STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
STD. 213 A (Rev 2/12)

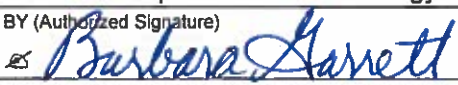|			
X CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED	144 Pages	AGREEMENT NUMBER IFB STPD 12-001-B, C3-B-12-10-TS-09 REGISTRATION NUMBER	AMENDMENT NUMBER 3

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   04/07/2014   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-B Category 2 - 7: (Integra):

1. Attachment 1: IFB STPD12-001-B, Volume 1- Response to Common Requirements (143 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		Approved *Mee* 6/17/16
BY (Authorized Signature)	DATE SIGNED (Do not type) 4 MAY 2016	
PRINTED NAME AND TITLE OF PERSON SIGNING David J. Lung VP-SALES WES		
ADDRESS 768 East 100 South, Suite 100, Salt Lake City, UT 84111		
STATE OF CALIFORNIA		
AGENCY NAME California Department of Technology		
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		☐ Exempt per:
ADDRESS P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		

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

IFB-B, Amendment 3
Categories 2 - 7

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.

Categories 2-7 - Volume 1 – Response to Common Requirements

- **Footers – all pages**
    - Updated footer to include "Amendment 3" and the updated date of Rev. 03/02/2016

- **Page 1 – Cover Page**
    - Removed references to all Addenda issued
    - Added "Amendment 3"
    - Updated date to Rev. 03/02/2016
    - Removed "BAFO Master Copy"

- **Page 2 – Cover Page (continued)**
    - Removed old submitted date

- **Page 15 – Statement of Work Cover Page**
    - Removed old date and "Addendum 7"
    - Added "Amendment 3" and new Rev. date of 03/02/2016

- **Page 48, Section B.4.6, First Paragraph**
    - Added ", and shall include both Catalog A and Catalog B pricing." to the end of this paragraph

- **Page 48, Section B.4.6, Point #2**
    - o 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 text files ~~that are triggered by amendments~~ shall only contain ~~service catalog~~ information that is being updated by the amendment.

- **Page 48, Section B.4.6, end of page**
    - o Added the word "Initial" to the first sentence
    - o Removed ", and intermittent files thereafter" from point #2.

- **Page 48-49 – Section B.4.6 - Table C3SRVCATA1**
    - o Made the following changes (p. 48):

C3SRVCATA1:

Field Order	Data Field Name	Pop
1	Category	R
2	Subcategory	A
3	Section Number	R
~~3~~4	Service Type	R

- o Made the following changes (p. 49):

Field Order	Data Field Name	Pop
~~4~~5	Service Description	R
~~5~~6	Geographic Availability	A
~~6~~7	Service Limitations	A
~~7~~8	Change Charge Applicability	A

- **Page 49 – Section B.4.6 (continued)**
    - o Made the following changes to Table C3SRVCATA2:

C3SRVCATA2:

Field Order	Data Field Name	Pop
1	Category	R
2	Subcategory	A
3	Section Number	R
34	Service Type	R
5	Subservice Type	A
6	Line Item Number	A
47	Feature Name	R
58	Product ID	R
69	Feature Description	R
710	Feature Restrictions	A
8	~~Transport Type~~	~~A~~
911	Contract NRC	A
1012	Contract NRC Description	A
1113	Contract MRC	A
1214	Contract MRC Description	A
1315	Admin Fee Rate	A
16	Customer MRC	A
17	Customer MRC Description	A
1418	Unit of Measure	R
1519	Change Charge	A
1620	Change Charge Description	A
21	Delegation Required	R
22	Required or Discretionary	R

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:

    a. R – Required. This field must always be populated; and,

- **Page 50 – Section B.4.6 (continued)**
  - Made the following changes to text, to table C3ADMCATA1 and to table C3ADMCATA2:

b. 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
1	Contract Number	R
2	Amendment Number	R
3	Effective Date	R
4	Action	R
5	Category	R
6	Subcategory	A
7	Section Number	R
8	Service Type	R
9	Service Description	R
10	Geographic Availability	A
11	Service Limitations	A
12	Change Charge Applicability	A

C3ADMCATA2:

