

CALNET NEXTGEN (NG): Contract overview

Version 1.1

Covered topics

- CALNET highlights
- CALNET contract terms
- Transition overview
- Who can use CALNET NG and how do they order?
- Authorization To Order (ATO)
- Billing
- Trouble Ticketing Reporting Tool (TTRT)
- Resources & support
- Glossary
- Questions and answers

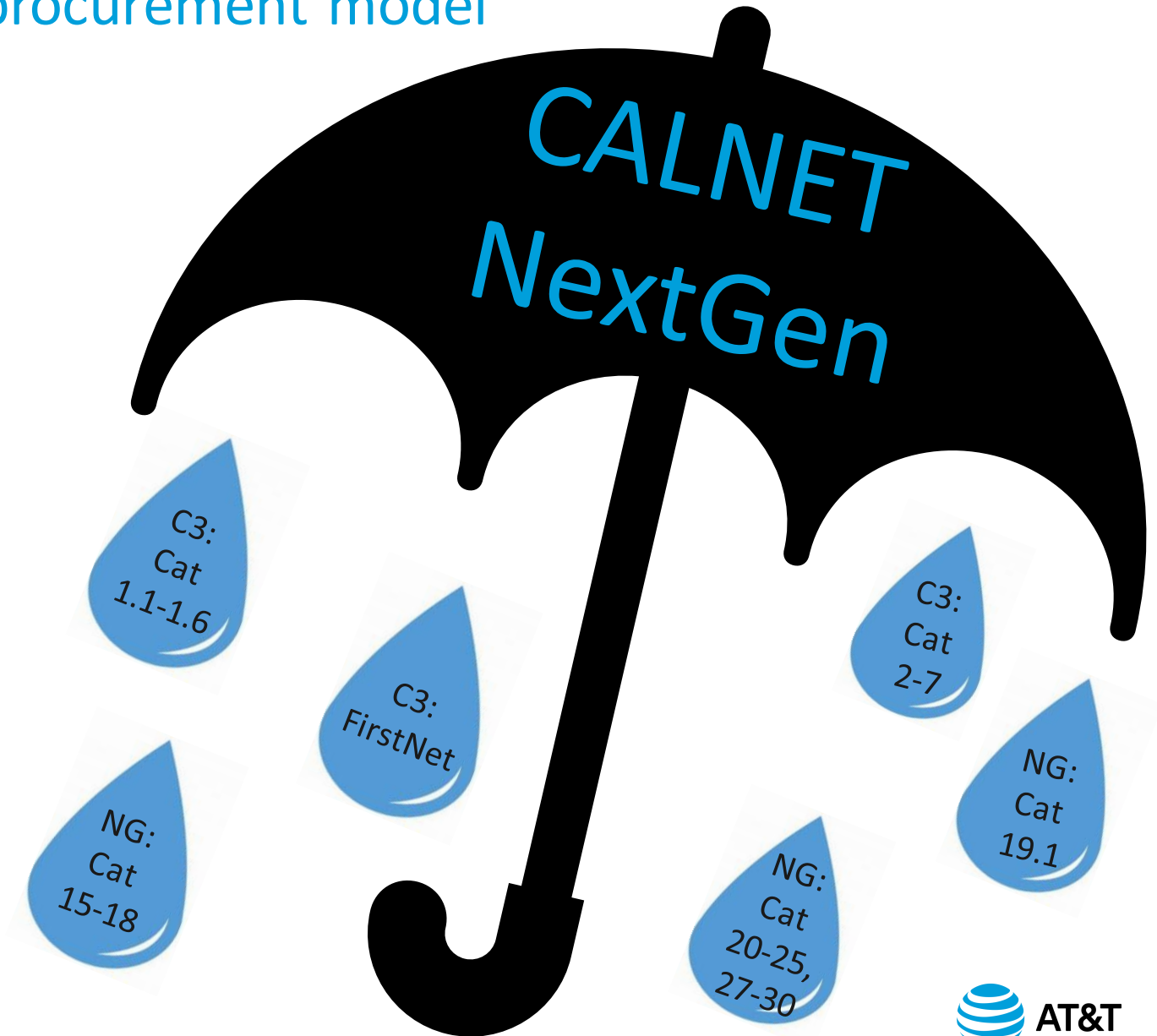
CALNET highlights

- CALNET is a competitively bid contract that provides a comprehensive array of telecommunications and network services to public entities throughout the State.
- Negotiated by the State of CA DTS, covering over 2000 agencies
- Benefits:
 - IPR potential for all
 - MFN (“public customers” for “substantially similar services”)
 - SLAs
 - Customized billing platform with invoicing and reporting capabilities
 - Custom Ts & Cs (General Provisions – Telecommunications)
 - AT&T owned & managed equipment/service bundles
 - Professional services as directly related to a service
 - Dedicated support teams (CSSC, SOCC, GCSC, CMAC)
 - NO term commitment (except 9.1 FirstNet)
 - NO service exclusivity

CALNET 3 contract terms

- CALNET 3 / Cycle 3
 - 2 IFBs and FirstNet covering 12 categories/subcategories awarded to AT&T
 - IFB-A: 1.1 - 1.5 contract end 06/30/2018 + (2) 1-yr extensions
 - IFB-A: 1.6 contract end 06/30/2017 + (3) 1-yr extensions
 - IFB-B: 2-7 contract end 06/30/2018 + (2) 1-yr extensions
- Note: IFB-A and IFB-B extended through 12/31/2021
- FirstNet: 9.1 contract end 10/21/2023 + (2) 1-yr extensions

The NextGen procurement model



CALNET NG – Cycle 4 contract terms

- Contract signed 01/03/19 for 4 Categories:
 - Category 15 and Category 18
 - 7 years with 3 1-year options to extend
 - 15.2.2 Carrier DS0 service is 3 years with 2 1-year options to extend
 - 18.3.1.1 Analog Service is 3 years with 2 1-year options to extend
 - Category 16 and Category 17
 - 5 years with 5 1-year options to extend
- Contract signed 09/23/19 for Category 19.1
 - 4 years with 2 2-year options to extend

