

CHECK HERE IS ADDITIONAL PAGES ARE ATTACHED 691 PAGES

AGREEMENT NUMBER IFB STPD 12-001-B, C3-B-12-10-TS-01	AMENDMENT NUMBER 11
REGISTRATION NUMBER	

1. This Agreement is entered into between the Contracting Agency and Contractor named below:

CONTRACTING AGENCY NAME
California Department of Technology

CONTRACTOR NAME
AT&T Corporation

2. The term of this Agreement is: Start Date: 04/01/2014
End Date: 06/30/2020

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. Amendment 11 incorporates the following changes; Subject CALNET 3, IFB STPD 12-001-B, Category 3, Metropolitan Area Network Ethernet and Category 5, Managed Internet Services, has been to:

- Attachment 1: Revisions to Category 3, Volume 2, Response to Unique Subcategory Requirements (308 pages)
- Attachment 2: Revisions to Category 3, Volume 3, Cost Information, SOW Catalog A (115 pages)
- Attachment 1: Revisions to Category 5, Volume 2, Response to Unique Subcategory Requirements (180 pages)
- Attachment 2: Revisions to Category 5, Volume 3, Cost Information, SOW Catalog A (88 pages)

All other terms and conditions remain the same.

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

CONTRACTOR		Department of Technology, Statewide Technology Procurement Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) AT&T Corporation		
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED (Do not type) 04/11/2019	Approved BY [Signature] 17 MAY 2019
PRINTED NAME AND TITLE OF PERSON SIGNING Keith Nagel, Contract Program Manager		
ADDRESS 2700 Watt Avenue, Room 1213A, Sacramento, CA 95821		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Department of Technology		
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED (Do not type) 5.15.19	
PRINTED NAME AND TITLE OF PERSON SIGNING Tiffany Angulo, Branch Chief, Statewide Technology Procurement, CDT		
CONTRACTING AGENCY ADDRESS P.O. Box 1810, Rancho Cordova, CA 95741-1810		

Exempt Per:



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Amendment Summary: IFB-B Amendment #11

Category 3: Metropolitan Area Network Ethernet and
Category 5: Managed Internet Services





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This Modification No. 11 (“Modification”) by and between AT&T Corp. (“AT&T”) (“Contractor”) and the State of California (“State”) is effective upon execution by the parties (“Effective Date”).

WHEREAS, AT&T and State entered into the Agreement for Voice and Data Services (“Agreement”) on April 1, 2014;

WHEREAS, the parties now desire to modify the Agreement.

NOW THEREFORE, the parties, in consideration of the mutual covenants contained herein and intending to be legally bound, agree that the Agreement is modified as follows:

1. Subcategory 3 – Metropolitan Area Network Ethernet, Volume 2, Response to Unique Category or Subcategory Requirements, SOW Technical Requirements Response, has been modified to include the following:

- Cover Page, updated to modify Amendment Number and Revision Date;
- Page i, Table of Contents repagination;
- Pages i - 304, Header updated to modify Amendment Number and Revision Date;
- Page 3, Exhibit 8: Contractor’s License Information has been modified to add Class B license and updated to reflect new license expiration dates for Pacific Bell Telephone Company from “3/31/2015” to “3/31/2019”;
- Page 12, Corrected spelling from “AT&” to “AT&T”;
- Page 20, 3.1.2, Designation of Requirements, modified Section number description from “3.4.2.5” to “3.3.2.5”; and
- Pages 24 - 304, Removed extra spaces, returns and added periods where applicable.
- Table 3.2.1.6.b, Unsolicited MAE Services and Features, changed as follows:
 - Pages 44 - 304, Renumber items to sequential numbering;
 - Page 87, added mini header, Feature Name “ASE Broadband (BB) Port and Speed Tiers Class of Service (CoS)”, Feature Description, Bidder’s Product Identifier, and Bidder’s Product Description;
 - Pages 87 - 88, added new Items # 178 – Items # 186, Feature Names, Feature Descriptions, and Bidder’s Product Identifiers;
 - Pages 101 -120, deleted Feature Names, Feature Descriptions, and Bidder’s Product Identifiers for the following Items: #232, #234, #236, #238, #240, #242, #244, #246, #248, #250, #252, #254, #256, #258, #260, #262, #264, #266, #268, #270, #272, #274, #276, #278, #280, #282, #284, #286, #288, #290, #292, #294, #296, #298, #300, #302, #304, #306, #308, #310, #312, #314, #316, #318, #320, #322, #324, #326, #328, #330, #332, #334, #336, #338, #340, #342, #344, #346, #348, #350, #352, #354, #56, #358, #360, and #362;
 - Pages 103 -112, Items #239 - #304, deleted “(Interstate)” from Feature Names, Feature Descriptions, and Bidder’s Product Descriptions;
 - Pages 205 - 209, deleted Feature Names, Feature Descriptions, and Bidder’s Product Identifiers for the following Items: #892, #894, #896, #898, #900, #902, #904, #906, #908, and #910;
 - Pages 191 -193, Items #833 - #842, deleted “(Interstate)” from Feature Names and Feature Descriptions;