Field Order	Data Field Name	Pop
1	Contract Number	R
2	Amendment Number	R
3	Effective Date	R
4	Action	R
5	Category	R
6	Subcategory	A
7	Section Number	R
8	Service Type	R
9	Subservice Type	A
10	Line Item Number	A
11	Feature Name	R
12	Product ID	R
13	Feature Description	R
14	Feature Restrictions	A
15	Contract NRC	A
16	Contract NRC Description	A
17	Contract MRC	A

- **Page 51 – Section B.4.6 (continued)**
  - Made the following changes to table C3ADMCATA2 (continued from previous page):

Field Order	Data Field Name	Pop
18	Contract MRC Description	A
19	Admin Fee Rate	A
20	Customer MRC	A
21	Customer MRC Description	A
22	Unit of Measure	R
23	Change Charge	A
24	Change Charge Description	A
25	Delegation Required	R
26	Required or Discretionary	R

- **Page 71 – Section B.8, point #18**
  - Added the following parenthetical statement to the end of Point #18: (Sections B.4, B.8, B.9, & B.10).

- **Page 72 – Section B.8.1**
  - Made the following modifications to table C3MSRVMACD in B.8.1 (table begins on previous page):

Field Order	Data Field Name	Pop
5	BTN	A
6	Customer Billing Address 1	R
7	Customer Billing Address 2	RA
8	Customer Billing City	R
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	Section Number	R
1819	Service Type	R
1920	Feature Name	RA
2021	Product ID	RA
2122	Transport Type	A
2223	Circuit ID	A
2324	WTN	A
25	Node	A
2426	Service Quantity Changed	R
2527	Contract NRC	A
2628	Contract MRC	A
2729	Special Pricing	A
30	SP Tracking Number	A
2831	Admin Fee Rate	A
2932	Customer MRC	A
3033	Customer Service Address 1 (A)	RA
3134	Customer Service Address 2 (A)	A
3235	Customer Service City (A)	RA
3336	Customer Service State (A)	RA
3437	Customer Service Zip Code (A)	RA
3538	Customer Service Address 1 (Z)	A
3639	Customer Service Address 2 (Z)	A
3740	Customer Service City (Z)	A
3841	Customer Service State (Z)	A
3942	Customer Service Zip Code (Z)	A

- **Page 73 – Section B.8.2, first paragraph**
  - Made the following changes:

  B.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.

- **Pages 73-74 – Section B.8.2, Point #3 data record table C3MFISCINV**
  - Made the following changes to page 73:

Field Order	Data Field Name	Pop
1	Service Month	R
2	Customer Code	R
3	Customer Name	R
4	CALNET 3	R
5	BAN	R
6	SR Number	R
5~~7~~	Category	R
6~~8~~	Subcategory	A
9	Section Number	R
7~~10~~	Service Type	R
8~~11~~	Feature Name	R
9~~12~~	Product ID	R
10~~13~~	Transport Type	A
11~~14~~	BTN	A
12~~15~~	Circuit ID	A
13~~16~~	WTN	A
17	Node	A
14~~18~~	Quantity	R
19	Unit of Measure	R
20	Contract NRC	A
15~~21~~	Contract MRC	A

o Made the following changes to table C3MFISCINV on page 74:

1622	Special Pricing	A
23	SP Tracking Number	A
1724	Admin Fee Rate	A
1825	Customer MRC	A
26	Customer Service Address 1 (A)	A
27	Customer Service Address 2 (A)	A
28	Customer Service City (A)	A
29	Customer Service State (A)	A
30	Customer Service Zip Code (A)	A
31	Customer Service Address 1 (Z)	A
32	Customer Service Address 2 (Z)	A
33	Customer Service City (Z)	A
34	Customer Service State (Z)	A
35	Customer Service Zip Code (Z)	A
19	Total Calls	A
20	Total Call Duration	A
21	Total Usage	A
22	Total Contract MRC	A
23	Total Admin Fee	A
24	Total Customer MRC	A

- **Pages 75-76, Section B.8.3, table C3MSRVBILL**
  - o Made the following changes to page 75:

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
6	Customer Billing Name	A
67	CALNET 3	R
78	Category	R
89	Subcategory	A
910	BAN	R
1011	BTN	A
1112	SR Number	A
13	Section Number	R
1214	Service Type	R
1315	Feature Name	R
1416	Product ID	R
1517	Transport Type	A
1618	Circuit ID	A
1719	WTN	A
1820	Node	A
21	Customer Service Address 1 (A)	A
22	Customer Service Address 2 (A)	A
23	Customer Service City (A)	A
24	Customer Service State (A)	A
25	Customer Service Zip Code (A)	A
26	Customer Service Address 1 (Z)	A
27	Customer Service Address 2 (Z)	A
28	Customer Service City (Z)	A
29	Customer Service State (Z)	A
30	Customer Service Zip Code (Z)	A
1931	Quantity	R
2032	Unit of Measure	R
2133	Service Quantity Changed	A
2234	Change Date	A
2335	Change Type	A
2436	Contract NRC	A
2537	Contract MRC	A

o Made the following changes to table C3MSRVBILL on page 76 (table continued from previous page):

Field Order	Data Field Name	Pop
2638	Prorated Charge	A
2739	Special Pricing	A
40	SP Tracking Number	A
2841	Admin Fee Rate	A
2942	Admin Fee	A
43	Prorated Admin Fee	A
3044	Customer MRC	A
3145	Customer Prorated Charge	A
3246	Total Contract NRC	A
3347	Total Contract MRC	A
3448	Total Prorated Charge	A
3549	Total Admin Fee	A
50	Total Prorated Admin Fee	A
3651	Total Customer MRC	A
3752	Total Customer Prorated Charge	A
3853	Total Calls	A
3954	Total Minutes	A
4055	Adjustments	A
4156	Adjustment Description	A
4257	Total Taxes	A
4358	Tax Index	A
4459	Total Charge	R

- **Page 77, Section B.8.3.1, data records table C3MSRVTAX**
  o Made the following changes:

Field Order	Data Field Name	Pop
1	Service Month	R
2	Category	R
3	Subcategory	A
4	Invoice Number	R
15	Tax Index	R
26	Tax	R
37	Tax Description	R

- **Page 77, Section B.8.5, first paragraph**
  o Added the sentence: "Only services that are CALNET 3 contracted items (ie. CALNET 3 flag = "Y") shall be included on this report."

- **Page 78, Section B.8.5, table C3MADMNFEE**
  - Removed row 9 and renumbered row 10 to row 9

- **Pages 78-79, Section B.8.6, table C3MTRTKSLA**
  - Made the following changes to this table on page 78:

Field Order	Data Field Name	Pop
1	~~Ticket Number~~Service Month	~~AR~~
2	BAN	R
3	BTN	A
4	Invoice Number	R
5	Invoice Date	R
~~2~~6	Category	R
~~3~~7	Subcategory	A
~~4~~8	Customer Code	R
~~5~~9	Customer Name	R
10	SLA	R

  - Made the following changes to this table continued on page 79:

Field Order	Data Field Name	Pop
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
~~6~~18	Outage Cause	A
~~7~~19	Outage Date	A
~~8~~20	Ticket Open Date	A
~~9~~21	Ticket Open Time	A
~~10~~22	~~Ticket Close~~Restore Date	A
~~11~~23	~~Ticket Close~~Restore Time	A
~~12~~24	Unavailable Time	A
~~13~~25	~~Total SLA Credits~~R&R%	~~R~~A
~~14~~26	~~Service Type~~SR Number	~~R~~A
~~15~~27	~~SLA~~Change Date	~~R~~A
~~16~~28	~~Circuit ID~~Change Type	A
~~17~~29	~~WTN~~Days PD	A
~~18~~	~~SR Number~~	~~A~~
~~19~~30	Provisioning R&R%	A
~~20~~	~~Change Date~~	~~A~~
~~21~~31	~~Days PD~~Total SLA Credits	~~A~~R

- **Pages 96 and 97, Section B.10.2.3 – Transition in Status Report Information**
  - Starting at row #16, made the following changes on page 96:

    16. Product ID;
    ~~16.~~17.   CALNET 2 Product ID;
    18. Circuit ID;
    19. WTN;
    20. BTN;
    ~~17.~~21.   Node;
    ~~18.~~22.   Quantity;
    ~~19.~~23.   Target Transition-In Date;

  - On page 97, made the following continuing changes:

20 24.   Actual Transition-In Date;

21 25.   Date Change Reason;

22 26.   Transition Status;

23 27.   Transition Percentage Complete;

24 28.   CALNET 2 Billing Account Status; and,

25 29.   BAN.

