USER INSTRUCTIONS
FOR
WIRELESS MOBILITY SERVICES

CATEGORIES 501, 505, and 506

MANDATORY

Statewide Multiple Award Contract

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.

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A. SCOPE AND OVERVIEW

CALNET Wireless Mobility Services (IFB C5WMS25) solution provides customers with a competitively bid contract used by all entities to easily order wireless mobility and satellite services (WMS) 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.

The following service categories and contractors are included in this award for WMS Categories 501, 505, and 506:

1. Category 501 – Cellular Business Voice and Data Services

   Contractors awarded Category 501:

   - AT&T Enterprises, LLC
   - T-Mobile USA, Inc.
   - Cellco Partnership d/b/a Verizon Wireless

2. Category 505 – Low Earth Orbit (LEO) Satellite Broadband Internet Services

   Contractors awarded Category 505:

   - AT&T Enterprises, LLC
   - Comcast Business Communications, LLC
   - Incident Communication Solutions, LLC DBA PEAKE LLC
   - IP Access International, LLC
   - NWN Corporation
   - Special Order Systems, Inc. dba TEAMSOS, SOS
   - MCI Communications Services LLC d/b/a Verizon Business Services

3. Category 506 – Fixed Wireless Access Services

   Contractors awarded Category 506:

- AT&T Enterprises, LLC
- T-Mobile USA, Inc.
- Cellco Partnership d/b/a Verizon Wireless

Items not within the Scope of the contract.

Certain Information Technology (IT) products are not within the scope of this contract and are not available for purchase under this contract. This includes, but not limited to: Non-SIM enabled iPads, Tablets and Notebooks that are 'Wi-Fi Only' and cannot utilize a CALNET cellular data plan. Some of these products are available through other contract sources.

Note: This does not apply to local governmental agencies.

B. CONTRACT TERMS(S)

The CALNET 5 WMS contract term is approximately six years. In addition, the contract includes one (1) two-year option to extend, and one (1) one-year option to extend the contract term.

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 Contract:

1. State Entities 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 the only authorized state representatives who may sign the Telecommunications Service Request (Form 20) to order services from the CALNET Contract.

   ATRs are identified and maintained by the entity's CATR. CATR's may designate multiple ATRs per State Entity.

   If State Entity does not have an approved CATR on file, the State Entity must complete a CALNET CATR/ATR Designation Form (CDT-965). State

Entity can download and complete the CDT-965 form from the CALNET Ordering webpage. A completed CDT-965 form(s) must be submitted to CALNETHelp@state.ca.gov for processing.

2. Non-State Entities must have a current CALNET Authorization to Order (ATO) approved by CDT, CALNET Program.

   Non-State Entities can download an ATO form from the CALNET Ordering webpage. A completed ATO form must be submitted to CALNETHelp@state.ca.gov for processing.

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 IPRAs.
5. CALNET contractor service catalogs that may contain products and services with Generative Artificial Intelligence (GenAI) have been identified with a GenAI disclaimer located on the catalog title page.
   a. Executive Branch State Entities shall work with their selected CALNET Contractor to determine whether products or services to be ordered

contain GenAI and comply with the requirements set forth in State Administrative Manual section 4986.9 GenAI PROCUREMENT, including but not limited to performing GenAI Risk Assessment (SIMM 5305-F). https://www.dgs.ca.gov/Resources/SAM/TOC/4900/4986-9

E. ORDERING PROCEDURES

1. Orders shall itemize all line items and include the CALNET catalog product identifier. When applicable, a scope of work may be attached to the order form.
2. Order Forms and Online Ordering:
    a. State Entities (CATR/ATR) are required to use the following applicable:
        i. Ordering services - requires a Telecommunications Service Request (Form 20); and
        ii. 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 CALNET Business Requirements, W.3.3 Provisioning and Implementation.

1. The customer will receive an order receipt acknowledgement within one business day of placing an order. The acknowledgement shall include the following:

a. Equipment and or service plan purchased;

b. Customer service request number/purchase order number;

c. The contractor order number (if applicable);

d. Name of authorized ordering customer; and,

e. Ship to address.