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- Page 200, added mini header, Feature Name “AT&T Dedicated Ethernet (ADE)”, Feature Description, Bidder’s Product Identifier, and Bidder’s Product Description;
- Pages 200 - 203, added new Items # 870 – Items # 880, Feature Names, Feature Descriptions, Bidder’s Product Identifiers, and Bidder’s Product Descriptions;
- Page 203, Item #883, deleted “miles”;
- Page 204, Item #885, deleted “Gigabits”;
- Page 204, Item # 887, updated Feature Name, Feature Descriptions, and Bidder’s Product Descriptions from “300 miles” to “500 miles”;
- Page 204, Item # 888, updated Feature Name from “301+ miles” to “501+ miles”, updated Feature Description from “Over 300 Miles” to “Over 500 Miles”, and updated Bidder’s Product Description from “301” to “501”;
- Pages 204 - 205, Item # 889, updated Feature Name from “301+ miles” to “501+ miles”, updated Feature Description from “301” to “501”, and updated Bidder’s Product Description from “301” to “501”;
- Page 208, Items # 904 – Items # 908, updated Feature Name to remove “Service”;
- Page 209, Item # 909, updated Feature Name from “AT&T MRS Equipment Installation – Low Complexity” to “AT&T MRS Equip Install- Low”;
- Page 209, Item # 910, updated Feature Name from “AT&T MRS Equipment Installation - Medium Complexity” to “AT&T MRS Equip Install-Medium”;
- Page 209, Item # 911, updated Feature Name from “AT&T MRS Equipment Installation – High Complexity” to “AT&T MRS Equip Install-High”;
- Pages 209 - 210, Item # 912, updated Feature Name from “AT&T MRS Complete Network Management - Low Complexity Routers” to “AT&T MRS Manage- Low Routers”;
- Page 210, Item # 913, updated Feature Name from “AT&T MRS Complete Network Management – Medium Complexity Routers” to “AT&T MRS Manage- Medium Routers”;
- Page 210, Item # 914, updated Feature Name from “AT&T MRS Complete Network Management – High Complexity Routers” to “AT&T MRS Manage-High Routers”;
- Page 210, Item # 915, updated Feature Name from “Move Router Site (Inside move same floor) – Low Complexity” to “MRS inside relocate same floor- Low” and updated Feature Description from “Move Router Site (Inside move same floor) – Low Complexity” to “MRS relocate router site inside move same floor – Low Complexity”;
- Pages 210 - 211, Item # 916, updated Feature Name from “Move Router Site (Inside move different floor) – Low Complexity” to “MRS inside relocate different floor- Low” and updated Feature Description from “Move Router Site (Inside move different floor) – Low Complexity” to “MRS relocate router site inside move different floor – Low Complexity”;
- Page 211, Item # 917, updated Feature Name from “Move Router Site (Inside move same floor) – Medium Complexity” to “MRS inside relocate same floor-Medium” and updated Feature Description from “Move Router Site (Inside move same floor) – Medium Complexity” to “MRS relocate router site inside move same floor – Medium Complexity”;
- Page 211, Item # 918, updated Feature Name from “Move Router Site (Inside move different floor) – Medium Complexity” to “MRS inside relocate different



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- floor- Medium” and updated Feature Description from “Move Router Site (Inside move different floor) – Medium Complexity” to “MRS relocate router site inside move different floor – Medium Complexity”;
- Page 211, Item # 919, updated Feature Name from “Move Router Site (Inside move same floor) – High Complexity” to “MRS inside relocate same floor-High” and updated Feature Description from “Move Router Site (Inside move different floor) – High Complexity” to “MRS relocate router site inside move different floor – High Complexity”;
 - Page 211, Item # 920, updated Feature Name from “Move Router Site (Inside move different floor) – High Complexity” to “MRS inside relocate different floor- High” and updated Feature Description from “Move Router Site (Inside move different floor) – High Complexity” to “MRS relocate router site inside move different floor – High Complexity”;
 - Page 211, Item # 921, updated Feature Name from “Router Site Add – Low Complexity” to “Router Site Add- Low” and updated Bidder’s Product Description to add “Router Site Add – Low Complexity”;
 - Page 211, Item # 922, updated Feature Name from “Router Site Add – Medium Complexity” to “Router Site Add- Medium” and updated Bidder’s Product Description to add “Router Site Add – Medium Complexity”;
 - Page 212, Item # 923, updated Feature Name from “Router Site Add – High Complexity” to “Router Site Add- High” and updated Bidder’s Product Description to add “Router Site Add – High Complexity”;
 - Page 212, Item # 924, updated Feature Name from “Add/Delete Router Boards – Low Complexity” to “Add/Delete Boards-Low” and updated Bidder’s Product Description to add “Add/Delete Router Boards – Low Complexity”;
 - Page 212, Item # 925, updated Feature Name from “Add/Delete Router Boards – Medium Complexity” to “Add/Delete Boards- Medium” and updated Bidder’s Product Description to add “Add/Delete Router Boards – Medium Complexity”;
 - Page 212, Item # 926, updated Feature Name from “Add/Delete Router Boards – High Complexity” to “Add/Delete Boards- High” and updated Bidder’s Product Description to add “Add/Delete Router Boards – High Complexity”;
 - Page 212, Item # 927, updated Feature Name from “AT&T Managed Router Solution Router Configuration Changes – Simple” to “MRS Configuration Changes- Simple”;
 - Pages 212 - 213, Item # 928, updated Feature Name from “AT&T Managed Router Solution Router Configuration Changes – Complex” to “MRS Configuration Changes- Complex”;
 - Page 213, Item # 929, updated Feature Name from “Site Insufficiently Prepared to Receive On-Site Services / Vendor Turn- Away” to “Site Insufficiently Prepared Vendor Turn- Away”;
 - Page 213, Item # 930, updated Feature Name from “Cancellation to Receive On-Site Services with Less than Five Business Days notice to AT&T” to “Cancellation Less than Five Bus”;
 - Pages 213 - 214, Item # 931, updated Feature Name from “MRS Supplementary Professional, Engineering and Technical Services Standard Hours (8 am – 5 pm local time)” to “MRS Support Standard Hrs”;
 - Page 214 , Item # 932, updated Feature Name from “MRS Supplementary Professional, Engineering and Technical Services Non- Standard Hours” to “MRS Support Non-Stand Hrs”;