- **Page 114, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
1	Action	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).	Text	"A", "C", or "D"
1̶2	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
2̶3	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
3̶4	Actual Migration-Out Date	Date Contractor disconnects Customer service after providing incoming Contractor all necessary information to migrate services.	Date	MM/DD/YYYY
4̶5	Actual Migration-In Date	Date Contractor completes installation of service/subservice/feature and is deemed acceptable by Customer.	Date	MM/DD/YYYY
5̶6	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
6̶7	Adjustments	Credits or debits on an account to correct previous billing - including SLA credits.	Currency	$0.0000 (varies 2 to 4 digit decimal)

- **Page 115, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
~~7~~8	Adjustment Description	Explanation for the issuance of an Adjustment.	Text	Varies, ~~50~~500 char max
~~8~~9	Admin Fee	Admin Fee Rate multiplied by the Contractor rates for the Product ID as described in IFB-B Section B.5.11.	Currency	$0.0000 (varies 2 to 4 digit decimal)
~~9~~10	Admin Fee Rate	A percentage applied to the Contractor's rates as described in IFB-B Section B.5.11.	Percentage	0.0~~0~~%
11	Amendment Number	The Amendment Number as assigned by the Statewide Contract Management Unit (SCMU) and noted on the form STD 213A.	Text	Varies, 50 char max
~~10~~12	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, ~~40~~50 char max
~~11~~13	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, ~~40~~50 char max
~~12~~14	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%

- **Page 116, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
~~13~~15	CALNET 2 Product ID	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.	Text	Varies, ~~50~~ 75 char max
~~14~~16	CALNET 3	Flag that indicates if the Service or Feature is a CALNET 3 product	Text	"Y" or "N"
~~15~~17	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%
~~16~~18	CAT	Type of catastrophic outage.	Text	"1", "2" or "3"
~~17~~19	Category	CALNET 3 Category number from which the Service has been procured. This is not the procurement contract number.	Number	Varies, 2 digit max
~~18~~20	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 (varies 2 to 4 digit decimal)
~~19~~21	Change Charge Applicability	A description of how the change charge applies to the service.	Text	Varies, 2000 char max
~~20~~22	Change Charge Description	A description of the Change Charge when it is other than a currency value (e.g. ICB).	Text	Varies, ~~20~~ 1000 char max

- **Page 117, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
2123	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
2224	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"
2325	Circuit ID or Service ID (can be used interchangeably)	A unique identifier assigned to each service ordered by a Customer. Examples of a Circuit ID or Service ID are an access circuit number or a telephone number.	Text	Varies, 30 100 char max
2426	Completion Date	Actual project completion date. This date is the date deemed acceptable by the Customer.	Date	MM/DD/YYYY
2527	Contract MRC	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)
2628	Contract MRC Description	A description of the Contract MRC when it is other than a currency value as defined in Catalog A (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).	Text	Varies, 20 100 char max
2729	Contract NRC	One time 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)

- **Page 118, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
2830	Contract NRC Description	A description of the Contract NRC when it is other than a currency value as defined in Catalog A. (e.g. ICB, cost plus xx percentage, percentage discount off mfg list).	Text	Varies, 20 100 char max
2931	Contract Number	The Contract agreement number issued on the STD 213 for each Contractor.	Text	Varies, 20 100 char max
3032	Contractor Code	Unique identifier for the Contractor as provided by CALNET 3 CMO.	Text	Varies, 3 char max
3133	Contractor Name	The company name of the Contractor as provided by the Contractor.	Text	Varies, 250 char max
3234	Current Charges	All debits and credits posted to the current invoice.	Currency	$0.0000 (varies 2 to 4 digit decimal)
3335	Customer Billing City	The Customer's billing city, no abbreviations.	Text	USPS Standard
3436	Customer Billing Address 1	The Customer's primary billing street number and name, no abbreviations.	Text	USPS Standard
3537	Customer Billing Address 2	The Customer's secondary billing street number and name, no abbreviations.	Text	USPS Standard
38	Customer Billing Name	Customer Billing Name as it appears on the Customer Invoice.	Text	Varies, 500 char max
3639	Customer Billing State	The Customer's billing state abbreviation.	Text	USPS Standard
3740	Customer Billing Zip Code	The Customer's billing zip code (Zip+4 Code).	Text	USPS Standard
3841	Customer Code	Unique identifier for the Customer as provided by CALNET 3 CMO.	Text Number	Varies 99999

