

REGISTRATION NUMBER
AMENDMENT NUMBER 13

AGREEMENT NUMBER C4-DNCS-19-001-28

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:
CONTRACTING AGENCY NAME
California Department of Technology
CONTRACTOR NAME
MCI Communications Services, LLC dba Verizon Business Services

2. The term of this Agreement is: April 14, 2020, or upon approval of TECH 213 by CDT STP, whichever is later through June 30, 2025, with three (3) one-year options to extend.

3. The maximum amount of this Agreement after this Amendment is: \$0.00 (Zero Dollars and Zero Cents)

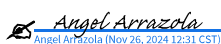

4. The parties agree to comply with the terms and conditions of this Amendment. All documents and actions noted below are by reference and made part of the Agreement and incorporated herein:

Effective upon CDT OSTP approval of this Amendment the revisions are as follows:


A. Revises contract documents listed in the attached Attachment No. 1 – List of Amended Contract Documents

All other terms remain the same.

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


CONTRACTOR	
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) MCI Communications Services, LLC dba Verizon Business Services	
CONTRACTOR AUTHORIZED SIGNATURE  <small>Angel Arrazola (Nov 26, 2024 12:31 CST)</small>	DATE SIGNED Nov 26, 2024
PRINTED NAME AND TITLE OF PERSON SIGNING Angel Arrazola, Sr. Analyst - Contract Management	
ADDRESS One Verizon Way, Basking Ridge, NJ 07920	
STATE OF CALIFORNIA	
CONTRACTING AGENCY NAME California Department of Technology, Office of Technology Service	
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED Nov 26, 2024
PRINTED NAME AND TITLE OF PERSON SIGNING Chaeny Emanavin, Deputy State Chief Technology Officer	
CONTRACTING AGENCY ADDRESS P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810	

Department of Technology (CDT),
Office of Statewide Technology Procurement (OSTP)
Use Only



Date Nov 26, 2024

Signed Raman Padua



EXEMPT PER:

**STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 13
Verizon Business Services**

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 08/14/2024, contains a list of revised contract documents hereby incorporated into this Contract.

Replaces the Contractor's Response for the following documents in their entirety:

- 14a. Contractor's amended BAFO Response to Category 29 Statement of Work (200 pages)
- 15a. Contractor's amended BAFO Response to Category 29 Catalog A (72 pages)

Amendment No. 13 Summary of Changes

C4- DNCS-19-001-28

This Amendment No. 13 ("Amendment") by and between MCI Communications Services, LLC, dba Verizon Business Services ("Contractor") and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, Contractor and State entered into the Agreement for CALNET Data Networks and Communications Services ("Agreement") on April 14, 2020.

WHEREAS, the parties now desire to amend 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 amended as follows:

Category 29 – Converged VoIP Services - Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Page 2, Amendment Log, updated to add Amendment 13 content;

Pages 2-200, Header, updated to add Amendment 13 content;

Pages 3-5, Table of Contents repagination;

Pages 134 – 135, Table 29.2.5.b Unsolicited Converged VoIP Service Features changes made as follows:

- Added Item 160, "Operator Connect Fee", "OCNF0000", "Verizon VoIP for Operator Connect gives Microsoft Teams Phone System customers a simple way to order and manage public switched telephone network (PSTN) connectivity—Requires IP or SIP Trunking to support Operator Connect Services.";
- Added item 161, "Verizon VoIP Non-Listed", "CNLV0000", "Unlisted numbers will not show up in directories.";
- Added item 162, "Verizon VoIP Non-Published", "CVNP0000", "When a number is 'unpublished' that merely means that your telephone company (Verizon) does not 'publish' it in their printed telephone directory";

- Added item 163, "Additional Listing", "CADN0000", "Additional listed DID for users";
- Added item 164, "Operator Connect - Auto Attendant Instances", "ATNI0000", "Auto Attendants are used to route calls to various destinations, employees within your company, specific groups of employees, voicemail, or other outside numbers. They provide callers with your company greeting and dialing menu options. Each Auto Attendant is assigned a unique 10-digit number for identification and setup purposes.";
- Added item 165, "Operator Connect - Call Forwarding", "CFRN0000", "The basics of Verizon's Call Forwarding service (also known as Immediate Call Forwarding) are straightforward: From your mobile phone, dial *72 plus the phone number you want to forward calls to.";
- Added item 166, "Operator Connect - Voice Mail", "MVCS0000", "Voicemail service records a caller's message when you can't answer the phone.";
- Added item 167, "Operator Connect - Trunking Route Overflow", "TNRV0000", "Direct Trunk Overflow (DTO) automatically redirects incoming calls to an alternate number(s) if there is a service impairment or if all agents are unavailable.";
- Added item 168, "Usage – Overage", "USGE0000", "Usage is applied on a per minute basis if the IP or SIP Trunking calling plan goes over the allotted usage in a billing period.";
- Added item 169, "Call Queue", "CLQE0000", "Call queues temporarily hold calls when all users assigned to receive calls from the queue are unavailable. The queued calls are routed according to the call routing settings you have determined for the call queue.";
- Added item 170, "Advanced Hunt Group shared Call Appearance", "AEHG0000", "Hunt groups route incoming calls to specific employees in a predetermined pattern. This is done by assigning a phone number to a group of employees and then setting rules that define how the call is answered, how long the call remains on hold, and who to forward the call to.".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 13, 08/14/2024".

Category 29 – Converged VoIP Services - Catalog A, is hereby amended to include the following and is attached:

Page 2, Amendment Log, updated to add Amendment 13 content;

Pages 2-72, Header, updated to add Amendment 13 content;

Page 3 - 4, Table of Contents repagination;

Pages 37 – 38, Table 29.2.5.b Unsolicited Converged VoIP Service Features, changes made as follows:

- Added item 160, "Operator Connect Fee", "OCNF0000", "\$-", "\$1.45", "Per Number";
- Added item 161, "Verizon VoIP Non-Listed", "CNLV0000", "\$-", "\$.30", "Per Listing";
- Added item 162, "Verizon VoIP Non-Published", "CVNP0000", "\$-", "\$.30", "Per Listing";
- Added item 163, "Additional Listing", "CADN0000", "\$-", "\$.90", "Per Listing";
- Added item 164, "Operator Connect - Auto Attendant Instances", "ATNI0000", "\$-", "\$9.00", "Per Instance";
- Added item 165, "Operator Connect - Call Forwarding", "CFRN0000", "\$-", "\$.45", "Per Number";
- Added item 166, "Operator Connect Voice Mail", "MVCS0000", "\$-", "\$2.40", "Per Number";
- Added item 167, "Operator Connect -Trunking Route Overflow", "TNRV0000", "\$-", "\$45.00", "Per Instance";
- Added item 168, "Usage – Overage", "USGE0000", "\$0.01", "\$-", "Per Minute";
- Added item 169, "Call Queue", "CLQE0000", "\$-", "\$8.25", "Per User";
- Added item 170, "Advanced Hunt Group/Shared Call Appearance", "AEHG0000", "\$-", "\$9.10", "Per User"..

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 13, 08/14/2024".

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.