del>	<u>Customer MRC Description</u>	<u>A description of the Customer MRC when it is other than a currency value as included in Catalog B (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).</u>	<u>Text</u>	<u>Varies, 100 char max</u>
<del>4446</del>	Customer Name	Customer name as defined in Customer Naming Conventions (IFB-A Section A.4.2).	Text	Varies, 250 char max
<del>4247</del>	Customer Prorated Charge	Prorated Charge plus Admin Fee as included in Catalog B of the published Contract.	Currency	\$0.0000 ( <del>varies 2 to 4 digit decimal</del> )
<del>4348</del>	Customer Service Address 1 (A)	The End-User location primary street number and name. For services with two end locations, use this as the "A" location.	Text	USPS Standard
<del>4449</del>	Customer Service Address 1 (Z)	The End-User location primary street number and name. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
<del>4550</del>	Customer Service Address 2 (A)	The End-User location secondary street number and name. For services with two end locations, use this as the "A" location.	Text	USPS Standard
<del>4651</del>	Customer Service Address 2 (Z)	The End-User location secondary street number and name. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
<del>4752</del>	Customer Service City (A)	The End-User location city. For services with two end locations, use this as the "A" location.	Text	USPS Standard

- **Page 113, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>4853</del>	Customer Service City (Z)	The End-User location city. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
<del>4954</del>	Customer Service State (A)	The End-User location state. For services with two end locations, use this as the "A" location.	Text	USPS Standard
<del>5055</del>	Customer Service State (Z)	The End-User location state. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
<del>5456</del>	Customer Service Zip Code (A)	The End-User location zip code. For services with two end locations, use this as the "A" location. (Zip +4 Code)	Text	USPS Standard
<del>5257</del>	Customer Service Zip Code (Z)	The end-user location zip code. For services with two end locations, use this as the "Z" location. (Zip +4 Code)	Text	USPS Standard
<del>5358</del>	Date Change Reason	Reason Contractor needs to change date of Transition of Customer services to CALNET 3.	Text	Varies, <del>5000</del> char max
<del>5459</del>	Days PD	Number of calendar "days past due" from date of written order confirmation notification.	Number	Varies, <del>10</del> digit max
<del>60</del>	<u>Delegation Required</u>	<u>Designates whether the Service or Feature requires delegation as identified in Contractor's Catalog B.</u>	<u>Text</u>	<u>"Yes" or "No"</u>
<del>5561</del>	DGS DVBE Certification Number	Valid certification number assigned by the California Department of General Services, Office of Small and Disabled Veteran Business Enterprises.	Text	Varies, <del>50-100</del> char max
<del>5662</del>	DGS SB Certification Number	Valid certification number assigned by the California Department of General Services, Office of Small and Disabled Veteran Business Enterprises.	Text	Varies, <del>50-100</del> char max
<del>5763</del>	Due Date	Actual Date Contractor and Customer mutually agree service order will be completed in accordance to SLA Provisioning Sections in each Category or Subcategory solicitation.	Date	MM/DD/YYYY
<del>5864</del>	DVBE Contractor	Company name of the DGS certified DBVE Subcontractor of the CALNET 3 Contractor.	Text	Varies, 250 char max
<del>65</del>	<u>Effective Date</u>	<u>The date the amendment was approved by the Statewide Telecommunications Procurement Division on behalf of the State as noted on the form STD 213A.</u>	<u>Date</u>	<u>MM/DD/YYYY</u>