- Contract signed for 10 Categories:
 - Categories 20, 21, 22, 23, 24, 25, 27, 28, 29, & 30
 - Effective 04/14/2020 – 06/30/2025
 - 5 years with 3 1-year options to extend

Transition

- Transition phases & timeline TBD
 - Multi-phased approach
 - Automated vs. Manual
 - Effective date

Transition types

- Transition types:
 - Like-for-Like: Move the same service from CALNET 3 to the NextGen categories “as is”. This is a record update of BOTH the billing and provisioning inventories.
 - Upgrade/Transformation: Customer adoption of new technology and/or a refresh of existing implemented solutions. This requires a change to existing service. Examples: speed/bandwidth change, TDM voice to IP voice.
- Customer involvement/impact
 - Pricing changing
 - Invoice layout changes
 - Changes effective July 1, 2020 (including CALNET 3 invoices)
 - Customer IDs and Billing Account Numbers will remain unchanged.
 - Billed Telephone Numbers will change for physical conversions only.

Who can use CALNET NG and how do they order?

- State agencies – non-exempt
 - All state non-exempt agencies are required to order off CALNET and will automatically transition to CALNET NextGen contracts.
 - Standard Form 20 (<https://cdt.ca.gov/services/calnet-ordering/std-20>) is required for procuring new services.
 - Standard Form 65 (<https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std065.pdf>) is also required when procuring new equipment under Category 19.1.
- State agencies – exempt
 - State exempt agencies are NOT required to order off the CALNET NG contract but existing CALNET 3 services will automatically transition to CALNET NG unless the agency disconnects the CALNET 3 service before their CALNET NG transition date.
 - Follow their department ordering procedures.
- Non-state agencies (federal & local government)
 - All non-state agencies must have a registered NESPA form to order NextGen Services.
 - Authorization To Order (ATO) is required.