- **Page 119, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
3942	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
4043	Customer Contact Info	The telephone number or Email address for the Customer Contact.	Text	Varies, 50 100 char max
4144	Customer MRC	Contracted Monthly Recurring Charge, plus the Admin Fee as included in Catalog B of the published Contract.	Currency	$0.0000 (varies 2 to 4 digit decimal)
45	Customer MRC Description	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).	Text	Varies. 100 char max
4246	Customer Name	Customer name as defined in Customer Naming Conventions (IFB-B Section B.4.2).	Text	Varies, 250 char max
4347	Customer Prorated Charge	Prorated Charge plus Admin Fee as included in Catalog B of the published Contract.	Currency	$0.0000 (varies 2 to 4 digit decimal)
4448	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
4549	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

- **Page 120, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
4650	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
4751	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
4852	Customer Service City (A)	The End-User location city. For services with two end locations, use this as the "A" location.	Text	USPS Standard
4953	Customer Service City (Z)	The End-User location city. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
5054	Customer Service State (A)	The End-User location state. For services with two end locations, use this as the "A" location.	Text	USPS Standard
5155	Customer Service State (Z)	The End-User location state. For services with two end locations, use this as the "Z" location.	Text	USPS Standard
5256	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
5357	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
5458	Date Change Reason	Reason Contractor needs to change date of Transition of Customer services to CALNET 3.	Text	Varies, 5000 char max

- **Page 121, SOW Appendix B – Data Dictionary**
    - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
5559	Days PD	Number of calendar "days past due" from date of written order confirmation notification.	Number	Varies, 10 digit max
60	Delegation Required	Designates whether the Service or Feature requires delegation is required.as identified in Contractor's Catalog B.	Text	"Yes" or "No"
5661	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, 50-100 char max
5762	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, 50-100 char max
5863	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
5964	DVBE Contractor	Company name of the DGS certified DBVE Subcontractor of the CALNET 3 Contractor.	Text	Varies, 250 char max
65	Effective Date	The date the amendment was approved by the Statewide Telecommunications Procurement Division on behalf of the State as noted on the form STD 213A.	Date	MM/DD/YYYY
6066	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

- **Page 122, SOW Appendix B – Data Dictionary**
    - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
6167	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
6268	Est. Project Cost	Contractor's estimated project cost.	Currency	$0.0000 (varies 2 to 4 digit decimal)
6369	Feature Description	The Feature Description in Catalog A B of the Bidder's Response.	Text	Varies, 5000 char max
6470	Feature Name	The Feature Name in the Bidder's Catalog A.	Text	Varies, 250 500 char max
6571	Feature Restrictions	The Feature Restrictions in Catalog A of the Bidder's response.	Text	Varies, 5000 char max
6672	File Creation Date	Date the text file or report was created by the Contractor.	Date	MMDDYYYY
6773	File Name	The file name as defined in the text files or report specifications of this IFB.	Text	Varies, 30 100 char max
6874	Final Project Cost	Contractor's final project cost.	Currency	$0.0000 (varies 2 to 4 digit decimal)
6975	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
7076	Hourly Rate	Contractor's hourly rate as identified in the Catalog A.	Currency	$0.0000 (varies 2 to 4 digit decimal)
7177	Hours	The number of hours charged.	Number	Varies, 10,2 digit max

- **Page 123, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
7278	Initial Date	Date Customer was initially contacted by the Contractor after receipt of Service Request.	Date	MM/DD/YYYY
7379	Invoice Date	The date the invoice was issued to the Customer.	Date	MM/DD/YYYY
7480	Invoice Number	The unique number assigned to the invoice.	Text	Varies 30 char max
81	Line Item Number	A number assigned to the specific line that each Product ID resides on within each service grouping table in Catalog B.	Text	Varies, 10 char max
7582	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, 1000 char max
7683	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, 30.2 digit max
7784	Node	A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop points.	Number	Varies, 25 digit max
7885	Outage Cause	Written explanation of cause or reason for CALNET 3 service outage.	Text	Varies, 5000 char max
7986	Outage Date	Actual date Contractor service outage began as identified in the Trouble Ticketing Reporting and Tracking System.	Date	MM/DD/YYYY

