STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

☒ **CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED** 577 **PAGES**

REGISTRATION NUMBER	
AGREEMENT NUMBER C4-DNCS-19-001-40	AMENDMENT NUMBER 05

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME
California Department of Technology

CONTRACTOR NAME
AT&T Corp.

2. The term of this Agreement is: April 14, 2020, 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 the amendment. All documents and actions noted below are by reference and made part of the Agreement and incorporated herein:

Effective upon CDT STP 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 and conditions 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.)*
AT&T Corp.

CONTRACTOR AUTHORIZED SIGNATURE: Mark Roese (Mar 22, 2021 08:01 PDT) | DATE SIGNED: 03/22/2021

PRINTED NAME AND TITLE OF PERSON SIGNING
Mark Roese, AVP – State, Local and Education

ADDRESS
2700 Watt Avenue, Ste. 1213, Sacramento, CA 95821

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME
California Department of Technology

CONTRACTING AGENCY AUTHORIZED SIGNATURE: Amy Snow (Mar 22, 2021 09:51 PDT) | DATE SIGNED: 03/22/2021

PRINTED NAME AND TITLE OF PERSON SIGNING
Amy Snow, Statewide Technology Procurement Branch Chief

CONTRACTING AGENCY ADDRESS
P.O. Box 1810, MS Y-12, Rancho Cordova, CA 95741-1810

Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only



☐ EXEMPT PER:

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-40, Amendment 5
AT&T Corp.

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 03/01/2021, contains a list of revised contract documents hereby incorporated into this Contract.

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

12.a. Contractor's amended BAFO Response to Category 21 Statement of Work (162 pages)
13.a. Contractor's amended BAFO Response to Category 21 Catalog A (76 pages)
14.a. Contractor's amended BAFO Response to Category 22 Statement of Work (78 pages)
15.a. Contractor's amended BAFO Response to Category 22 Catalog A (26 pages)
16.a. Contractor's amended BAFO Response to Category 29 Statement of Work (157 pages)
17.a. Contractor's amended BAFO Response to Category 29 Catalog A (77 pages)

Amendment No. 5 Summary of Changes

C4- DNCS-19-001-40

This Amendment No. 5 ("Amendment") by and between AT&T Corp. ("Contractor") and the State of California ("State") is effective upon execution by the parties ("Effective Date").

WHEREAS, AT&T Corp. and State entered into the Agreement for CALNET Data Networks and Communications Services ("Agreement") on September 14, 2020 for Category 21, 22, and 29 Technical Requirements and Catalog A's: June 12, 2020 for Category 21 and 29, and September 14, 2020 for Category 22.

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 21 – Standalone VoIP, Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Header

- Inserted "

" State of California Department of Technology

AT&T Corp.
C4-DNCS-19-001-40, Am 5
Category 21 - Technical Requirements

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Page 3 - 5, Table of Contents repagination.

Table 21.2.5.4.b – Unsolicited Standalone VoIP Handset Service Packages:

- Page 34, Items # 36 – Items # 38, Deleted;

- Pages 34 - 44, Renumber items to sequential numbering; and
- Page 44, Items #103 – Items # 896, Deleted.

Table 21.2.6.b – Unsolicited Standalone VoIP Features:
- Page 52, Items # 9 – Items #10, Deleted; and
- Pages 52 – 62, Renumber items to sequential numbering;

Table 21.2.7.3.b – Unsolicited Standalone VoIP Off-Net Toll-Free Features:
- Page 65, Item # 9, Deleted; and
- Page 65, Renumber item to sequential numbering.

Table 21.3.2.2 – Unsolicited Services Related Infrastructure:
- Page 127, Deleted entire table contents; and
- Inserted three blank rows.

Table 21.3.4.b – Unsolicited Migration Professional Services:
- Page 133, Item # 9, Deleted;
- Pages 133 - 135, Renumber items to sequential numbering;
- Page 133, Item # 12, Deleted; and
- Page 134, Items # 13 and # 14, Removed "(4hr block)" from Bidder's Product Description, Restrictions and Limitations.