Authorization to Order (ATO)

- ATO process
 - Customer works with account team to submit ATO in its entirety (including NESPA)
 - CCSO team:
 - Verifies all documents are in order.
 - Logs ATO in CIMS.
 - Signs ATO.
 - Submits to state for approval.
 - State approves, signs and returns to CCSO team.
 - CCSO team uploads completed documents in CIMS.
 - Customer is notified via email and can now order products on the CALNET contract.

Billing

- AT&T Billing ConsolidatorSM (formerly called ACUSSM)
- Changes under the CALNET NG platform
- Invoicing Overview

AT&T Billing Consolidator

- AT&T Billing Consolidator (formerly ACUS = AT&T Custom User Solution)
 - All AT&T CALNET NG services included
 - Online access (<https://singlebill.att.com>)
 - Invoice history
 - Multiple user access flexibility
 - Secure password-protected site
- Support
 - Specialized leader-led training
 - Onscreen help
 - CALNET AT&T Billing Consolidator Helpdesk
 - CalnetBCHelpdesk@att.com
 - 877.9.CALNET (option 3)

CALNET NG platform

- Same url as CALNET 3
- Complete overhaul of the invoice
 - July 1, 2020 – CALNET 3 and NextGen invoices
 - Summary of Charges will provide detail at the WTN/Service ID level.
 - Ability to search by WTN / Service ID
 - All charges in one section “Detail of Charges”
 - Enhanced download capability “Details & Downloads”
 - Mobility will be included in the CALNET invoice
- Additional changes coming in 2021
 - New Reporting functions
- Notification process
- Training
 - <https://attcalnettraining.com>
 - CALNETTraining@att.com

Invoicing Overview

- Transition to NextGen invoicing
 - Same Customer ID
 - Same Billing Account Number (BAN)
 - Same Billing Telephone Number (BTN)
- Billing Media
 - Online access
 - Complete bill detail
 - Download complete .pdf
 - Download bill detail to Excel
 - Enhanced Data Stream (EDS) Report
 - Paper
 - Remittance Slip / Statement of Accounts
 - Summary