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- Page 214, Item # 933, updated Feature Name from “AT&T Managed Router Solution Analog (POTS) Dial Backup Management” to “MRS (POTS) Dial Backup Manage”;
- Page 214, Item # 934, updated Feature Name from “AT&T Managed Router Solution ISDN Basic Rate Interface (BRI) Dial Backup Management” to “MRS (BRI) Dial Backup Manage”;
- Page 215, Item # 935, updated Feature Name from “AT&T Managed Router Solution ISDN Primary Rate Interface (PRI) Dial Backup Management” to “MRS (PRI) Dial Backup Manage”;
- Page 215, Item # 936, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Router Enablement (Device Set UP)” to “MRS TACACS Read Only Access- Support”, updated Feature Description to remove “(Initial Device Set UP)”, and updated Bidder’s Product Identifier;
- Page 215, Item # 937, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Monthly Support” to “MRS TACACS Read Only Access- Support”, updated Feature Description to remove “Monthly”, and updated Bidder’s Product Identifier;
- Page 215, Item # 938, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Enablement 1 to 6 Enabled Employees” to “MRS TACACS Read Only Access- 1 to 6”, and updated Feature Description to remove “(Initial Employee Set Up)”;
- Page 216, Item # 939, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Enablement 7 to 12 Enabled Employees (Initial Employee Set Up)” to “MRS TACACS Read Only Access- 7 to 12”, and updated Feature Description to remove “(Initial Employee Set Up)”;
- Page 216, Item # 940, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Enablement 13 to 25 Enabled Employees (Initial Employee Set Up)” to “MRS TACACS Read Only Access- 13 to 25”, and updated Feature Description to remove “(Initial Employee Set Up)”;
- Pages 216, mini header, updated Feature Name, Feature Description, and Bidder’s Product Description;
- Pages 216 - 217, Items # 941 – Items # 948, updated Feature Names, Feature Descriptions, and Bidder’s Product Descriptions;
- Pages 217 - 218, Items # 949 – Items # 955, updated Feature Name to shorten length and improve how they appear on invoices;
- Page 218, Item # 954, updated Feature Name;
- Page 218, Item # 955, updated Feature Name and Bidder’s Product Description;
- Pages 218 - 219, Items # 956 – Items # 959, updated Feature Names, Feature Descriptions, Bidder’s Product Identifier’s, and Bidder’s Product Descriptions;
- Pages 219 - 225, Items # 960 – Items # 999, added new Feature Names, Feature Descriptions, and Bidder’s Product Identifier’s;
- Pages 226 - 227, Items # 1000 – Items # 1003, updated Feature Names, Feature Descriptions, Bidder’s Product Identifier’s, and Bidder’s Product Descriptions;
- Page 227, Items # 1004 and Items # 1005, added new Feature Names, Feature Descriptions, Bidder’s Product Identifier’s, and Bidder’s Product Descriptions;
- Pages 227 - 228, Items # 1006 and Items # 1007, updated Feature Names, Feature Descriptions, and Bidder’s Product Identifier’s;



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- Page 228, added mini header, Feature Name “AT&T NetBond Service”, Feature Description, Bidder’s Product Identifier, and Bidder’s Product Description;
- Pages 228 - 239, Items # 1008 – Items # 1068, added new Feature Names, Feature Descriptions, Bidder’s Product Identifier’s, and Bidder’s Product Descriptions;
- Pages 229 - 230, Items # 1014 – Items # 1017, deleted Feature Names, Feature Descriptions, Bidder’s Product Identifier’s, and Bidder’s Product Descriptions;
- Pages 239 - 240, added mini header, Feature Name “AT&T Network Based Firewall Service for NetBond”, Feature Description, Bidder’s Product Identifier, and Bidder’s Product Description; and
- Pages 240 - 245, Items # 1069 – Items # 1100, added new Feature Names, Feature Descriptions, Bidder’s Product Identifier’s, and Bidder’s Product Descriptions.
- Table 3.4.2.a, Extended Demarcation Wiring Services, changed as follows:
 - Page 270 - 273, Item # 1 – Item # 9, updated Bidder’s Product Identifier, and Bidder’s Product Description.
- Table 3.4.3, Services Related Hourly Support, changes made as follows:
 - Pages 274 - 275, Item # 1, updated Feature Name to shorten length and improve how it appears;
 - Page 275, Item # 2, updated Feature Name to shorten length and improve how it appears on invoices and Contractor’s Product Identifier changed from “MVV-O” to “MVVO”; and
 - Page 275, Item # 3, updated Feature Name to shorten length and improve how it appears on invoices and Contractor’s Product Identifier changed from “MVV-H” to “MVVH”.
- Table 3.5.8.1 Availability (M-S), changes made as follows:
 - Page 283, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 283, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 283, Services, added “AT&T Netbond Service *”;
 - Page 283, Services, added “*” to all service items except AT&T Managed Router Solution (MRS)”;
 - Page 284, Objective(s); added “AT&T Dedicated Ethernet (ADE), AT&T Netbond Service” to the three objectives.
- Table 3.5.8.2 Catastrophic Outage 1 (CAT 1) (M-S), changes made as follows:
 - Page 286, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 286, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 286, Services, added “*” to all service items except AT&T Managed Router Solution (MRS)”;
 - Page 287, Objective(s); added “AT&T Dedicated Ethernet (ADE)”.
- Table 3.5.8.3 Catastrophic Outage 2 (CAT 2) (M-S), changes made as follows:
 - Page 288, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;