- **Page 114, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>5966</del>	Est. Arrival Date	Contractor technician's estimated date of arrival on Customer premise identified in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY
<del>6067</del>	Est. Arrival Time	Contractor technician's estimated time of arrival on Customer premise identified in the Trouble Ticketing Reporting and Tracking System.	Time	99:99
<del>6468</del>	Est. Project Cost	Contractor's estimated project cost.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>6269</del>	Feature Description	The Feature Description in Catalog A-B of the Bidder's Response.	Text	Varies, 5000 char max
<del>6370</del>	Feature Name	The Feature Name in the Bidder's Catalog A.	Text	Varies, 250-500 char max
<del>6471</del>	Feature Restrictions	The Feature Restrictions in Catalog A of the Bidder's response.	Text	Varies, 5000 char max
<del>6572</del>	File Creation Date	Date the text file or report was created by the Contractor.	Date	MMDDYYYY
<del>6673</del>	File Name	The file name as defined in the text files or report specifications of this IFB.	Text	Varies, 30-100 char max
<del>6774</del>	Final Project Cost	Contractor's final project cost.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>6875</del>	Geographic Availability	The geographical areas where the Contractor will provide the service as included in the Bidder's Catalog A.	Text	Varies, 5000 char max
<del>6976</del>	Hourly Rate	Contractor's hourly rate as identified in the Catalog A.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>7077</del>	Hours	The number of hours charged.	Number	Varies, 10.2 digit max
<del>7478</del>	Initial Date	Date Customer was initially contacted by the Contractor after receipt of Service Request.	Date	MM/DD/YYYY
<del>7279</del>	Invoice Date	The date the invoice was issued to the Customer.	Date	MM/DD/YYYY
<del>7380</del>	Invoice Number	The unique number assigned to the invoice.	Text	Varies 30 char max
<del>81</del>	<u>Line Item Number</u>	<u>A number assigned to the specific line that each Product ID resides on within each service grouping table in Catalog B.</u>	<u>Text</u>	<u>Varies, 10 char max</u>

- **Page 115, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>7482</del>	Migration Status	Written explanation of progress regarding Migration of Customer's service to CALNET 3 and closeout of CALNET 3 billing. Shall include percentage % complete.	Text	Varies, <u>1000 char max</u>
<del>7583</del>	New Term Quantity	Total number of Units of the specified Product ID with a new term at the specified MRC and NRC for the reporting month.	Number	Varies, <u>30.2 digit max</u>
<del>84</del>	<u>Node</u>	<u>A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop points.</u>	<u>Number</u>	<u>Varies, 25 digit max</u>
<del>7685</del>	Outage Cause	Written explanation of cause or reason for CALNET 3 service outage.	Text	Varies, <u>5000 char max</u>
<del>7786</del>	Outage Date	Actual date Contractor service outage began as identified in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY
<del>7887</del>	Outage Duration	The total minutes beginning when a trouble ticket is opened until the problem is resolved and deemed accepted by the Customer.	Number	Varies, <u>20.2 digit max</u>
<del>7988</del>	Product ID	A unique Contractor-defined code specific to the service or feature name as included in the Bidder's Response and as identified in Catalog A. If a bundled set of features are offered together at a single price in Catalog A, a unique Product ID shall be assigned to the represent the bundle. Product IDs in Catalog A for IFB A shall not reoccur or appear in any other CALNET 3 solicitations.	Text	Varies, <u>50-100 char max</u>
<del>8089</del>	Project Mgr.	Name of Contractor's Project Manager.	Text	Varies, <u>250 char max</u>
<del>8190</del>	Project Mgr. Contact#	Phone number of Contractor's Project Manager.	Text	999-999-9999
<del>91</del>	<u>Prorated Admin Fee</u>	<u>The Admin Fee Rate multiplied by the Prorated Charge for the Product ID as described in IFB-A, Section A.5.11.</u>	<u>Currency</u>	<u>\$0.0000</u> <u>(varies 2 to 4 digit decimal)</u>
<del>8292</del>	Prorated Charge	For any service or feature that was charged for a portion of the month of service, this prorated monthly recurring charge shall be captured here.	Currency	\$0.0000 <u>(varies 2 to 4 digit decimal)</u>