Section 21.4.8.1 Availability:
Services:

- Page 145, Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service"; and

Objectives:
- Page 145, Inserted in table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Standard Bidder's Objective Commitment "S" and Standard (S) of "≥ 99.2%".

Section 21.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S):

Services:
- Page 147, Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service"; and

Objectives:

- Page 147, Inserted in table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Standard "S" Bidder's Objective commitment and Standard (S) of "≤ 2 hours".

Section 21.4.8.3 Catastrophic Outage 2 (CAT 2) (M-S):

Services:

- Page 148, Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service"; and

Objectives:

- Page 149, Inserted in table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Standard "S" Bidder's Objective commitment and Standard (S) of "≤ 30 Minutes".

Section 21.4.8.4 Catastrophic Outage 3 (CAT 3) (M-S):

Services:

- Page 150, Services: Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service"; and

Objectives:

- Pages 150-151, Inserted in table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Premier "P" Bidder's Objective commitment and Premier (P) of "≤ 15 Minutes".

Section 21.4.8.5 Excessive Outage(M-S):

Services:

- Page 152, Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service"; and

Objectives:

- Page 152, Inserted in table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Standard "S" Bidder's Objective commitment and Standard (S) of "12 Hours".

Section 21.4.8.9 Provisioning (M-S):
Services:

- Page 158, Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" in table along with Committed interval days "30" and "Coordinated/Managed Project" for each service; and

Objective 2:

- Page 158, Inserted into table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Basic "B" Bidder's Objective commitment and Basic (B) of "≥ 90%".

Section 21.4.8.10 Time to Repair (M-S):
Services:

- Page 159, Inserted "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service"; and

Objectives:

- Page 160, Inserted in table Access Types "Audio Conferencing, Web Conferencing, AT&T Online Fax Service, AT&T Managed SBC Service, and AT&T IP Toll Free Service" with each having a Basic "B" Bidder's Objective commitment and Basic (B) of "6 Hours".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment # 5, 03/01/2021".

Category 21 – Standalone VoIP, Catalog A, is hereby amended to include the following and is attached:

Header

- Inserted "

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3 - 4, Table of Contents repagination.

Page 5, Title changed to "CATALOG A".

Table 21.2.5.4.b – Unsolicited Standalone VoIP Handset Service Packages:

- Page 8, Items # 36 – Items # 38, Deleted;
- Pages 8 - 11, Renumber items to sequential numbering; and
- Page 11, Items # 103 – Items # 896, Deleted.

Table 21.2.6.b – Unsolicited Standalone VoIP Features:

- Page 13, Items # 9 – Items # 10, Deleted; and
- Pages 13 - 20, Renumber items to sequential numbering.

Table 21.2.7.3.b – Unsolicited Standalone VoIP Off-Net Toll-Free Features:

- Page 21, Item # 9, Deleted; and
- Pages 21- 22, Renumber item to sequential numbering.

Table 21.3.2.2 – Unsolicited Services Related Infrastructure:

- Page 72, Items # 1- Items # 397, Deleted entire table
- Inserted 3 blank rows.

Table 21.3.4.b – Unsolicited Migration Professional Services:

- Page 75, Item # 9, Deleted;
- Pages 75 - 76, Renumber items to sequential numbering;
- Page 75, Item # 12, Deleted; and
- Page 75, Items # 13 and # 14,
  - Non-Recurring Charge, changed "705.88" to "176.47"; and
  - Unit of Measure, changed "Each" to "Hour".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment Log as: "Amendment # 5, 03/01/2021".

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.

Category 22 – Cloud-Hosted VoIP Services, Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Header

- Inserted "

"

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3 - 5, Table of Contents repagination.

Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features:

- Page 33, Items # 31 – Items #67, Deleted.