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- Page 288, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 288, Services, added “AT&T Netbond Service”;
 - Page 288, Services, added “*” to all service items except AT&T Managed Router Solution (MRS)”;
 - Page 289, Objective(s); added “AT&T Dedicated Ethernet (ADE), AT&T Netbond Service”.
- Table 3.5.8.4 Catastrophic Outage 3 (CAT 3) (M-S), changes made as follows:
 - Page 290, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 290, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 290, Services, added “AT&T Netbond Service *”;
 - Page 292, Services, added “*” to the service item except AT&T Managed Router Solution (MRS)”;
 - Page 290, Objective(s); added “AT&T Dedicated Ethernet (ADE) , AT&T Netbond Service”.
 - Table 3.5.8.5 Excessive Outage (M-S), changes made as follows:
 - Page 292, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 292, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 292, Services, added “AT&T Netbond Service *”;
 - Page 292, Services, added “*” to the service item except AT&T Managed Router Solution (MRS)”;
 - Page 292, Objective(s); added “AT&T Dedicated Ethernet (ADE), AT&T Netbond Service”.
 - Table 3.5.8.7 Latency (M-S), changes made as follows:
 - Page 295, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 295, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 295, Services, added “AT&T Netbond Service *”;
 - Page 295, Services, added “*” to all service items except AT&T Managed Router Solution (MRS)”;
 - Page 296, Objective(s); added “AT&T Dedicated Ethernet (ADE) , AT&T Netbond Service”.
 - Table 3.5.8.8 Packet Loss (M-S), changes made as follows:
 - Page 297, Measurement Process:, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 297, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 297, Services, added “AT&T Netbond Service *”;
 - Page 297, Services, added “*” to all service items except AT&T Managed Router Solution (MRS)”;
 - Page 298, Objective(s); added “AT&T Dedicated Ethernet (ADE), AT&T Netbond Service”.



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- Table 3.5.8.9 Provisioning (M-S), changes made as follows:
 - Page 300, Services, added “AT&T Netbond Service, 30, Coordinated/Managed Project”;
 - Page 300, Services, added “AT&T Netbond Service,30, Coordinated/Managed Project”; and
 - Page 300, Objective(s); added “AT&T Dedicated Ethernet (ADE) , AT&T Netbond Service”.
- Table 3.5.8.10 Time To Repair (TTR) (M-S), changes made as follows:
 - Page 301, Measurement Process, Added “*These services may have features that are not proactively monitored by AT&T. SLA measurement does not begin until a trouble ticket is opened by the customer”;
 - Page 301, Services, added “AT&T Dedicated Ethernet (ADE) *”;
 - Page 301, Services, added “AT&T Netbond Service”;
 - Page 301, Services, added “*” to all service items except AT&T Managed Router Solution (MRS)”;
 - Page 301, Objective(s); added “AT&T Dedicated Ethernet (ADE) , AT&T Netbond Service”.

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment # 11, Rev. March 21, 2019”

2. Category 3 – Metropolitan Area Network Ethernet, Volume 3, Cost Information, SOW Catalog A, has been modified to include the following:

- Cover Page, updated to modify Amendment Number and Revision Date;
- Pages i - 112, Header updated to modify Amendment Number and Revision Date;
- Pages 4 - 96, All tables, Updated Non-Recurring Charges, Monthly Recurring Charges or Change Charges where “\$ -” appears to read \$0.00, per Reporting requirements these are the only allowable format if the value is \$0;
- Pages 4 - 112, Removed extra spaces, returns and added periods where applicable; and
- Pages 4 - 96, All tables, renumbered line items to sequential where applicable.
- Table 3.2.1.6, MAE Service and Features, changed as follows:
 - Page 6, added mini headers, “11 CIR (BASIC CoS MAE):”, “12 CIR (PRIORITY CoS):”;
 - Page 7, added mini header, “13 CIR (PREMIUM CoS)”;
 - Page 9, mini header, Updated Product Identifier to “Multiple (See feature IDs below)” for Feature Name AT&T Switched Ethernet (ASE) Service (Additional Features);
 - Page 9, mini header, Updated Product Identifier to “Multiple IDs (see below)” for Feature Name Basic Service Arrangement Class of Service (CoS) and Committed Information Rate (CIR);
 - Pages 11 - 12, Items # 29 - Items # 35, rate reduction to Monthly Recurring Charge/item per units;
 - Page 14, Items # 50 - Items # 56, rate reduction to Monthly Recurring Charge/item per units;
 - Pages 14 - 15, Items # 58 - Items # 64, rate reduction to Monthly Recurring Charge/item per units;
 - Pages 15 - 16, Items # 66 - Items # 72, rate reduction to Monthly Recurring Charge/item per units;



