

**USER INSTRUCTIONS**

**FOR**

**CALNET Data Networks and  
Communications Services**

**IFB C4DNCS19**

**MANDATORY**

**Statewide Multiple Award Contract**

Issued by:  
State of California  
California Department of Technology  
P.O. Box 1810, MS-Y14  
Rancho Cordova, CA 95741

The information contained in the User Instructions is not intended to supersede the provisions of the Contract. In the event of any inconsistencies or conflicts between the User Instructions and the Contract, the terms of the Contract shall take precedence.

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## A. Scope and Overview

CALNET, Data Networks and Communication Services (IFB-C4DNCS19) provides customers with a competitively bid contract used by all entities to easily order telecommunications services without going through a lengthy and costly procurement process. CALNET provides statewide telecommunications services for all State Entities and local government entities (herein referred to as Non-State Entities) as defined below.

The following service categories and contractors are included in this award for DNCS Categories 20, 21, 22, 23, 24, 25, 27, 28, 29, and 30:

Category 20 – provides solutions for Multi Protocol Label Switching (MPLS) Data Network Services.

Contractors awarded Category 20:

- Airespring Inc.
- AT&T Corp.
- Granite Telecommunications
- Level 3 dba CenturyLink dba LUMEN
- NWN Corporation
- Verizon Business Services
- Zayo Group, LLC

Category 21 – Provides Standalone VoIP.

Contractors awarded Category 21:

- AT&T Corp.
- Granite Telecommunications
- NWN Corporation
- Verizon Business Services

Category 22 – Provides Cloud-Hosted VoIP Services.

Contractors awarded Category 22:

- AT&T Corp.
- CenturyLink Communications dba LUMEN

- ENA Services
- NTT America, Inc.
- NWN Corporation
- Red River Technology
- Verizon Business Services

Category 23 - Metropolitan Area Network (MAN) Ethernet services and features.

Contractors awarded Category 23:

- AT&T Corp.
- Charter Communications
- Comcast Business Communications, LLC
- Crown Castle Fiber
- Granite Telecommunications
- Level 3 dba CenturyLink dba LUMEN
- NWN Corporation
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions
- Zayo Group, LLC

Category 24 - Provides solutions for Flat Rate Internet Services.

Contractors awarded Category 24:

- AT&T Corp.
- Charter Communications
- Comcast Business Communications, LLC
- Crown Castle Fiber
- Granite Telecommunications
- Level 3 dba CenturyLink dba LUMEN
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions

- Zayo Group, LLC

Category 25 – Provides Sustained Bandwidth Internet Services and features.

Contractor awarded Category 25:

- AT&T Corp.
- Crown Castle Fiber
- Level 3 dba CenturyLink dba LUMEN
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions
- Zayo Group, LLC

Category 27 – Provides Standard Contact Center Services:

- AT&T Corp.
- CenturyLink Communications dba LUMEN
- InterVision Systems
- NWN Corporation
- Verizon Business Services

Category 28 – Provides Custom Contact Center Services:

- AT&T Corp.
- CenturyLink Communications dba LUMEN
- InterVision Systems
- NWN Corporation
- Verizon Business Services

Category 29 – Provides Converged VoIP.

Contractor awarded Category 29:

- AT&T Corp.
- CenturyLink Communications dba LUMEN
- Granite Telecommunications
- NWN Corporation
- Verizon Business Services

Category 30 – Provides Broadband with Internet Services.

Contractor awarded Category 30:

- AT&T Corp.
- Comcast Business Communications, LLC
- Granite Telecommunications
- NWN Corporation
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions

## **B. Contract Term(s)**

All categories: five years, with three one-year options to extend.

Refer to Service Providers at the end of this document for specific start and end dates for each contractor.

## **C. Eligibility**

The following eligibility requirements are necessary to use this Contact:

1. State Entities (executive, judicial, or legislative branch) must have an approved CALNET Chief Agency Telecommunications Representative (CATR) or Agency Telecommunications Representative (ATR) on file with the California Department of Technology (CDT), CALNET Program.