Table 22.2.4.b – Unsolicited Additional Cloud-Hosted VoIP Services:

- Page 36, Items # 1- Items # 58, entire table deleted; and
- Inserted 3 blank rows.

Table 22.3.3.b – Unsolicited Migration Professional Services:

- Page 59, Items # 16 – Items # 19, Deleted.

Section 22.4.8.1 Availability (M-S):

- Page 69, Services: Inserted "AT&T Office@Hand Editions"; and
- Page 69, Objective A: Inserted in table Service Type "AT&T Office@Hand Editions" , Premier (P) "≥ 99.999%", Bidder's Objective commitment and Premier (B, S or P) "P".

Section 22.4.8.2 Catastrophic Outage 1 (CAT 1)(M-S):

- Page 70, Services: Inserted "AT&T Office@Hand Editions"; and
- Page 70, Objectives: Inserted in table Access Type "AT&T Office@Hand Editions", Premier (P) "≤ 15 Minutes", Bidder's Objective commitment and Premier (B, S or P) "P".

Section 22.4.8.3 Catastrophic Outage 3 (CAT 3)(M-S):

- Page 71, Services: Inserted "AT&T Office@Hand Editions"; and
- Page 72, Objectives: Inserted in table Service Type "AT&T Office@Hand Editions", Premier (P) "≤ 15 Minutes", Bidder's Objective commitment and Premier (B, S or P)"P".

Section 22.4.8.4 Excessive Outage:

- Page 73, Services: Inserted "AT&T Office@Hand Editions"; and
- Page 73, Objectives: Inserted in table Service Type "AT&T Office@Hand Editions", Premier (P) "8 Hours", Bidder's Objective commitment and Premier (B,S, or P) "P".

Section 22.4.8.6 Provisioning (M-S):

- Page 76, Services Table: Inserted Service "AT&T Office@Hand Editions" , Committed interval days, "30" and "Coordinated/Managed Project"; and
- Page 76, Objectives 2 Table: Inserted Access Type "AT&T Office@Hand Editions", Basic (B), "≥ 90%", Bidder's Objective commitment (B or P)"B".

Section 22.4.8.7 Time to Repair (M-S):

- Page 77, Services: Inserted "AT&T Office@Hand Editions"; and
- Page 77, Objectives: Inserted in table Service Type "AT&T Office@Hand Editions", Premier (P), "4 Hours" Bidder's Objective commitment and Premier (B,S or P)"P".

Replacement pages are attached hereto for insertion in the Agreement and

are identified in the Amendment log as: "Amendment # 5, 03/01/2021".

Category 22 – Cloud-Hosted VoIP Services, Catalog A, is hereby amended to include the following and is attached:

Header

- Inserted "

AT&T Corp.
State of California C4-DNCS-19-001-40, Am 5
Department of Technology Category 22 – Catalog A
"

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Page 3, Table of Contents repagination.

Table 22.2.3.b – Unsolicited Cloud-Hosted VoIP Service Package Features:

- Page 6, Items # 31 – Items #67, Deleted.

Table 22.2.4.b – Unsolicited Additional Cloud-Hosted VoIP Services:

- Page 7, Items # 1- Items # 58, Entire table deleted; and
- Inserted 3 blank rows.

Table 22.3.3.b – Unsolicited Migration Professional Services:

- Page 26, Items # 16 – Items # 19, Deleted.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment # 5, 03/01/2021".

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.

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

Header

- Inserted "

AT&T Corp.
State of California C4-DNCS-19-001-40, Am 5
Department of Technology Category 29 - Technical Requirements

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3 – 5, Table of Contents repagination.