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- Pages 17 - 18, Items # 84 - Items # 90, rate reduction to Monthly Recurring Charge/item per units;
- Page 18, mini header, updated Product Identifier to “Multiple IDs (see below)” for Feature Name Per Packet Class of Service (PPCoS) Arrangement Ports;
- Page 19, mini header, updated Product Identifier to “Multiple IDs (see below)” for Feature Name “Per Packet Class of Service Arrangement Class of Service (CoS) Packages and Committed Information Rate (CIR)” and deleted Unit of Measure;
- Page 19, mini header for Feature Name “Multimedia High PPCoS”, deleted Unit of Measure;
- Page 21, Items # 108 - Items # 114, rate reduction to Monthly Recurring Charge/item per units;
- Pages 23 - 24, Items # 129 - Items # 135, rate reduction to Monthly Recurring Charge/item per units;
- Page 26, Items # 150 - Items # 156, rate reduction to Monthly Recurring Charge/item per units;
- Page 26, mini header for Feature Name “Business Data PPCoS”, updated Unit of Measure;
- Pages 28 - 29, Items # 171 - Items # 177, rate reduction to Monthly Recurring Charge/item per units;
- Page 29, added mini header “ASE Broadband (BB) Port and Speed Tiers Class of Service (CoS)”;
- Page 29, added Item # 178, Feature Names, Contractor’s Product Identifiers, Feature Restrictions, Limitations and Additional Information, Feature Description, Non-Recurring Charge per item, Monthly Recurring Charge per item, Unit of Measure, and Charge per change per item;
- Pages 29 - 30, added Items # 179 – Items # 186, Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items;
- Page 30, mini header for Feature Name “Optional ASE Features”, updated Unit of Measure;
- Pages 37 - 44, deleted Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items for the following items: #232, #234, #236, #238, #240, #242, #244, #246, #248, #250, #252, #254, #256, #258, #260, #262, #264, #266, #268, #270, #272, #274, #276, #278, #280, #282, #284, #286, #288, #290, #292, #294, #296, #298, #300, #302, #304, #306, #308, #310, #312, #314, #316, #318, #320, #322, #324, #326, #328, #330, #332, #334, #336, #338, #340, #342, #344, #346, #348, #350, #352, #354, #56, #358, #360, and #362;
- Pages 38 - 41, Items #239 - #304, deleted “(Interstate)” from Feature Names and Feature Descriptions;
- Page 75, deleted Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items for the following items: #892, #894, #896, #898, #900, #902, #904, #906, #908, and #910;
- Page 75, Items #834 - #842, deleted “(Interstate)” from Feature Names;



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- Page 80, added mini header, Feature Name “AT&T Dedicated Ethernet (ADE)”, Contractor’s Product Identifiers, Feature Restrictions, Limitations and Additional Information, and Feature Description;
- Pages 80 - 82, added new Items # 870 – Items # 880, Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items;
- Page 84, Item # 887, updated Feature Name and Feature Descriptions from “300 miles” to “500 miles”;
- Page 84, Item # 888, updated Feature Name from “301+ miles” to “501+ miles” and updated Feature Description from “Over 300 Miles” to “Over 500 Miles”;
- Page 84, Item # 889, updated Feature Name from “301+ miles” to “501+ miles” and updated Feature Description from “301” to “501”;
- Pages 85 - 86, Items # 904 – Items # 908, updated Feature Name to remove “Service”;
- Page 86, Item # 909, updated Feature Name from “AT&T MRS Equipment Installation – Low Complexity” to “AT&T MRS Equip Install- Low”;
- Page 86, Item # 910, updated Feature Name from “AT&T MRS Equipment Installation - Medium Complexity” to “AT&T MRS Equip Install-Medium”;
- Page 86, Item # 911, updated Feature Name from “AT&T MRS Equipment Installation – High Complexity” to “AT&T MRS Equip Install-High”;
- Page 86, Item # 912, updated Feature Name from “AT&T MRS Complete Network Management - Low Complexity Routers” to “AT&T MRS Manage-Low Routers”;
- Page 86, Item # 913, updated Feature Name from “AT&T MRS Complete Network Management – Medium Complexity Routers” to “AT&T MRS Manage- Medium Routers”;
- Page 86, Item # 914, updated Feature Name from “AT&T MRS Complete Network Management – High Complexity Routers” to “AT&T MRS Manage-High Routers”;
- Page 87, Item # 915, updated Feature Name from “Move Router Site (Inside move same floor) – Low Complexity” to “MRS inside relocate same floor- Low” and updated Feature Description to add “MRS relocate router site inside move same floor – Low Complexity”;
- Page 87, Item # 916, updated Feature Name from “Move Router Site (Inside move different floor) – Low Complexity” to “MRS inside relocate different floor- Low” and updated Feature Description to add “MRS relocate router site inside move different floor – Low Complexity”;
- Page 87, Item # 917, updated Feature Name from “Move Router Site (Inside move same floor) – Medium Complexity” to “MRS inside relocate same floor-Medium” and updated Feature Description to add “MRS relocate router site inside move same floor – Medium Complexity”;
- Page 87, Item # 918, updated Feature Name from “Move Router Site (Inside move different floor) – Medium Complexity” to “MRS inside relocate different floor- Medium” and updated Feature Description to add “MRS relocate router site inside move different floor – Medium Complexity”;
- Page 87, Item # 919, updated Feature Name from “Move Router Site (Inside move same floor) – High Complexity” to “MRS inside relocate same floor-



