

USER INSTRUCTIONS
FOR
CALNET FIRSTNET – BROADBAND
FOR PUBLIC SAFETY

CATEGORY 500

Issued by:

State of California

California Department of Technology

P.O. Box 1810

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.

Table of Contents

A. Scope and Overview.....	3
B. Contract Term(s)	3
C. Eligibility	3
D. Ordering Guidelines.....	4
E. Ordering Procedures	4
F. Order Acknowledgement and Confirmation	5
G. Invoicing and Payment	5
H. California Department of Technology Administrative Fee	6
I. Contract Management	6
J. Problem Resolution/Contractor Performance	6
K. CALNET Exemptions	7
L. CALNET - ORDERING INFORMATION.....	8
AT&T Enterprises, LLC.....	8

CALNET FIRSTNET USER INSTRUCTIONS

FirstNet – California Broadband Services for Public Safety

A. Scope and Overview

CALNET, FirstNet Broadband for Public Safety (C5-500-FN-25) solution provides a contract for use by authorized Public Safety Entities (PSE) to easily order cellular services with priority and preemption, without going through a lengthy and costly procurement process. These services include wireless voice, texting and data service plans with ancillary equipment, features and functionalities.

Category 500 – provides solutions for FirstNet Broadband for Public Safety, awarded to AT&T Enterprises, LLC.

B. Contract Term(s)

The initial contract term shall be from September 30, 2025 for six (6) years. In addition, the contract included one (1), two-year, and one (1), one-year options to extend the contract term.

C. Eligibility

FirstNet services provided under the CALNET Contract are for specific PSE identified by Cal OES. Some of those entities listed by the FirstNet Authority may not be eligible to use the CALNET contract. Refer to Cal OES eligibility list located at CALNET Service Offering webpage Category 500:

<https://cdt.ca.gov/services/calnet-services/>

PSE eligible to use the contract are as follows:

1. PSE 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.
2. 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.

3. PSE 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 for processing.
4. Non-State 100% tax supported PSE with one of the following:
 - a. 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 telecommunications 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. PSE (CATR/ATR) are required to use the following:
 - 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.).

F. Order Acknowledgement and Confirmation

The contractor shall follow the order acknowledgement and confirmation as defined within the FirstNet – Broadband for Public Safety Statement of Work (SOW), Section 8.6, Order Acknowledgement and Confirmation.

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

G. Invoicing and Payment

1. Payee Data Record

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

2. Payment Terms

- a. Payment for equipment and/or 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 PSE 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 customers 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.

H. California Department of Technology Administrative Fee

All monthly recurring charges and usage-based charges are subject to a 1 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.

I. Contract Management

For questions, contact the CDT/CALNET Program Customer Service line (916) 657-9150 or email 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.

J. 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 - Telecommunications, Section 17. Disputes.

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

CALNET billing and invoicing inquiries please e-mail 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.

K.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.

L. CALNET - ORDERING INFORMATION

AT&T Enterprises, LLC

CONTRACTOR NAME:	AT&T Enterprises, LLC
CONTRACT NUMBER:	C5-500-FN-25
AWARDED CATEGORY:	500
CONTRACT AWARD DATE:	September 30, 2025
CONTRACT END DATE:	June 30, 2031
CONTRACT EXTENTIONS:	1 two-year and 1 one-year options to extend
ORDERING ADDRESS:	2700 Watt. Avenue, Ste.1213 Sacramento, CA. 95821
ORDERING PHONE NUMBERS:	(800) 574-7000
ORDERING E-MAIL ADDRESS:	CCSOTeam@att.com or State Forms: https://cdt.ca.gov/services/calnet-services/calnet-ordering/
CUSTOMER SUPPORT PHONE NUMBER:	(800) 574-7000
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/