Table 29.2.4.3.b – Unsolicited Converged VoIP Service Packages:

- Page 30, Items # 4 – Items # 40, Deleted;
- Pages 30 - 49, Renumber items to sequential numbering;
- Page 46, Inserted Item # 112, Feature Name "AT&T Teams Direct Route User Profile", Product Identifier "MSF01", and Bidder's Product Description, Restrictions and Limitations "User Profile Includes: 1. 3000 minutes US Domestic (inbound/outbound) per "pooled" user per month. 2. Microsoft Teams Direct Route Peering setup 3. Number Porting or New Number per user 4. AT&T Monitoring and Management Support. 5. E911 Emergency Services. 6. Access via Internet included 6. Cloud HA Pair SBC and SIP Trunk included. User Setup includes: Integration into the core with one cutover event, associated Project Management and Engineering support.";
- Page 46, Inserted Item # 113, Feature Name "AT&T Teams PBX Integration", Product Identifier "MSF02", and Bidder's Product Description, Restrictions and Limitations "Configuration and setup of cloud SBC and SIP Trunk with Customer Existing PBX.";
- Page 46, Inserted Item # 114, Feature Name "AT&T Teams Network Cross Connection", Product Identifier "MSF03", and Bidder's Product Description, Restrictions and Limitations "Provides network cross connection for customer provided MPLS or SDWAN network connection into the AT&T cloud data center.";
- Page 46, Inserted Item # 115, Feature Name "AT&T Teams Additional Tenant", Product Identifier "MSF04", and Bidder's Product Description, Restrictions and Limitations "Additional Microsoft Teams Tenant including GCC High configuration support. Establishes Peering Between AT&T SBC and Customer Provided additional Teams Tenant. Primary Tenant configuration included with AT&T Teams Direct Route User Profile.";
- Page 46, Inserted Item # 116, Feature Name "AT&T Teams Analog Gateway Management", Product Identifier "MSF05", and Bidder's Product Description, Restrictions and Limitations "Monitoring and Management of analog gateways. Pricing does not include the gateway itself."; and
- Page 49, Items # 149 – Items # 212, Deleted.

Table 29.2.5.b – Unsolicited VoIP Service Features:

- Page 58, Items # 7 – Items # 8, Deleted;
- Pages 58 - 68, Renumber items to sequential numbering;
- Page 64, Item # 31, Deleted; and
- Page 68, Items # 69 – Items # 173, Deleted.

Table 29.2.6.3.b – Unsolicited Converged VoIP Off-Net Toll-Free Features:

- Page 70, Items # 1 - Items # 10, entire table deleted; and
- Inserted 3 blank rows.

Table 29.3.2.2 – Unsolicited Services Related Infrastructure:

- Page 122, Items # 1 – Items # 397, entire table deleted; and
- Inserted 3 blank rows.

Table 29.3.4.b – Unsolicited Migration Professional Services:

- Page 127, Items # 1 – Items # 37, Deleted; and
- Page 127, Renumber items to sequential numbering.

Section 29.4.8.1 Availability (M-S):

- Page 137, Services: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch"; and
- Page 138, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Standard (S) "≥ 99.2%", and Bidder's Objective Commitment (B, S, P) "S"..

Section 29.4.8.2 Catastrophic Outage 1 (CAT 1) (M-S):

- Page 139, Services: "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch"; and

  Page 140, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Standard (S) "≤ 2 hours", and Bidder's Objective Commitment (B, S, P) "S".

Section 29.4.8.3 Catastrophic Outage 2 (CAT 2)(M-S):

- Page 141, Services: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T

Managed ATS Video Conferencing Service, and AT&T Managed POE Switch"; and

Pages 141 - 142, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Premier (P) "≤ 15 Minutes", and Bidder's Objective Commitment (B, S, P) "P".

Section 29.4.8.4 Catastrophic Outage 3 (CAT 3)(M-S):

- Page 143, Services: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch"; and

  Pages 143 - 144, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Premier (P) "≤ 15 Minutes", and Bidder's Objective Commitment (B, S, P) "P".