- **Page 124, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
8087	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, 20.2 digit max
8188	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 B shall not reoccur or appear in any other CALNET 3 solicitations.	Text	Varies, 50100 char max
8289	Project Mgr.	Name of Contractor's Project Manager.	Text	Varies, 250 char max
8390	Project Mgr. Contact #	Phone number of Contractor's Project Manager.	Text	999-999-9999
91	Prorated Admin Fee	The Admin Fee Rate multiplied by the Prorated Charge for the Product ID as described in IFB-B, Section B.5.11.	Currency	$0.0000 (varies 2 to 4 digit decimal)
8492	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 (varies 2 to 4 digit decimal)
8593	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

- **Page 125, SOW Appendix B – Data Dictionary**
    - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
8694	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%
8795	Quantity	Total number of billable units for the specified Product ID in the reporting month.	Number	Varies, 30,2 digit max
8896	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	0.00%
8997	Report Period	Month and year that the data in the report reflects.	Date	MM/YYYY
9098	Reported Trouble	Written explanation of the trouble reported by the Customer in the Trouble Ticket Reporting System.	Text	Varies, 5000 char max
9199	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, 5000 char max
92100	Restore Date	Actual Date Customer service was restored, accepted and documented in the Contractor's trouble ticket.	Date	MM/DD/YYYY

- **Page 126, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
93101	Restore Time	Actual Time of day the Customer service was restored and documented in the Contractor's trouble ticket.	Time	99:99
102	Required or Discretionary	Designates whether the Service or Feature is required or discretionary as identified in Contractor's Catalog B.	Text	"Required" or "Discretionary"
94103	SB Contractor	Small Business company name registered as the DGS certified Small Business Subcontractor on the CALNET 3 Contract.	Text	Varies, 250 char max
95104	SCC	Stop Clock Condition name in the Contractor's trouble ticket system in the SLA language in each Category or Subcategory solicitation.	Text	LOV *, varies 1000 char max
96105	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, 30,2 digit max
97106	Scope of Work Date	Actual Date "Scope of Work" provided to Customer.	Date	MM/DD/YYYY
107	Section Number	The number of the service grouping as defined in each table heading of the Bidder's Catalog A.	NumberText	Varies, 50 char max
98108	Service Description	A summary description of the Service the Contractor provides as included in the Bidder's Catalog AB.	Text	Varies, 5000 char max
99109	Service Limitations	A high level description of the service Limitations and Restrictions as included in the Bidder's Catalog AB.	Text	Varies, 5000 char max

- **Page 127, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
~~100~~110	Service Month	The calendar month the service and/or feature is provided or moved, added, changed, or deleted.	Date	MM/YYYY
~~101~~111	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, 30,2 digit max
~~102~~112	Service Type	The name of the service grouping as defined in each table heading of the Bidder's Catalog A.	Text	Varies, ~~100~~500 char max
~~103~~113	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, 100 char max
~~104~~114	SLA Applied	"Yes" or "No" indicating if individual provisioning SLA applies.	Text	"Yes" or "No"
~~105~~115	SLA Report Period	The month and year for all trouble tickets reported in accordance to Service Level Agreement (SLA) Reports (IFB-B Section B.9.5).	Date	MM/YYYY
116	SP Tracking Number	A Unique Number assigned to the approved ICB or IPR as provided by CALNET 3 CMO, the Statewide Contract Management Unit (SCMU)	Text	Varies, 100 char max
~~106~~117	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 128, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
107118	SR Date	Date the service request for the service/feature move, add, change, or delete was submitted.	Date	MM/YYYY
108119	SR Number	Entity's service request number as provided on the Telecommunications Service Request.	Text	Varies, 30100 char max
109120	Start Date	Actual project start date as reflected in the accepted implementation plan/schedule.	Date	MM/DD/YYYY
110121	Status	Contractor trouble ticket status.	Text	Varies, 200 char max
111122	Subcategory	CALNET 3 Subcategory number from which the service has been procured. This is not the procurement contract number.	Text	3, 4, or 45 char with 45 char max (example: "6.1" or "10.2")
123	Subservice Type	The name of the service subgrouping as defined in the subheading within the table for the Service Type as part of the Bidders's Catalog A.	Text	Varies, 500 char max
112124	Target Completion Date	Target project completion date negotiated and mutually agreed between Customer and Contractor.	Date	MM/DD/YYYY
113125	Target Migration-In Date-	Actual date Contractor commits to installing CALNET 3 Service.	Date	MM/DD/YYYY
114126	Target Migration-Out Date	Actual date Contractor commits to disconnect CALNET 3 Service.	Date	MM/DD/YYYY
115127	Target Transition-In Date	Actual date Contractor commits to completing customer service transition to CALNET 3.	Date	MM/DD/YYYY