- High” and updated Feature Description to add “MRS relocate router site inside move different floor – High Complexity”;
- Page 87, Item # 920, updated Feature Name from “Move Router Site (Inside move different floor) – High Complexity” to “MRS inside relocate different floor- High” and updated Feature Description to add “MRS relocate router site inside move different floor – High Complexity”;
 - Page 87, Item # 921, updated Feature Name from “Router Site Add – Low Complexity” to “Router Site Add- Low” and updated Feature Description to add “Router Site Add – Low Complexity”;
 - Page 87, Item # 922, updated Feature Name from “Router Site Add – Medium Complexity” to “Router Site Add- Medium” and updated Feature Description to add “Router Site Add – Medium Complexity”;
 - Page 87, Item # 923, updated Feature Name from “Router Site Add – High Complexity” to “Router Site Add- High” and updated Feature Description to add “Router Site Add – High Complexity”;
 - Page 87, Item # 924, updated Feature Name from “Add/Delete Router Boards – Low Complexity” to “Add/Delete Boards-Low” and updated Feature Description to add “Add/Delete Router Boards – Low Complexity”;
 - Page 87, Item # 925, updated Feature Name from “Add/Delete Router Boards – Medium Complexity” to “Add/Delete Boards- Medium” and updated Feature Description to add “Add/Delete Router Boards – Medium Complexity”;
 - Page 87, Item # 926, updated Feature Name from “Add/Delete Router Boards – High Complexity” to “Add/Delete Boards- High” and updated Feature Description to add “Add/Delete Router Boards – High Complexity”;
 - Page 88, Item # 927, updated Feature Name from “AT&T Managed Router Solution Router Configuration Changes – Simple” to “MRS Configuration Changes- Simple”;
 - Page 88, Item # 928, updated Feature Name from “AT&T Managed Router Solution Router Configuration Changes – Complex” to “MRS Configuration Changes- Complex”;
 - Page 88, Item # 929, updated Feature Name from “Site Insufficiently Prepared to Receive On-Site Services / Vendor Turn- Away” to “Site Insufficiently Prepared Vendor Turn- Away”;
 - Page 88, Item # 930, updated Feature Name from “Cancellation to Receive On-Site Services with Less than Five Business Days notice to AT&T” to “Cancellation Less than Five Bus”;
 - Page 88, Item # 931, updated Feature Name from “MRS Supplementary Professional, Engineering and Technical Services Standard Hours (8 am – 5 pm local time)” to “MRS Support Standard Hrs” and updated Feature Description to add “MRS Support Standard Hours (8am – 5pm local time)”;
 - Page 89, Item # 932, updated Feature Name from “MRS Supplementary Professional, Engineering and Technical Services Non- Standard Hours” to “MRS Support Non-Stand Hrs” and updated Feature Description to add “MRS Support Non-Standard Hours.”;
 - Page 89, Item # 933, updated Feature Name from “AT&T Managed Router Solution Analog (POTS) Dial Backup Management” to “MRS (POTS) Dial Backup Manage” and updated Feature Description to add “AT&T Managed Router Solution Analog (POTS) Dial Backup Management”.



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- Page 89, Item # 934, updated Feature Name from “AT&T Managed Router Solution ISDN Basic Rate Interface (BRI) Dial Backup Management” to “MRS (BRI) Dial Backup Manage” and updated Feature Description to add “AT&T Managed Router Solution ISDN Basic Rate Interface (BRI) Dial Backup Management.”;
- Pages 89 - 90, Item # 935, updated Feature Name from “AT&T Managed Router Solution ISDN Primary Rate Interface (PRI) Dial Backup Management” to “MRS (PRI) Dial Backup Manage” and updated Feature Description to add “AT&T Managed Router Solution ISDN Primary Rate Interface (PRI) Dial Backup Management”;
- Page 90, Item # 936, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Router Enablement (Device Set UP)” to “MRS TACACS Read Only Access- Support”, updated Bidder’s Product Identifier, and updated Feature Description to add “AT&T Managed Router Solution TACACS Read Only Access – Router”;
- Page 90, Item # 937, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Monthly Support” to “MRS TACACS Read Only Access- Support”, updated Bidder’s Product Identifier, and updated Feature Description to add “AT&T Managed Router Solution TACACS Read Only Access- Support”;
- Page 90, Item # 938, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Enablement 1 to 6 Enabled Employees” to “MRS TACACS Read Only Access- 1 to 6” and updated Feature Description to add “AT&T Managed Router Solution TACACS Read Only Access - Enablement 1 to 6 Enabled Employees”;
- Pages 90 - 91, Item # 939, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Enablement 7 to 12 Enabled Employees (Initial Employee Set Up)” to “MRS TACACS Read Only Access- 7 to 12”, and updated Feature Description to add “AT&T Managed Router Solution TACACS Read Only Access - Enablement 7 to 12 Enabled Employees”;
- Page 91, Item # 940, updated Feature Name from “AT&T Managed Router Solution TACACS Read Only Access – Enablement 13 to 25 Enabled Employees (Initial Employee Set Up)” to “MRS TACACS Read Only Access- 13 to 25”, and updated Feature Description to add “AT&T Managed Router Solution TACACS Read Only Access - Enablement 13 to 25 Enabled Employees”;
- Page 91, mini header, updated Feature Name, Feature Descriptions, and Feature Description;
- Pages 91 - 92, Items # 941 – Items # 955, updated Feature Name to shorten length and improve how they appear on invoices and updated Feature Descriptions;
- Page 92, Items # 1014 – Items # 1017, deleted Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items;
- Pages 92 - 95, Items # 960 – Items # 999, added new Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items;