Both the CATR and ATR(s) are authorized state representatives who may order services from CALNET Contract. ATRs are identified and maintained by the entity's CATR. CATR's may designate multiple ATRs per State Entity.

State Entities can register CATR/ATRs online by visiting the [CALNET Ordering website](#) and completing a CATR/ATR Designation Form (CDT Form 965). Completed forms must be submitted to [CALNETHelp@state.ca.gov](mailto:CALNETHelp@state.ca.gov) for processing.

2. Non-State Entities are required to have a current Non-State Entity Policy Agreement (NESPA) on file with CDT, CALNET Program. Non-State Entities must also obtain an approved CALNET Authorization to Order (ATO).

## **D. Ordering Guidelines**

1. All entities ordering from CALNET must adhere to all applicable state laws, regulations, policies, best practices, and purchasing authority requirements, e.g., California Codes, Code of Regulations, State Administrative Manual, State Information Management Manual, Management Memos, and State Contracting Manual Volume 2 and 3, as applicable.
2. This contract is mandatory for non-exempt state executive branch entities when ordering services designated as “Required” in the CALNET contractor service catalogs.
3. This contract is nonmandatory when ordering services identified as “Discretionary” in the CALNET contractor service catalogs. Discretionary services may be purchased and require ordering entities to follow standard procurement guidelines.
4. The rate identified in the contractor service catalog is the maximum rate allowed. Additional rate reductions may be negotiated between the customer (ordering entity) and contractor by completing an Individual Price Reduction Agreement (IPRA). Contact your contractor representative or the CALNET Program for more information on IPRA's.

## **E. Ordering Procedures**

1. Orders shall itemize all line items and include the CALNET catalog product identifier.
2. Order Forms and Online Ordering:
  - a. State Entities (CATR/ATR) are required to use the following applicable:

- Ordering services - requires a Telecommunications Service Request (Form 20); and
  - Ordering equipment – requires a Purchasing Authority Purchase Order (STD 65).
- b. Non-State Entities may utilize the Form 20 and/or STD 65, or use their own purchasing document.
- c. Entities may order services through the contractor's portal or online ordering system, when available.
- d. The ordering entity shall provide a signed copy of the executed order form (Form 20, the STD 65 or a Non-State Entity equivalent purchasing document) to the selected contractor. This applies to all methods of ordering (online, phone, etc.).
3. Ordering CALNET Professional Services on CALNET
- a. CALNET DNCS Categories with Professional Services:
- 20 MPLS
  - 21 Standalone VoIP
  - 22 Cloud Hosted VoIP
  - 23 Metropolitan Area Network (MAN) Ethernet
  - 24 Flat Rate Internet
  - 27 Standard Contact Center
  - 28 Customized Contact Center
  - 29 Converged VoIP
- b. State Agencies Ordering Professional Services
- Prior to using the professional services available on the CALNET DNCS contracts, state agencies are reminded to have obtained all required approvals (e.g., IT Project, GC 19130), and followed all applicable state statutes, regulations, policies and procedures including but not limited to Public Contract Codes (PCC) and relevant California Codes, California Code of Regulations (CCR), State Administrative Manual (SAM), Department of General Services (DGS) Management Memos (MM), State Contracting Manuals (SCM), DGS Broadcast Bulletins (BB), California Department of Technology (CDT) Technology Letters, Department of



Finance (DOF) Budget Letters, and Statewide Information Management Manual (SIMM).

- CALNET professional services may only be purchased directly in support of CALNET Services.
- CALNET professional services may only be used to perform the tasks as specifically described in the catalog product description.
- Professional Services are defined as catalog line items with a hourly unit of measure and shall only be used for their specifically described purpose. Prior to ordering professional services customers are encouraged to refer to sections: [General Provisions for Electronic Vendor Application of Qualifications \(eVAQ\) #19-001, Section 76, Service Costs](#), and [CALNET Business Requirements, Section G.8 Contracted Service Project Work](#), to determine what professional services are included in the standard service products and features.
- Customers must develop, review and approve a Scope of Work (SOW) prior to execution of a Form 20.
  - ✓ Customer and Contractor must mutually agree to SOW in writing.
  - ✓ Any change to original SOW must be mutually agreed to by Customer and Contractor in writing.
- No additional terms and conditions may be added to the SOW that conflict with the CALNET Contract Terms and Conditions. In the event of any inconsistency the terms of the General Provisions shall prevail.
  - ✓ The Customer shall not pay for travel and lodging costs of contracted resources.