- **Page 116, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>83</del> 93	Provisioning Period	The month the Contractor reports service orders in accordance with SOW Sections 1.1.4.8.7, 1.2.9.8.11, 1.3.5.8.10, 1.4.4.8.7, 1.4.4.8.8, 1.5.4.7.7 and 1.6.6.8.10 (Provisioning SLAs).	Date	MM/YYYY
<del>84</del> 94	Provisioning R&R %	Rights and Remedies percentage credited or refunded for Provisioning SLAs (Sections 1.1.4.8.7, 1.2.9.8.11, 1.3.5.8.10, 1.4.4.8.7, 1.4.4.8.8, 1.5.4.7.7 and 1.6.6.8.10). The Provisioning SLA Rights and Remedies percentage will reflect "50%" if the individual objective is missed per order and "100%" if Monthly Completion percentage objective is missed per service per month.	Percentage	0.0%
<del>85</del> 95	Quantity	Total number of billable units for the specified ProductID in the reporting month.	Number	Varies, <u>30,2 digit max</u>
<del>86</del> 96	R & R %	Rights and Remedies percentage credited or refunded per SOW SLA Sections 1.1.4.1, 1.2.9.1, 1.3.5.1, 1.4.4.1, 1.5.4.1 and 1.6.6.1.	Percentage	0.0 <u>0</u> %
<del>87</del> 97	Report Period	Month and year that the data in the report reflects.	Date	MM/YYYY
<del>88</del> 98	Reported Trouble	Written explanation of the trouble reported by the Customer in the Trouble Ticket Reporting System.	Text	Varies, <u>5000 char max</u>
<del>89</del> 99	Restoral Activity Performed	Written Chronological explanation and timestamp of the Contractor's trouble shooting and restoration activities provided in Contractor's trouble ticket.	Text	Varies, <u>5000 char max</u>
<del>90</del> 100	Restore Date	Actual Date Customer service was restored, accepted and documented in the Contractor's trouble ticket.	Date	MM/DD/YYYY
<del>91</del> 101	Restore Time	Actual Time of day the Customer service was restored and documented in the Contractor's trouble ticket.	Time	99:99
<u>102</u>	<u>Required or Discretionary</u>	<u>Designates whether the Service or Feature is required or discretionary as identified in Contractor's Catalog B.</u>	<u>Text</u>	<u>"Required" or "Discretionary"</u>
<del>92</del> 103	SB Contractor	Small Business company name registered as the DGS certified Small Business Subcontractor on the CALNET 3 Contract.	Text	Varies, 250 char max
<del>93</del> 104	SCC	Stop Clock Condition name in the Contractor's trouble ticket system in the SLA language in each Category or Subcategory solicitation.	Text	LOV * <u>varies 1000 char max</u>



- **Page 117, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>94</del> <u>105</u>	SCC Minutes	Total Stop Clock Condition duration in minutes applied per trouble ticket SOW Sections 1.1.4.7, 1.2.9.7, 1.3.5.7, 1.4.4.7, 1.5.4.6 and 1.6.6.7.	Number	Varies, <u>30.2 char max</u>
<del>95</del> <u>106</u>	Scope of Work Date	Actual Date "Scope of Work" provided to Customer.	Date	MM/DD/YYYY
<del>107</del>	<u>Section Number</u>	<u>The number of the service grouping as defined in each table heading of the Bidder's Catalog A.</u>	<u>Text</u>	<u>Varies, 50 char max</u>
<del>96</del> <u>108</u>	Service Description	A summary description of the Service the Contractor provides as included in the Bidder's <del>Catalog A</del> .	Text	Varies, <u>5000 char max</u>
<del>97</del> <u>109</u>	Service Limitations	A high level description of the service Limitations and Restrictions as included in the Bidder's <del>Catalog A</del> .	Text	Varies, <u>5000 char max</u>
<del>98</del> <u>110</u>	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	Date	MM/YYYY
<del>99</del> <u>111</u>	Service Quantity Changed	The number of billable units of the Change Type for the specified Product ID at the specified MRC and NRC for the reporting month.	Number	Varies, <u>30.2 digit max</u>
<del>400</del> <u>112</u>	Service Type	The name of the service grouping as defined in each table heading of the Bidder's Catalog A.	Text	Varies, <u>400-500 char max</u>
<del>404</del> <u>113</u>	SLA	Name of Service Level Agreement – Contractor shall provide the SLA name as it appears in the Category or Subcategory solicitation when the trouble ticket failure qualified for and Contractor applied rights and remedies under the named SLA.	Text	Varies, <u>100 char max</u>
<del>402</del> <u>114</u>	SLA Applied	"Yes" or "No" indicating if individual provisioning SLA applies.	Text	"Yes" or "No"
<del>403</del> <u>115</u>	SLA Report Period	The month and year for all trouble tickets reported in accordance to Service Level Agreement (SLA) Reports (IFB-A Section A.9.5).	Date	MM/YYYY
<del>116</del>	<u>SP Tracking Number</u>	<u>A Unique Number assigned to the approved ICB or IPR as provided by the Statewide Contract Management Unit (SCMU)</u>	<u>Text</u>	<u>Varies, 100 char max</u>
<del>404</del> <u>117</u>	Special Pricing	This is a flag used for special pricing. It defines what type of special pricing has been applied and billed to the customer (e.g. ICB, IPR).	Text	"ICB" or "IPR"