- **Page 129, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
116128	Taxes	Itemized Tax, Fee, or Surcharge billed for the Product ID for the specified row.	Currency	$0.0000 (varies 2 to 4 digit decimal)
117129	Taxes Description	Name of Tax, Fee or Surcharge as identified on Exhibit 9.	Text	Varies, 50 200 char max
118130	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, 20 digit max
119131	Ticket #	Contractor's trouble ticket number.	Text	Varies, 100 char max
120132	Ticket Close Date	Actual date Contractor trouble ticket was closed by Contractor.	Date	MM/DD/YYYY
121133	Ticket Close Time	Actual time of day Contractor trouble ticket was closed by Contractor.	Time	99:99
122134	Ticket Open Date	Actual date Contractor trouble ticket was opened by either Contractor or Customer.	Date	MM/DD/YYYY
123135	Ticket Open Time	Actual time of day Contractor trouble ticket was opened by either Contractor or Customer.	Time	99:99
124136	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)
125137	Total Amount Due	Total amount due on account.	Currency	$0.0000 (varies 2 to 4 digit decimal)
126138	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)

- **Page 130, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
127139	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
128140	Total Calls	Total number of calls made within the monthly period.	Number	Varies, 30 digit max
129141	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)
130142	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)
131143	Total Contract NRC	Contract NRC multiplied by the New Service Quantity in each row.	Currency	$0.0000 (varies 2 to 4 digit decimal)
132144	Total Customer MRC	Total Contract MRC plus the Total Admin Fee.	Currency	$0.0000 (varies 2 to 4 digit decimal)
133145	Total Customer Prorated Charge	Total Prorated Charge plus the Prorated Admin Fee	Currency	$0.0000 (varies 2 to 4 digit decimal)
134146	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)
135147	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%

- **Page 131, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
~~136~~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
149	Total Prorated Admin Fee	The Prorated Admin Fee multiplied by the Service Quantity Changed	Currency	$0.0000 (varies 2 to 4 digit decimal)
~~137~~150	Total Prorated Charge	Prorated Charge times the Service Quantity Changed.	Currency	$0.0000 (varies 2 to 4 digit decimal)
~~138~~151	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)
~~139~~152	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%
~~140~~153	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)
~~141~~154	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)
~~142~~155	Total Usage	Total Minutes times the rate per minute.	Currency	$0.0000 (varies 2 to 4 digit decimal)

- **Page 132, SOW Appendix B – Data Dictionary**
  - Made the following changes:

	Data Field Name	Data Field Definition	Data Type	Format
~~143~~156	Transition Percent Complete	The reported percentage that reflects the progress regarding the transition of service to CALNET 3.	Percentage	0.0%
~~144~~157	Transition Status	Explanation of progress regarding transition of customer service to CALNET 3.	Text	Varies, 500 char max
~~145~~158	Transport Type	Facility used for the service (e.g., DS0, DS1, DS3, ISDN BRI, Ethernet).	Text	Varies, 100 char max
~~146~~159	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, 30.2 digit max
~~147~~160	Unit of Measure	Unit of Measure for the Product ID as published on Contractor's CALNET 3 product catalog.	Text	Varies, 300 char max
~~148~~161	WTN	Working Telephone Number or End-User telephone number.	Text	999-999-9999

*** End of IFB-B Amendment 3 changes ***