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- Pages 95 - 96, Items # 1000 – Items # 1003, updated Feature Names and Bidder’s Product Descriptions;
- Page 96, Items # 1004 and Items # 1005, added new Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Non-Recurring Charge per items, Monthly Recurring Charge per items, Unit of Measures, and Charge per change per items;
- Page 96, Items # 1006 and Items # 1007, updated Feature Names and Contractor’s Product Identifiers;
- Page 97, added mini header “AT&T NetBond Service”;
- Pages 97 - 103, added Items # 1008 - Items # 1068, Feature Names, Contractor’s Product Identifiers, Feature Description, Non-Recurring Charge per item, Monthly Recurring Charge per item, Unit of Measure, and Charge per change per item;
- Page 103, added mini header “AT&T NetBond Service”;
- Pages 104 - 106, added Items # 1069 - Items # 1100, Feature Names, Contractor’s Product Identifiers, Feature Restrictions, Limitations and Additional Information, Feature Description, Non-Recurring Charge per item, Monthly Recurring Charge per item, Unit of Measure, and Charge per change per item.
- Table 3.4.2, Extended Demarcation Wiring Services, changed as follows:
 - Page 108, Items # 1 – Items # 3, updated Contractor’s Product Identifiers;
 - Pages 109 – 111, Items # 4 – Items # 8, updated Contractor’s Product Identifiers and Feature Descriptions; and
 - Page 111, Item # 9, updated Contractor’s Product Identifier.
- Table 3.4.3, Services Related Hourly Support, changes made as follows:
 - Page 112, Item # 1, updated Feature Name to shorten length and improve how they appear;
 - Page 112, Item # 2, updated Feature Name to shorten length and improve how they appear on invoices and Contractor’s Product Identifier changed from “MVV-O” to “MVVO”;
 - Page 112, Item # 3, updated Feature Name to shorten length and improve how they appear on invoices and Contractor’s Product Identifier changed from “MVV-H” to “MVVH”.

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment #11, Rev. March 21, 2019”

3. Subcategory 5 – Managed Internet Services, Volume 2, Response to Unique Category or Subcategory Requirements, SOW Technical Requirements Response, has been modified to include the following:

- Cover Page, updated to modify Amendment Number and Revision Date;
- Page i, Table of Contents repagination;
- Pages i - 177, Header updated to modify Amendment Number and Revision Date;
- Page 3, Exhibit 8: Contractor’s License Information has been modified to add Class B license and updated to reflect new license expiration dates for Pacific Bell Telephone Company from “3/31/2015” to “3/31/2019”;
- Page 20, 5.1.2, Designation of Requirements, modified Section number description from “3.4.2.5” to “3.3.2.5”;