c. Local Governmental Agencies ordering Professional Services

While the State of California makes these professional services available to local governmental agencies, each local agency shall make its own determination as to whether using this service is consistent with its procurement policies and regulations. A local governmental agency includes any city, county, city and county, district or other governmental body, including the K-12 schools and community colleges empowered to expend public funds.

4. Orders for Extended Demarcation Services:

Extended demarcation services are to be ordered to support primary CALNET services and shall correlate with the quantities of the moves, adds, or

changes of the primary services. Extended demarcation is not intended for and shall not be used for large standalone cabling projects. Extended demarcation is identified within the contractor's product catalogs and designated as a discretionary service.

Customers who choose to use the CALNET extended demarcation service must check with contractor for service availability, as it is limited to specific geographic locations and circumstances.

An extended demarcation project utilizing CALNET may not exceed \$500,000 in total. The total service request(s) value shall be based on the cumulative value including multiple service requests and any amendments to the service requests (i.e., a \$400,000 service request plus a \$100,000 amendment shall be considered a \$500,000 service request). Pursuant to Public Contract Code section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading bidding and RFO requirements or to circumvent ordering limits, is prohibited.

Refer to the contractors Catalog B sections for specific available services.

- a. Purchases under \$50,000 – Multiple quotes are encouraged, but not required.

For a wiring service project that is under \$50,000, the ordering entity must use the contractor that is providing the primary CALNET service. Wiring quantities shall correlate with the quantities of the moves, adds, or changes of the primary services. All price reductions for Form 20 submissions (under \$50,000) will require an IPRA approval.

- b. Purchases over \$50,000 to \$500,000 – Minimum of two (2) quotes from CALNET contractors are required:

- If multiple contractors are solicited and less than two (2) quotes are received for extended demarcation wiring services, the ordering entity must document their procurement file with the reasons why the other contractors solicited did not respond with an offer;
- Contractor quotes received may not exceed the CALNET catalog line item price and customers are encouraged to negotiate lower pricing;
- Determine Best Value – Ordering entity will review all responsive quotes and select a contractor based on best value, with cost as one of the criteria as defined by the ordering entities guidelines;

- Document Results – Ordering entity must document the results of the best value process within the procurement file including, but not limited to, contractors that were contacted, recap of their quotes, how the selection was made and criteria for determining “best value”; and,
  - Order – Ordering entity will issue a Form 20 to the selected contractor in accordance with the CALNET contract.
- c. Purchases over \$500,000 – Usage of the CALNET contract for extended demarcation services cannot be utilized.

## **F. Order Acknowledgement and Confirmation**

The contractor shall follow the order acknowledgement and confirmation as defined within the CALNET Business Requirements, *G.2.5.4 - Provisioning and Implementation*.

1. The customer will receive an order receipt acknowledgement within one business day of placing an order.
2. The customer will receive an order confirmation notification within five business days of receipt of completed Service Request. Order confirmation notification shall include contractor’s due date agreed to by the customer.

## **G. Implementation**

### **1. Planning**

The customer shall provide all necessary end-user requirements to contractor.

If cabling/wiring services provided by the contractor are to be performed in state owned buildings, customers should notify the Department of General Services prior to commencement.

### **2. Customer Acceptance**

It is recommended that customer obtain an acceptance-testing plan from the contractor to ensure all services ordered are working properly. The contractor is contractually required to prepare and obtain mutual customer agreement for an acceptance plan as necessary for service.

The customer should provide the contractor written acceptance confirming the CALNET service is fully functional.

## H. Invoicing and Payment

### 1. Payee Data Record (State Entities only)

Each State accounting office must have a copy of the Payee Data Record (STD 204) in order to process payment of invoices. State Entities should forward a copy of the STD 204 to their accounting office(s). Without the STD 204, payment may be unnecessarily delayed. State Entities may request a copy of the completed STD 204 from the contractor.

