

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology		Statewide Telecommunications and Network Division
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The statewide CALNET communications network is currently provided and managed via the CALNET MSA. The CALNET network is a Wide Area Network (WAN) that distributes end to end voice, data, and video services through a consolidated backbone. It is operated and maintained by the CALNET contractor under the oversight of the STND.

Through the CALNET MSA State Agencies are required to use the mandated services. Mandatory services are those services that non-exempt state agencies are required to purchase from the CALNET MSA, as noted at the end of this document. Non-mandatory services are those that are optional to purchase from the CALNET MSA by any contract user.

All state agencies can simply purchase mandatory CALNET services by completing and submitting a State Standard [Form 20](#) (STD. 20) to the contract vendors or service providers. For non-mandatory CALNET services purchased all state agencies use the STD. 20 and follow the procurement policies and guidelines available at www.dgs.ca.gov/pd. Currently, DSG-PD requires additional procurement steps when purchasing non-mandatory services.

CALNET MSA – MANDATORY SERVICES

The services shown within the listed categories are not all inclusive of every service that could fall within each of the four categories below. Services that fall within the four categories are mandatory unless specifically excluded by contract or amendment language. Evolving and new technologies and services will be added to the list as determined by the DCS-STND in coordination with others as appropriate.

VOICE NETWORK SERVICES

- Local Usage International Toll Free
- Long Distance 900 Service
- Long Distance Access Operator Services
- Advanced Intelligent Network (AIN) Calling Card
- Toll Free Prepaid Calling Card
- Enhanced Toll Free Centrex Audio Conferencing
- 800 Enhanced Call Routing (ECR) Audio Conferencing

LINE SIDE SERVICES

Business Access Line (1MB) Custom Local Signaling Services (CLASS)
Centrex Interactive Voice Response (IVR) and
Integrated Services Digital Network (ISDN) Call Router
Account Codes Automated Attendant/Call Routing
Private Branch Exchange (PBX)/Trunks Automated Call Director (ACD)
Super Trunk Service ACD/Management Information System (MIS)
Voice Mail Computer Interface (CompuCall) Service
Announcement/Music in queue/Intelligent Call Routing

DATA SERVICES

Dedicated Transport Frame Relay Service and Asynchronous
Extended Dedicated Services Transfer Mode (ATM) Data Services
SONET (Synchronous Optical Network) InterLATA Frame Relay and ATM
Ring and Access Services Extended Frame Relay
ISDN Managed Frame Relay
Switched 56 Managed Extended Frame Relay
Switched T1/T3 Extended ATM
Gigabit Metropolitan Area Network (GigaMAN)

ADDITIONAL SERVICES

Billing/Invoicing Services