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. OUT OF STOCK

Customers will be notified by the contractor within one business day after order acknowledgement if an item is out of stock. The customer will have the option of substituting an available product or cancelling the item from the order, in which case the contractor must provide an option to acquire comparable equipment to the customer within 15 days of the order, at no additional cost.

H. DELIVERY TIMEFRAME

Customer shall receive delivery of in-stock products within a maximum of seven business days after order acknowledgement.

I. FREIGHT-DAMAGED OR DEFECTIVE ITEMS

The customer shall receive credit and/or replacement for freight-damaged or defective items. Replacement items shall be delivered to the customer within two business days after notification by the customer. The customer is not required to deal directly with the manufacturer. Additionally, the customer shall receive a prepaid return label or prepaid self-addressed container from the contractor, suitable for the item's return within five business days of the customer notification.

J. ITEMS SHIPPED TO CUSTOMER IN ERROR

The customer will receive credit for the full amount when the customer returns any items to the contractor shipped in error. Additionally, the customer shall receive a prepaid return label or prepaid self-addressed container suitable for returning the item within five business days of the customer notification. Delivery of correct items will be at no cost to the customer.

K. WARRANTY

Contractor shall provide the warranties set forth in the General Provisions – Telecommunications, Section 8. Warranties and Representations.

L. CUSTOMER ACCEPTANCE

The customer will have a 30-day acceptance period to test equipment and coverage, commencing at the later date of either service activation or equipment receipt. During this acceptance period the customer may cancel service if coverage is not acceptable, i.e., consistently dropped calls, poor signal strength, call quality, or if the equipment is not acceptable, and will incur no termination penalties. The customer will incur standard service charges during this acceptance period.

The customer will receive a full refund for purchased equipment that is returned, including return shipping costs. The customer shall receive a prepaid return label or prepaid self-addressed container suitable for returning the item within five business days of the customer notification.

M. SERVICE ACTIVATION

1. Service Activation – New Customer – New Equipment

   The contractor must ship equipment ready-for-activation within five business days of receipt of customer's service request, excluding activations involving number portability.

2. Service Activation – Existing Customer – Replacement/Upgrade Equipment

   The customer will receive replacement equipment shipped inactive, unless specified otherwise on the purchase document within five business

days, of receipt of the service request. The service will be activated for the replacement/updated equipment within 24 hours of the customer notification.

N. PLAN CHANGE FEES

The customer will not be charged a fee to change service plans and there will be no limits placed on the number of changes that can be made.

O. TERMINATION

There are no fees to terminate service. The customer may terminate service with one business days' notice or request a specific termination date. However, refer to Duration Individual Price Reduction Agreement for early termination requirements pertaining to unrecovered cost.

P. ACCOUNT CHANGES

Changes to customer accounts must be processed and completed within one business day of customer notification (this excludes account changes involving number portability).

Q. PORTING NUMBER

Customers with eligible phone numbers will be able to retain their phone numbers when changing service providers and devices, or when moving a phone number from a local number wireline device to a cellular device.

R. FREE ON BOARD DESTINATION

All prices are Free On Board (F.O.B.) destination; freight prepaid by the contractor, to the ordering organization's receiving point. Responsibility and liability for loss or damage for all orders will remain with the contractor until final inspection and acceptance, when all responsibility will pass to the ordering organization, except the responsibility for latent defects, fraud and the warranty obligations.

S. 911 OR OTHER EMERGENCY CALLS

Customers are responsible for 911 accessibility. Mobile communications have limitations that customers must consider. Some examples are as follows:

Cellular 911 Calls – an emergency responder's ability to locate a caller using a wireless product may be affected by various factors, including the type of wireless product used, the product's GPS capabilities, geography, or other factors such as the porting process. In some areas, and depending on the equipment deployed by the local Public Safety Answering Point (PSAP), 911 calls may be routed to a State patrol dispatcher instead of the local PSAP. Enhanced 911 (E911) service that is compatible with FCC technical requirements is not available in all areas due to PSAP equipment capabilities. A caller using a wireless product should always be prepared to report precise location information to emergency responders. The cellular contractor is not liable for failures or delays in connecting to the appropriate emergency service provider.