Section 29.4.8.5 Delay – Round Trip Transmission for Converged VoIP Services (M-S):

- Page 145, Services: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, and AT&T SIP Calling Plans – IPFlex"; and

  Page 145, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex,", Standard (S) "≤ 130ms", and Bidder's Objective Commitment (B, S, P) "S".

Section 29.4.8.6 Excessive Outage(M-S):

- Page 146, Services: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch"; and

  Page 147, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Standard (S) "12 Hours", and Bidder's Objective Commitment (B, S, P) "S".

Section 29.4.8.7 Excessive Usage of Site Survivability Network Failure Service (M-S):

- Page 148, Service Table: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, and AT&T SIP Calling Plans – IPFlex"; and

Pages 148, Objectives: Inserted in table Services "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex,", Standard (S) "120 Hours", and Bidder's Objective Commitment (B, S, P) "S".

Section 29.4.8.8 Jitter (M-S):

- Page 150, Service Table: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, and AT&T SIP Calling Plans – IPFlex"; and
- Page 150, Objectives: Inserted in table Services "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex,", Premier (P) "≤ 15ms", and Bidder's Objective Commitment (B, S, P) "P".

Section 29.4.8.10 Provisioning (M-S):

- Page 153, Services Table: Inserted Service (Features must be installed with service except when listed below. "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Committed Interval Days "45", and "Coordinated/Management Project".; and
- Page 154, Objectives 2 Table: Inserted Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Basic (B) " ≥ 90%", and Bidder's Objective Commitment (B, S, P) "B".

Section 29.4.8.11 Time to Repair (TTR)(M-S):

- Page 155, Services: Inserted "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch"; and
- Pages 155 - 156, Objectives: Inserted in table Access Types "AT&T CHCS UC Voice Service, AT&T TAO Service, AT&T Avaya Cloud Service, AT&T SIP Calling Plans – IPFlex, AT&T Managed ATS Video Conferencing Service, and AT&T Managed POE Switch", Basic (B) " 6 Hours", and Bidder's Objective Commitment (B, S, P) "B".

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment # 5, 03/01/2021"

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.

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

Header

- Inserted "

"

State of California
Department of Technology

AT&T Corp.
C4-DNCS-19-001-40, Am 5
Category 29 – Catalog A

Page 2

- Deleted Addendum Log Table in its entirety; and
- Added Amendment Log Table with Amendment 5 content.

Pages 3 - 4, Table of Contents repagination.

Table 29.2.4.3.b – Unsolicited Converged VoIP Handset Service Package:

- Page 6, Items # 4 – Items # 40, Deleted;
- Pages 6 - 16, Renumber items to sequential numbering;
- Pages 12 - 13, Monthly Recurring Charge Reductions
  - Item # 77, changed "$12.00" to "$6.00";
  - Item #79 changed from "$1,290.00" to $885.55";
  - Item #80 changed from "$1,370.00" to "$971.10";
  - Item #81 changed from "$1,416.00" to "$1,013.88";
  - Item #82 changed from "$1,630.00" to "$1,227.75";
  - Item #83 changed from "$1,840.00" to "$1,441.63";
  - Item #84 changed from "$2,050.00" to "$1,655.51";
  - Item #85 changed from "$2,270.00" to "$1,869.38";
  - Item #86 changed from "$2,484.00" to "$2,083.26";
  - Item #87 changed from "$2,696.00" to "$2,297.14";
  - Item #88 changed from "$2,910.00" to "$2,511.01";
  - Item #89 changed from "$3,124.00" to "$2,724.89";
  - Item #90 changed from "$3,338.00" to "$2,938.76";
  - Item #91 changed from "$5,480.00" to "$5,077.53";
  - Item #92 changed from "$7.616.00" to "$7,216.29";
  - Item #93 changed from "$9,754.00" to $"9,355.06";
  - Item #94 changed from "$11,892.00" to "$11,493.82";
  - Item #95 changed from "$14,032.00" to "$13,632.59";
  - Item #96 changed from "$16,170.00" to "$15,771.35";
  - Item #97 changed from "$18,310.00" to "$17,910.12";
  - Item #98 changed from "$20,448.00" to "$20,048.80";
  - Item #99 changed from "$22,586.00" to "$22,187.65";