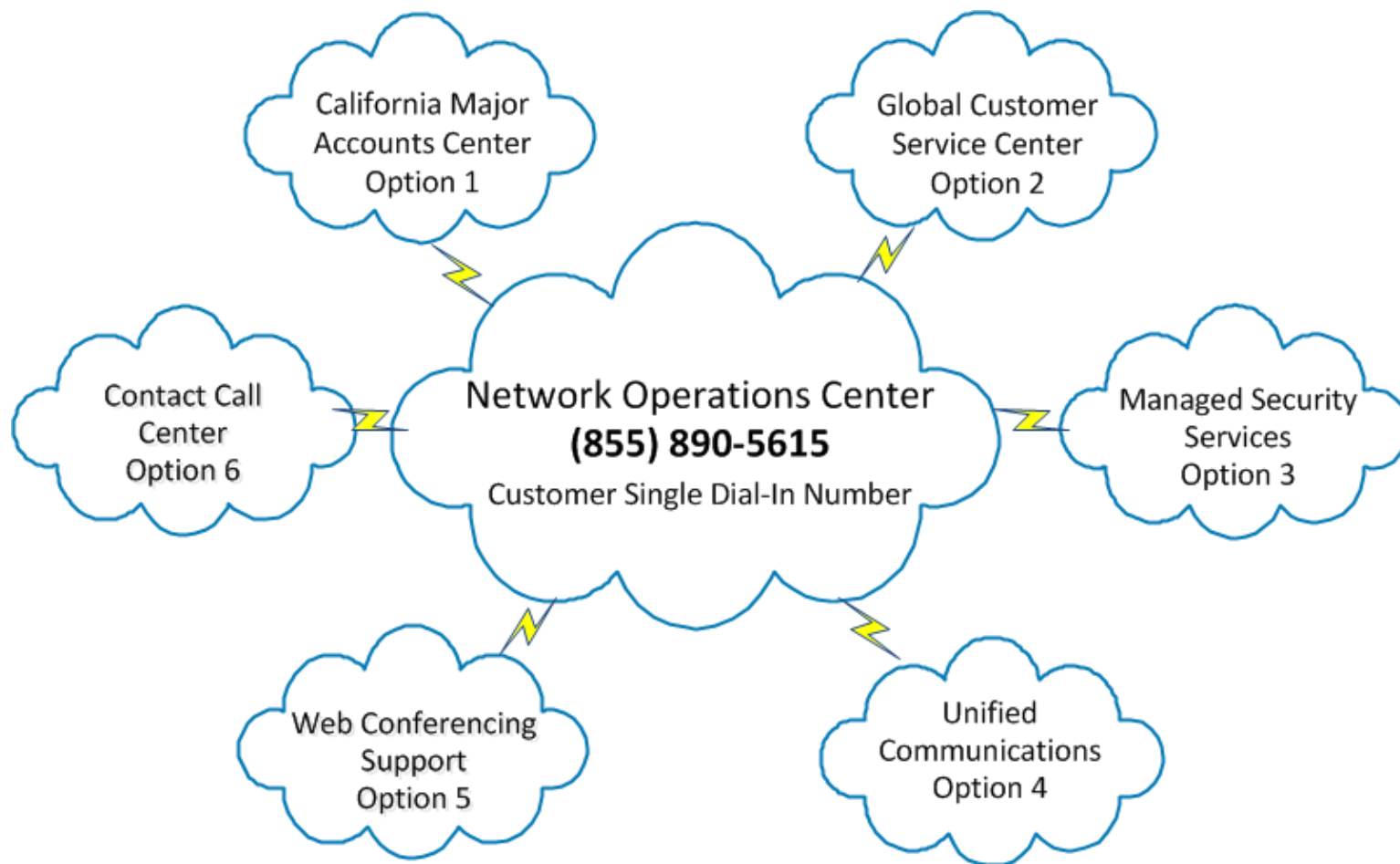
Trouble Ticketing Reporting Tool (TTRT)

- <https://businesscenter.att.com>
- Report trouble and track its resolution quickly
- Take action!
 - Open/view tickets
 - Review log notes in near real time
- Release date: 1Q2021
 - Supporting categories 15-18
 - Additional categories will be added throughout 2021
- Customer access
 - Step 1: Request access from your AT&T account manager. If you need assistance identifying your account manager, email CALNETTraining@att.com.
 - Step 2: Sign up for TTRT Training
 - <https://attcalnettraining.com/instructor-led-training.php>
 - CALNETTraining@att.com

Resources & support

- CALNET Life Cycle Management Team
 - Contract support
 - <https://att.com/calnet>
 - Email CCSOTeam@att.com
 - Service delivery
 - Operations
 - Training
 - <http://www.attcalnettraining.com>
 - Email CalnetTraining@att.com
 - To enroll in a class, provide preferred dates/times and attendees
- CALNET Support: 877.9.CALNET (877-922-5638)

Service Assurance Centers



Glossary

- ATO Authorization to Order
- BAN Billing Account Number
- BPN Bill Payer Number
- BTN Billed Telephone Number
- BusinessDirect Web based portal for ordering, maintenance, network management, etc.
- CAMS CALNET Application and Management System (State-managed tool)
- CIMS CALNET Information Management System (AT&T-managed tool)
- CMAC AT&T California Major Account Center
- CMS Centrex Management Service
- CCSO AT&T CALNET Contract Support Organization
- CSSC AT&T Customer Sales and Support Center
- E-RATE Federal program which provides discounts to schools & libraries to obtain affordable telecommunications and internet access
- EDS Enhanced Data Stream
- eVAQ Electronic Vendor Application of Qualifications
- GCSC Global Customer Service Center
- IPR Individual price reduction
- MFN Most favored nation
- MSO Mechanized service orders
- OOF Out of franchise
- RFP Request for proposal
- SLA Service Level Agreement
- SPOC Single point of contact

Questions and answers



AT&T