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- Pages 23 - 176, Removed extra spaces, returns, added extra space, and added periods where applicable; and
- Pages 26 - 28, Added following sections: “Unsolicited – Flat Rate Port Only MIS”, “Unsolicited – Flat Rate Port Only MIS with Managed Router”, and “Unsolicited – AT&T Flexware”.
- Table 5.2.4.1.c, Unsolicited Internet Flat Rate Service, changes made as follows:
 - Pages 43 - 45, added Items # 16 – Items # 23, Feature Names, Feature Descriptions, Bidder’s Product Identifiers, and Bidder’s Product Descriptions.
- Table 5.2.4.2.c, Unsolicited Internet Flat Rate with Managed Router Service, changes made as follows:
 - Pages 62 - 64, added Items # 16 – Items # 23, Feature Names, Feature Descriptions, Bidder’s Product Identifiers, and Bidder’s Product Descriptions.
- Table 5.2.7.a – Additional Unsolicited Internet Services, changes made as follows:
 - Pages 119 – 124, Items # 1 – Items # 48, updated font to be the same throughout the table;
 - Pages 124 - 131, added Items # 49 – Items # 100, Feature Names, Feature Descriptions, Bidder’s Product Identifiers, and Bidder’s Product Descriptions;
 - Pages 132 - 133, added mini header, Feature Name “Flexware”;
 - Pages 133 - 149, added new Items # 101 – Items # 166, Feature Names, Feature Descriptions, Bidder’s Product Identifiers, and Bidder’s Product Descriptions;
- Section 5.2.7.2 Unsolicited Internet Services Geographic Coverage, Pages 150 – 151, updates and additional language provided.
- Table 5.4.2.a Extended Demarcation Wiring Service, changes made as follows:
 - Pages 153 - 154, Items # 1 – Items # 3, updated Bidder’s Product Identifiers; and
 - Pages 154 – 156, Items # 4 – Items # 9, updated Feature Descriptions, Bidder’s Product Identifiers, and Bidder’s Product Descriptions.
- Table 5.4.3 Services Related Hourly Support, changes made as follows:
 - Page 157, Item # 1, updated Feature Name to shorten length and improve how they appear; and
 - Page 158, Items # 2 - Items # 3, updated Feature Name to shorten length and improve how they appear on invoices and updated Contractor’s Product Identifiers.
- Pages 166 - 167, 5.5.8.1 Availability (M-S), Table SLA Objective Table 2 – Additional, added “Flexware” to Additional Network Side Interface and added “99.2%” to Bidder’s Objective Commitment.
- Page 168, 5.5.8.2 Catastrophic Outage 1 (CAT 1) (M-S), Table Catastrophic Outage 1 (CAT 1), added “Flexware” to Service(s).
- Page 169, 5.5.8.3 Catastrophic Outage 2 (CAT 2) (M-S), Table Catastrophic Outage 2 (CAT 2), added “Flexware” to Service(s).
- Page 170, 5.5.8.4 Catastrophic Outage 3 (CAT 3) (M-S), Table Catastrophic Outage 3 (CAT 3), added “Flexware” to Service(s).
- Page 171, 5.5.8.5 Excessive Outage (M-S), Table Excessive Outage, added “Flexware” to Service(s).
- Page 172, 5.5.8.6 Managed Service Proactive Notification (M-S), Table Managed Service Proactive Notification, added “Flexware” to Service(s).
- Pages 174 - 175, 5.5.8.8 Provisioning (M-S), Table Provisioning, added “Flexware” to Service (Features must be installed in conjunction with the service except when listed below), added “45” to Committed Interval Calendar Days, added “Coordinated/Managed



Project” to Coordinated/Managed Project , added under Objective(s) “Flexware”, “N/A” to Basic (B), “≥ 90%” to Standard (S), “≥ 95%” to Premier (P), and “S” to Bidder’s Objective Commitment (S or P) .

- Page 176, 5.5.8.9 Time to Repair (TTR) (M-S), Table Time to Repair, added “Flexware” to Service(s).

Replacement pages are attached hereto for insertion in the Agreement and are identified with the following statement: “Amendment #11, Rev. March 21, 2019”

4. Subcategory 5 – Managed Internet Services, Volume 3, Cost Information SOW Catalog A, has been modified to include the following:

- Cover Page, updated to modify Amendment Number and Revision Date;
- Pages i - 85, Header updated to modify Amendment Number and Revision Date;
- Pages 2 - 84, All tables, Updated Non-Recurring Charges, Monthly Recurring Charges/item per unit, and Charge per change per item where “\$ -” appears to read \$0.00, per Reporting requirements these are the only allowable format if the value is \$0;
- Pages 2 - 84, Removed extra spaces, returns and added periods where applicable; and
- Pages 2 - 84, All tables, renumbered line items to sequential where applicable.
- Table 5.2.4.1, Internet Flat Rate Service (InFRa), changed as follows:
 - Pages 4 - 5, Items # 26 – Items # 40, updated unit of measures; and
 - Pages 5 - 6, added new Items # 41 – Items # 48, Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Feature Restrictions, Limitations and Additional Information, Non- Recurring Charge per items, Monthly Recurring charge/item per units, Unit of measures, and Charge per change per items.
- Table 5.2.4.2, Internet Flat Rate with Managed Router Service (InFRaM), changed as follows:
 - Pages 12 - 13, added new Items # 41 – Items # 48, Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Feature Restrictions, Limitations and Additional Information, Non- Recurring Charge per items, Monthly Recurring charge/item per units, Unit of measures, and Charge per change per items.
- Table 5.2.7.a, Additional Unsolicited Internet Services, changed as follows:
 - Pages 45 – 53, added new Items # 49 – Items # 100, Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Feature Restrictions, Limitations and Additional Information, Non- Recurring Charge per items, Monthly Recurring charge/item per units, Unit of measures, and Charge per change per items;
 - Pages 54 - 55, added mini header, “Flexware”; and
 - Pages 55 – 79, added new Items # 101 – Items # 166, Feature Names, Contractor’s Product Identifiers, Feature Descriptions, Feature Restrictions, Limitations and Additional Information, Non- Recurring Charge per items, Monthly Recurring charge/item per units, Unit of measures, and Charge per change per items.
- Table 5.4.2 Extended Demarcation Wiring Services, changes made as follows:
 - Page 79, updated Service Limitations and Restrictions; and
 - Pages 80 - 83, Items # 1 – Items # 9, updated Bidder’s Product Identifiers.
- Table 5.4.3 Services Related Hourly Support, changes made as follows:
 - Page 84, Items # 1, updated Feature Name to shorten length and improve how they appear; and



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- Page 84, Items # 2 - Items # 3, updated Feature Name to shorten length and improve how they appear on invoices and updated Contractor's Product Identifiers.

5. The price reductions in this Amendment will be effective 30 days following the final signature date of this Amendment.

Except as modified by this Amendment, all of the terms and conditions of the Agreement shall remain in full force and effect in accordance with their terms.