- **Page 118, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>405</del> 118	SR Date	Date the <del>service request for the service/feature move, add, change, or delete</del> was submitted.	Date	MM/YYYY
<del>406</del> 119	SR Number	Entity's service request number as provided on the Telecommunications Service Request.	Text	Varies, <del>30-100</del> char max
<del>407</del> 120	Start Date	Actual project start date as reflected in the accepted implementation plan/schedule.	Date	MM/DD/YYYY
<del>408</del> 121	Status	Contractor trouble ticket status.	Text	Varies, <del>200</del> char max
<del>409</del> 122	Subcategory	CALNET 3 Subcategory number from which the service has been procured. This is not the procurement contract number.	Text	3, <del>4</del> , or <del>45</del> char with <del>45</del> char max (example: "6.1" or "10.2")
<del>123</del>	<u>Subservice Type</u>	<u>The name of the service subgrouping as defined in the subheading within the table for the Service Type as part of the Bidder's Catalog A.</u>	<u>Text</u>	<u>Varies, 500 char max</u>
<del>440</del> 124	Target Completion Date	Target project completion date negotiated and mutually agreed between Customer and Contractor.	Date	MM/DD/YYYY
<del>441</del> 125	Target Migration-In Date-	Actual date Contractor commits to installing CALNET 3 Service.	Date	MM/DD/YYYY
<del>442</del> 126	Target Migration-Out Date	Actual date Contractor commits to disconnect CALNET 3 Service.	Date	MM/DD/YYYY
<del>443</del> 127	Target Transition-In Date	Actual date Contractor commits to completing customer service transition to CALNET 3.	Date	MM/DD/YYYY
<del>444</del> 128	Taxes	Itemized Tax, Fee, or Surcharge billed for the Product ID for the specified row.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>445</del> 129	Taxes Description	Name of Tax, Fee or Surcharge as identified on Exhibit 9.	Text	Varies, <del>50-200</del> char max
<del>446</del> 130	Tax Index	This index relates each row in the Services Billed Tax text field to the detail rows in the Services Billed Tax Detail text file.	Number	Varies, <del>20</del> digit max
<del>447</del> 131	Ticket #	Contractor's trouble ticket number.	Text	Varies, <del>100</del> char max
<del>448</del> 132	Ticket Close Date	Actual date Contractor trouble ticket was closed by Contractor.	Date	MM/DD/YYYY
<del>449</del> 133	Ticket Close Time	Actual time of day Contractor trouble ticket was closed by Contractor.	Time	99:99