Wi-Fi 911 calls - service through Wi-Fi calling may not be available or may be limited compared to traditional 911 service due to a number of circumstances, including relocation of equipment, internet congestion or connection failure, loss of electrical power, delays in availability of registered location information, or other technical problems.

Text-to-9-1-1 - service may allow standard SMS text message communication with a 9-1-1 operator; however, text-to-9-1-1 is only available in certain limited areas where it has been requested and implemented by local public safety officials. A text-to-9-1-1 message does not automatically provide precise location information to 911 operator. Delivery or receipt of text-to-9-1-1 messages is not guaranteed and messages may fail, be delayed or be out of sequence. A person using a wireless product should always attempt to call 911 when possible in an emergency situation.

Inbound call blocking – If the customer chooses inbound call blocking, inbound call blocking may be removed for 24 hours following a 911 call so that public safety can attempt to callback the customer line, if necessary. All other inbound calls may also be allowed during this time period.

TTY Access – TTY capable wireless products (also known as TDD or Text Telephone) may not function effectively when attempting 911 calls due to the

limitations of the answering agency. A TTY capable wireless product should not be relied on for 911 calls.

This information is not all-inclusive and customers should research and understand their responsibilities for 911 services.

T. 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.

U. CELL PHONE RECYCLING

All disposal or recycling of state-owned property requires approval from the State and Federal Property Reuse Program Office, Procurement Division, Department of General Services via a Property Survey Report (STD 152). The form can be filled out, submitted and approved on-line at the following website:

https://www.dgs.ca.gov. For additional information regarding the process, please refer to the State Administrative Manual Section 3520.

Agencies are responsible for removing data on wireless phones and preparing them for reuse/recycling.

V. CALIFORNIA DEPARTMENT OF TECHNOLOGY ADMINISTRATIVE FEE

All services, products, equipment, and features are subject to a 2% percent State Associated Administrative Fee (SAAF). This fee is not included in the service catalog price and will appear separately within the itemized taxes, fees and surcharges section on the customer's invoice.

W. 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.

X. 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 the *CALNET – Ordering Information* section below for each awarded contractor.

Y. 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.

Z. PREMIUM RATE CALL BLOCKING

Calls to 976 Numbers ('Premium Rate Numbers', 'Pay-Per-Call', '900 Numbers', and 'Dial-it Services) is prohibited for non-work related use. End User administrators shall be responsible for blocking access to these numbers. Should the End User access these prohibited 976 numbers, the End User will be responsible for any additional charges incurred.

AA. CALNET – ORDERING INFORMATION

AT&T Enterprises, LLC

CONTRACTOR NAME:	AT&T Enterprises, LLC
CONTRACT NUMBER:	C5-WMS-25-1012
AWARDED CATEGORY:	501, 505, and 506
CONTRACT AWARD DATE:	July 15, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	2700 Watt Avenue, Suite 1213 Sacramento, CA 95821
ORDERING PHONE NUMBERS:	1-877-922-5638
ORDERING E-MAIL ADDRESS:	CALNETOrders@att.com
CUSTOMER SUPPORT PHONE NUMBER:	1-855-890-5615
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

Cellco Partnership d/b/a Verizon Wireless

CONTRACTOR NAME:	Cellco Partnership d/b/a Verizon Wireless
CONTRACT NUMBER:	C5-WMS-25-1075
AWARDED CATEGORY:	501 and 506
CONTRACT AWARD DATE:	July 23, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	5055 North Point Pkwy, Government Contract Management Team Alpharetta, GA 30022
ORDERING PHONE NUMBERS:	(800) 757-0699 ext. 2256380
ORDERING E-MAIL ADDRESS:	WfmVzBusinessSupport@vzw.com
CUSTOMER SUPPORT PHONE NUMBER:	(800)922-0204
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

Comcast Business Communications, LLC

CONTRACTOR NAME:	Comcast Business Communications, LLC
CONTRACT NUMBER:	C5-WMS-25-1020
AWARDED CATEGORY:	505
CONTRACT AWARD DATE:	July 16, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	1701 John F Kennedy Blvd Philadelphia PA 19103
ORDERING PHONE NUMBERS:	844-389-4694
ORDERING E-MAIL ADDRESS:	_wd_calnet_quote_@comcast.com
CUSTOMER SUPPORT PHONE NUMBER:	844-389-4694
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

