

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology
CALNET Program

Category	Chapter Title	Chapter Number
Telecommunications Management	State Agencies	0204.0

The statewide CALNET communications network is currently provided and managed via the CALNET MSA. The CALNET network is a Wide Area Network (WAN) that distributes end to end voice, data, and video services through a consolidated backbone. It is operated and maintained by the CALNET contractor under the oversight of the CALNET Program.

Through the CALNET MSA State Agencies are required to use the mandated services. Mandatory services are those services that non-exempt state agencies are required to purchase from the CALNET MSA, as noted at the end of this document. Non-mandatory services are those that are optional to purchase from the CALNET MSA by any contract user.

All state agencies can simply purchase mandatory CALNET services by completing and submitting a [Telecommunications Service Request](#) (Form 20) to the contract vendors or service providers. For non-mandatory CALNET services purchased all state agencies use the Form 20 and follow the procurement policies and guidelines available at [Department of General Services website](#). Currently, DSG-PD requires additional procurement steps when purchasing non-mandatory services.

CALNET MSA – MANDATORY SERVICES

The services shown within the listed categories are not all inclusive of every service that could fall within each of the four categories below. Services that fall within the four categories are mandatory unless specifically excluded by contract or amendment language. Evolving and new technologies and services will be added to the list as determined by the California Department of Technology in coordination with others as appropriate.

VOICE NETWORK SERVICES

Local Usage International Toll Free Long Distance 900 Service
Long Distance Access Operator Services Advanced Intelligent Network (AIN) Calling Card
Toll Free Prepaid Calling Card
Enhanced Toll Free Centrex Audio Conferencing
800 Enhanced Call Routing (ECR) Audio Conferencing

LINE SIDE SERVICES

Business Access Line (1MB) Custom Local Signaling Services (CLASS) Centrex Interactive
Voice Response (IVR) and
Integrated Services Digital Network (ISDN)

Call Router Account Codes

Automated Attendant/Call Routing

Private Branch Exchange (PBX)/Trunks Automated Call Director (ACD) Super Trunk

Service ACD/Management Information System (MIS) Voice Mail Computer Interface

(CompuCall) Service Announcement/Music in queue/Intelligent Call Routing

DATA SERVICES

Dedicated Transport Frame Relay Service and Asynchronous Extended Dedicated Services

Transfer Mode (ATM) Data Services

SONET (Synchronous Optical Network) InterLATA Frame Relay and ATM Ring and Access

Services Extended Frame Relay

ISDN Managed Frame Relay

Switched 56 Managed Extended Frame Relay Switched T1/T3 Extended ATM

Gigabit Metropolitan Area Network (GigaMAN)

ADDITIONAL SERVICES

Billing/Invoicing Services