- **Page 119, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>420</del> 134	Ticket Open Date	Actual date Contractor trouble ticket was opened by either Contractor or Customer.	Date	MM/DD/YYYY
<del>424</del> 135	Ticket Open Time	Actual time of day Contractor trouble ticket was opened by either Contractor or Customer.	Time	99:99
<del>422</del> 136	Total Admin Fee	The Admin Fee multiplied by the Quantity (Contractor shall prorate for partial months).	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>423</del> 137	Total Amount Due	Total amount due on account.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>424</del> 138	Total Contract Dollars	The Contractor's total Contract Dollar amount excluding administrative fees for the fiscal year being reported.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>425</del> 139	Total Call Duration	Total duration of all calls in minutes made by the Customer within the monthly period for the row of data.	Number	Varies, 30, 2 digit max
<del>426</del> 140	Total Calls	Total number of calls made within the monthly period.	Number	Varies, 30 digit max
<del>427</del> 141	Total Charge	The sum of Total Contract NRC, Total Customer MRC, (or Total Customer Prorated Charge), Total Adjustments, and Total Taxes for the specified row.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>428</del> 142	Total Contract MRC	Total monthly Contract MRC billed for each unique Product ID and/or unique price.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>429</del> 143	Total Contract NRC	Contract NRC multiplied by the New Service Quantity in each row.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>430</del> 144	Total Customer MRC	Total Contract MRC plus the Total Admin Fee.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>434</del> 145	Total Customer Prorated Charge	Total Prorated Charge plus the <del>Prorated</del> Admin Fee	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>432</del> 146	Total DVBE Dollars	The Contractor's total DVBE Dollar amount excluding administrative fees for the fiscal year being reported.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>433</del> 147	Total DVBE Percentage	Percentage of the Contractor's Total Contract Dollars that are DVBE Dollars. (Excluding Administrative Fees) for the fiscal year being reported.	Percentage	0.00%
<del>434</del> 148	Total Minutes	Total billed duration of all calls made within the monthly period for the row of data. This is the Total Call Duration rounded up to the nearest increment of time as defined in the Contract.	Number	Varies, 30, 2 digit max

- **Page 120, SOW Appendix B – Data Dictionary**

- Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
<del>149</del>	<del>Total Prorated Admin Fee</del>	<del>The Prorated Admin Fee multiplied by the Service Quantity Changed</del>	<del>Currency</del>	<del>\$0.0000 (varies 2 to 4 digit decimal)</del>
<del>435</del> <del>150</del>	Total Prorated Charge	Prorated Charge times the Service Quantity Changed.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>436</del> <del>151</del>	Total SB Dollars	The Contractor's total Small Business Dollar amount excluding administrative fees for the fiscal year being reported for fiscal year.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>437</del> <del>152</del>	Total SB Percentage	Percentage of the Contractor's Total Contract Dollars that are Small Business Dollars. (Excluding Administrative Fees) for fiscal year.	Percentage	0.0%
<del>438</del> <del>153</del>	Total SLA Credits	Total amount refunded or credited to customer per Trouble Ticket # or SR Number. Includes NRC, TMRC and/or ADUC credits.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>439</del> <del>154</del>	Total Taxes	Total Taxes, Fees and Surcharges billed for the Product ID for the specified row	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>440</del> <del>155</del>	Total Usage	Total Minutes times the rate per minute.	Currency	\$0.0000 (varies 2 to 4 digit decimal)
<del>441</del> <del>156</del>	Transition Percent Complete	The reported percentage that reflects the progress regarding the transition of service to CALNET 3.	Percentage	0.0%
<del>442</del> <del>157</del>	Transition Status	Explanation of progress regarding transition of customer service to CALNET 3.	Text	Varies, <u>500</u> char max
<del>443</del> <del>158</del>	Transport Type	Facility used for the service (e.g., DS0, DS1, DS3, ISDN BRI, Ethernet).	Text	Varies, <u>100</u> char max
<del>444</del> <del>159</del>	Unavailable Time	The total minutes (Outage Duration) from when a trouble ticket is opened until the problem is deemed acceptable and restored minus stop clock condition minutes.	Number	Varies, <u>30.2</u> digit max
<del>445</del> <del>160</del>	Unit of Measure	Unit of Measure for the ProductID as published on Contractor's CALNET 3 product catalog.	Text	Varies, <u>300</u> char max
<del>446</del> <del>161</del>	WTN	Working Telephone Number or End-User telephone number.	Text	999-999-9999

\*\*\* End of IFB-A Amendment 2 changes \*\*\*