Incident Communication Solutions, LLC DBA PEAKE LLC

CONTRACTOR NAME:	Incident Communication Solutions, LLC DBA PEAKE LLC
CONTRACT NUMBER:	C5-WMS-25-2185
AWARDED CATEGORY:	505
CONTRACT AWARD DATE:	July 15, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	8684 Veterans Hwy STE 301 Millersville, MD 21108
ORDERING PHONE NUMBERS:	1-800-719-4603
ORDERING E-MAIL ADDRESS:	sales@peake.com
CUSTOMER SUPPORT PHONE NUMBER:	1-800-719-4603
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

IP Access International, LLC

CONTRACTOR NAME:	IP Access International, LLC
CONTRACT NUMBER:	C5-WMS-25-1042
AWARDED CATEGORY:	505
CONTRACT AWARD DATE:	July 23, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	31831 Camino Capistrano Ste 300A San Juan Capistrano, CA 92675
ORDERING PHONE NUMBERS:	949-655-1044
ORDERING E-MAIL ADDRESS:	calnet@ipinternational.net
CUSTOMER SUPPORT PHONE NUMBER:	888-310-0131
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

MCI Communications Services LLC d/b/a Verizon Business Services

CONTRACTOR NAME:	MCI Communications Services LLC d/b/a Verizon Business Services
CONTRACT NUMBER:	C5-WMS-25-1076
AWARDED CATEGORY:	505
CONTRACT AWARD DATE:	July 21, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	15505 Sand Canyon Ave, Irvine, CA 92618
ORDERING PHONE NUMBERS:	833-4-CALNET (833-422-5638)
ORDERING E-MAIL ADDRESS:	calnet-orders@verizon.com
CUSTOMER SUPPORT PHONE NUMBER:	833-4-CALNET (833-422-5638)
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

NWN Corporation

CONTRACTOR NAME:	NWN Corporation
CONTRACT NUMBER:	C5-WMS-25-1052
AWARDED CATEGORY:	505
CONTRACT AWARD DATE:	July 16, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	11070 White Rock Road, Ste. 250 Rancho Cordova, CA 95670
ORDERING PHONE NUMBERS:	1-855-548-2000, Option 1
ORDERING E-MAIL ADDRESS:	SCA_Sales_Team@nwn.ai
CUSTOMER SUPPORT PHONE NUMBER:	1-855-548-2200, Option 3
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

Special Order Systems, Inc. dba TEAMSOS, SOS*

***This contractor is a certified California Department of General Services Small Business (SB).**

CONTRACTOR NAME:	Special Order Systems, Inc. dba TEAMSOS, SOS
CONTRACT NUMBER:	C5-WMS-25-1063
AWARDED CATEGORY:	505
CONTRACT AWARD DATE:	July 16, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	3877 Shawn Way Suite 200 Loomis, CA 95650
ORDERING PHONE NUMBERS:	877-816-2401 Option 1
ORDERING E-MAIL ADDRESS:	Calnet@team-sos.com
CUSTOMER SUPPORT PHONE NUMBER:	877-816-2401 option 1 for sales, option 2 for billing, option 3 for technical support
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

T-Mobile USA, Inc.

CONTRACTOR NAME:	T-Mobile USA, Inc.
CONTRACT NUMBER:	C5-WMS-25-1071
AWARDED CATEGORY:	501 and 506
CONTRACT AWARD DATE:	July 20, 2026
CONTRACT END DATE:	June 30, 2032
CONTRACT EXTENTIONS:	one (1) two-year option to extend, and one (1) one-year option to extend.
ORDERING ADDRESS:	N/A
ORDERING PHONE NUMBERS:	Morgan Fitch: 916-616-4215 Lindsey Shaw: 209-679-3236
ORDERING E-MAIL ADDRESS:	CALNETSupport@t-mobile.com
CUSTOMER SUPPORT PHONE NUMBER:	800-375-1126
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/