### 2. Payment Terms

- a. Payment for services will be made in accordance with the provisions of the California Prompt Payment Act, Government Code section 927 et. seq. Unless expressly exempted by statute, the act requires State Entities to pay properly submitted, undisputed invoices not more than 45 days after (a) the date of acceptance of goods or performance of services; or (b) receipt of an undisputed invoice, whichever is later. Non-State Entities shall be subject to a late payment fee if payment is issued after the late payment date.
- b. The [State Contracting Manual, Volume 3 for Information Technology](#) provides additional information in Chapter 9, Disbursements, Financing, and Payment Programs, including the prohibition of advance payments and the necessity of properly executed documents.

## I. California Department of Technology Administrative Fee

All monthly recurring charges and usage-based charges are subject to a 2.5 percent State Associated Administrative Fee (SAAF). This fee is not included in the catalog pricing and will appear separately within the itemized taxes, fees and surcharges section on the customer's invoice.

## J. Contract Management

For questions, contact the CDT/CALNET Program Customer Service line (916) 657-9150 or email [CALNEThelp@state.ca.gov](mailto:CALNEThelp@state.ca.gov) to reach a CALNET representative. Questions submitted to the CALNEThelp email, should include sufficient

details and reference the service type, contract number, and/or contractor name, as applicable.

## **K. Problem Resolution/Contractor Performance**

Ordering entities should first attempt to resolve complaints, issues, or disputes informally with the contractor. ATR should contact their Account Manager for resolving problems pertaining to billing/invoicing, technical support and network issues.

For contract language regarding dispute resolution, refer to the General Provisions for Electronic Vendor Application of Qualifications (eVAQ) #19-001, Section 54 Disputes.

CALNET Program or service related questions, contact a CALNET representative: by e-mail [CALNEThelp@state.ca.gov](mailto:CALNEThelp@state.ca.gov) or (916) 657-9150.

CALNET billing and invoicing inquiries please e-mail [CIOCALNETBILLING@state.ca.gov](mailto:CIOCALNETBILLING@state.ca.gov) or contact a CALNET representative at (916) 657-9150.

Contractor customer service support information is provided under *CALNET – Ordering Information* below for each awarded contractor.

## **L. CALNET Exemptions**

Non-exempt executive branch entities must obtain a CALNET Exemption approval from CDT, CALNET Program before the purchase of telecommunication services designated as “Required” can be made outside any of the CALNET contracts. Refer to the State Telecommunications Manual (STMM) Chapter 3-501.0 for detailed instructions regarding the CALNET Exemption request process.

## M. CALNET - ORDERING INFORMATION

### *Airespring, Inc.*

<b>CONTRACTOR NAME:</b>	<b>Airespring, Inc.</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-46
<b>AWARDED CATEGORY:</b>	20
<b>CONTRACT AWARD DATE:</b>	April 29, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	Airespring, Inc. Attention: Cal Net Sales 7800 Woodley Ave. Van Nuys, CA 91406
<b>ORDERING PHONE NUMBERS:</b>	1-888-777-4599
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:CalNetSales@airespring.com">CalNetSales@airespring.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	1-888-777-4599
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *A T and T Corp.*

<b>CONTRACTOR NAME:</b>	<b>A T and T Corp.</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-40
<b>AWARDED CATEGORY:</b>	20, 21, 22, 23, 24, 25, 27, 28, 29 and 30
<b>CONTRACT AWARD DATE:</b>	April 15, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	2700 Watt. Avenue, Ste.1213 Sacramento, CA. 95821
<b>ORDERING PHONE NUMBERS:</b>	1 (877) 9-CALNET or 1 (877) 922-5638, option 2
<b>ORDERING E-MAIL ADDRESS:</b>	CCSOTeam@att.com or State Forms: <a href="https://cdt.ca.gov/services/calnet-services/calnet-ordering/">https://cdt.ca.gov/services/calnet-services/calnet-ordering/</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	1-877-922-5638
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *CenturyLink Communications, LLC dba CenturyLink dba LUMEN*

