STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
OFFICE OF STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 09/2024)

REGISTRATION NUMBER	
AGREEMENT NUMBER C4-DNCS-19-001-28	AMENDMENT NUMBER 17

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 213A by CDT-OSTP, whichever is later through June 30, 2028.

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 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 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.)
MCI Communications Services, LLC dba Verizon Business Services

CONTRACTOR AUTHORIZED SIGNATURE: David L Brown
DATE SIGNED: 09/10/2025

PRINTED NAME AND TITLE OF PERSON SIGNING
James Chamlee, Sr. Manager Contract Distribution

ADDRESS
6929 N Lakewood Ave., Tulsa, OK 74117

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME
California Department of Technology, Office of Technology Services

CONTRACTING AGENCY AUTHORIZED SIGNATURE: Chaeny Emanavin
DATE SIGNED: 09/12/2025

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

California Department of Technology
APPROVED
Date 09/12/2025
Signed Raman Pabla
Office of Statewide Technology Procurement

☐ EXEMPT PER:

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
AGREEMENT NUMBER: C4-DNCS-19-001-28, Amendment 17
Verizon Business Services

ATTACHMENT 1 – LIST OF AMENDED CONTRACT DOCUMENTS

This Attachment 1 dated 08/19/2025, contains a list of revised contract documents hereby incorporated into this Contract.

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

16a. Contractor's amended BAFO Response to Category 27 Statement of Work (219 pages)

17a. Contractor's amended BAFO Response to Category 27 Catalog A (33 pages)

Amendment No. 17 Summary of Changes

C4- DNCS-19-001-28

This Amendment No. 17 ("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 27 – Standard Contact Center Services - Statement of Work (SOW), Technical Requirements, is hereby amended to include the following and is attached:

Pages 2-219, Headers, modified to add Amendment 17 content;

Page 2, Amendment Log, modified to add Amendment 17 content;

Pages 3-4, Table of Contents repagination;

Pages 145 – 164, Table 27.2.2.b Unsolicited General Features, changes made as follows:

- Added Line Items 199 - 227.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 17, 08/19/2025".

Category 27 – Standard Standalone Contact Center Services - Catalog A, is hereby amended to include the following and is attached:

Pages 2-33, Headers, modified to add Amendment 17 content;

Page 2, Amendment Log, modified to add Amendment 17 content;

Page 3, Table of Contents repagination;

Pages 23 – 27, Table 27.2.2.b Unsolicited General Features, changes made as follows:

- Added Line Items 199 - 227.

Replacement pages are attached hereto for insertion in the Agreement and are identified in the Amendment log as: "Amendment 17, 08/19/2025".

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.