- Page 14, Item # 112, added Feature Name "AT&T Teams Direct Route User Profile", Contractor's Product ID "MSF01", Non-Recurring Charge "$5.00", Monthly Recurring Charge "$9.99", and Unit of Measure "User";
    - Page 14, Item # 113, added Feature Name "AT&T Teams PBX Integration", Contractor's Product ID "MSF02", Non-Recurring Charge "$2,000.00", Monthly Recurring Charge "$0.00", and Unit of Measure "Each";
    - Page 15, Item # 114, added Feature Name "AT&T Teams Network Cross Connection", Contractor's Product ID "MSF03", Non-Recurring Charge "$833.34", Monthly Recurring Charge "$833.34", and Unit of Measure "Each";
    - Page 15, Item # 115, added Feature Name "AT&T Teams Additional Tenant", Contractor's Product ID "MSF04", Non-Recurring Charge "$2,000.00", Monthly Recurring Charge "$1,000.00", and Unit of Measure "Each"; and
    - Page 15, Item # 115, added Feature Name "AT&T Teams Additional Tenant", Contractor's Product ID "MSF04", Non-Recurring Charge "$2,000.00", Monthly Recurring Charge "$1,000.00", and Unit of Measure "Each";

Page 15, Item # 116, added Feature Name "AT&T Teams Analog Gateway Management", Contractor's Product ID "MSF05", Non-Recurring Charge "$0.00", Monthly Recurring Charge "$20.00", and Unit of Measure "Each";

- Page 16, Items # 149 – Items # 212, Deleted; and
- Page 16, Item # 134, added Feature Name "ACS NG911 Service Setup", Contractor's Product ID "ACS16", Non-Recurring Charge "$9,730.00", Monthly Recurring Charge "$0.00", and Unit of Measure "Per Instance";
- Page 16, Item # 135, added Feature Name "ACS Basic User", Contractor's Product ID "ACS17", Non-Recurring Charge "$0.00", Monthly Recurring Charge "$15.71", and Unit of Measure "Each";
- Page 16, Item # 136, added Feature Name "ACS Core User", Contractor's Product ID "ACS18", Non-Recurring Charge "$0.00", Monthly Recurring Charge "$21.13", and Unit of Measure "Each";

Page 16, Item # 137, added Feature Name "ACS Power User

- ", Contractor's Product ID "ACS19", Non-Recurring Charge "$0.00", Monthly Recurring Charge "$27.31", and Unit of Measure "Each"; and
- Page 16, Item # 138, added Feature Name "ACSWebBased Attendant Console", Contractor's Product ID "ACS20", Non-Recurring Charge "$0.00", Monthly Recurring Charge "$54.60", and Unit of Measure "Each".

Table 29.2.5.b – Unsolicited Converged VoIP Service Features:

- Page 18, Items # 7 – Items # 8, Deleted;
- Pages 18 - 24, Renumber items to sequential numbering;
- Page 20, Item # 31, Deleted; and
- Page 24, Items # 69 – Items # 173, Deleted.

Table 29.2.6.3.b – Unsolicited Converged VoIP Off-Net Toll-Free Features:

- Page 24, Items # 1 - Items # 10, entire table deleted; and
- Inserted 3 blank rows.

Table 29.3.2.2 – Unsolicited Services Related Infrastructure:

- Page 73, Items # 1 – Items # 397, entire table deleted; and
- Inserted 3 blank rows.

Table 29.3.4.b – Unsolicited Migration Professional Services:

- Page 76, Items # 1 – Items # 37, Deleted; and
- Pages 76 - 77, Renumber items to sequential numbering.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment # 5, 03/01/2021".

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.