<b>CONTRACTOR NAME:</b>	CenturyLink Communications, LLC dba CenturyLink dba LUMEN
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-32
<b>AWARDED CATEGORY:</b>	22, 27, 28, and 29
<b>CONTRACT AWARD DATE:</b>	December 21, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	2377 Gold Meadow Way, STE 200 Gold River, CA 95670
<b>ORDERING PHONE NUMBER:</b>	844-772-1150
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:calnet@centurylink.com">calnet@centurylink.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	844-772-1150
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>



## M. CALNET - ORDERING INFORMATION

### *Charter Communications Operating, LLC*

<b>CONTRACTOR NAME:</b>	<b>Charter Communications Operating, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-33
<b>AWARDED CATEGORY:</b>	23 and 24
<b>CONTRACT AWARD DATE:</b>	April 23, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	17777 Center Court Dr Cerritos, CA 90703
<b>ORDERING PHONE NUMBER:</b>	866-423-6909
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:CALNETOrders@charter.com">CALNETOrders@charter.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	866-423-6909
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Comcast Business Communications, LLC*

<b>CONTRACTOR NAME:</b>	<b>Comcast Business Communications, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-31
<b>AWARDED CATEGORY:</b>	23, 24, and 30
<b>CONTRACT AWARD DATE:</b>	June 3, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	1701 John F. Kennedy Blvd. Philadelphia, PA 19103
<b>ORDERING PHONE NUMBER:</b>	844-389-4694
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:CALNET-IPR_ATO@comcast.com">CALNET-IPR_ATO@comcast.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	844-389-4694
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Crown Castle Fiber, LLC*

<b>CONTRACTOR NAME:</b>	<b>Crown Castle Fiber, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-16
<b>AWARDED CATEGORY:</b>	23, 24 and 25
<b>CONTRACT AWARD DATE:</b>	April 23, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	624 S. Grand Avenue, Suite 2500 Los Angeles, CA 90017
<b>ORDERING PHONE NUMBER:</b>	Primary: Jon Rosen: (310) 310-0835 Secondary: Peter O'Brien: (646) 680-6270
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:CALNET-orders@crowncastle.com">CALNET-orders@crowncastle.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	Marcina Watts: (951) 339-7266
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *ENA Services, LLC*

<b>CONTRACTOR NAME:</b>	<b>ENA Services, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-15
<b>AWARDED CATEGORY:</b>	22
<b>CONTRACT AWARD DATE:</b>	November 23, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	618 Grasmere Park Drive, Suite 12 Nashville, TN 37211
<b>ORDERING PHONE NUMBER:</b>	202-473-2802
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:glough@ena.com">glough@ena.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	833-5CALNET
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Granite Telecommunications, LLC*

<b>CONTRACTOR NAME:</b>	<b>Granite Telecommunications, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-25
<b>AWARDED CATEGORY:</b>	20, 21, 23, 24, 29 and 30
<b>CONTRACT AWARD DATE:</b>	April 25, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	Darnell Spruell 150 Newport Ave. Ext Quincy MA 02171
<b>ORDERING PHONE NUMBER:</b>	617-837-5783
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:DSpruell@granitenet.com">DSpruell@granitenet.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	(866) 847-5500
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *InterVision Systems, LLC*

<b>CONTRACTOR NAME:</b>	<b>InterVision Systems, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-60
<b>AWARDED CATEGORY:</b>	27 and 28
<b>CONTRACT AWARD DATE:</b>	December 21, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	3035 Prospect Park Drive #150, Rancho Cordova, CA 95670
<b>ORDERING PHONE NUMBERS:</b>	833-644-7401, Option 1
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:calnet@intervision.com">calnet@intervision.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	833-644-7401, Option 2
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Level 3 Communications, LLC dba CenturyLink dba LUMEN*

<b>CONTRACTOR NAME:</b>	<b>Level 3 Communications, LLC dba CenturyLink dba LUMEN</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-41
<b>AWARDED CATEGORY:</b>	20, 23, 24 and 25
<b>CONTRACT AWARD DATE:</b>	April 15, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	2377 Gold Meadow Way, STE 200 Gold River, CA 95670
<b>ORDERING PHONE NUMBER:</b>	844-772-1150
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:calnet@centurylink.com">calnet@centurylink.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	844-772-1150
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *NTT America, Inc.*

<b>CONTRACTOR NAME:</b>	NTT America, Inc.
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-44
<b>AWARDED CATEGORY:</b>	22
<b>CONTRACT AWARD DATE:</b>	November 25, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	11006 Rushmore Drive, Suite 300 Charlotte, NC 28277
<b>ORDERING PHONE NUMBER:</b>	755-737-1939
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:AM.US.PS-CALNET@global.ntt">AM.US.PS-CALNET@global.ntt</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	755-737-1939
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>



## M. CALNET - ORDERING INFORMATION

### *NWN Corporation*

<b>CONTRACTOR NAME:</b>	<b>NWN Corporation</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-06
<b>AWARDED CATEGORY:</b>	20, 21, 22, 23, 27, 28, 29 and 30
<b>CONTRACT AWARD DATE:</b>	April 23, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	11070 Whiterock Road, Ste. 250 Rancho Cordova, CA 95670
<b>ORDERING PHONE NUMBER:</b>	916-637-2200
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:SCA_Sales_Team@nwnit.com">SCA_Sales_Team@nwnit.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	916-637-2200
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *MCI Communications Services, LLC dba Verizon Business Services*

<b>CONTRACTOR NAME:</b>	<b>MCI Communications Services, LLC dba Verizon Business Services</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-28
<b>AWARDED CATEGORY:</b>	20, 21, 23, 24, 25, 27, 28, 29 and 30
<b>CONTRACT AWARD DATE:</b>	April 27, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	295 Parkshore Drive Folsom, CA 95630 <a href="http://calnet.verizon.com/">http://calnet.verizon.com/</a>
<b>ORDERING PHONE NUMBER:</b>	833-4-CALNET (833-422-5638)
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:calnet-orders@verizon.com">calnet-orders@verizon.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	833-4-CALNET (833-422-5638)
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Red River Technology, LLC*

<b>CONTRACTOR NAME:</b>	Red River Technology, LLC
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-34
<b>AWARDED CATEGORY:</b>	22
<b>CONTRACT AWARD DATE:</b>	November 9, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	1030 R Street Sacramento, CA 95811
<b>ORDERING PHONE NUMBER:</b>	888-6024929
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:CALNET@redriver.com">CALNET@redriver.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	888.602.4929
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Wave Division Holdings, LLC dba Astound Business Solutions*

<b>CONTRACTOR NAME:</b>	<b>Wave Division Holdings, LLC dba Astound Business Solutions</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-38
<b>AWARDED CATEGORY:</b>	23, 24, 25 and 30
<b>CONTRACT AWARD DATE:</b>	April 29, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	3700 Monte Villa Pkwy, Bothell, WA 98021
<b>ORDERING PHONE NUMBER:</b>	415-819-4331
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:brenda.gisi@astound.com">brenda.gisi@astound.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	888-317-0488
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

## M. CALNET - ORDERING INFORMATION

### *Zayo Group, LLC*

<b>CONTRACTOR NAME:</b>	<b>Zayo Group, LLC</b>
<b>CONTRACT NUMBER:</b>	C4-DNCS-19-001-19
<b>AWARDED CATEGORY:</b>	20, 23, 24 and 25
<b>CONTRACT AWARD DATE:</b>	April 26, 2020
<b>CONTRACT END DATE:</b>	June 30, 2025
<b>CONTRACT EXTENTIONS:</b>	3 one-year options to extend
<b>ORDERING ADDRESS:</b>	11344 Coloma Road, Suite 190 Gold River, CA 95670
<b>ORDERING PHONE NUMBER:</b>	855-691-4157
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:Calnet_DNCS_Orders@zayo.com">Calnet_DNCS_Orders@zayo.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	855-691-4157 or After hours 866-364-6033
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>