

(Revised New: 307/20263)

**Business Telecommunications Systems and Services** – Includes, but is not limited to, wireless or wired systems for transport of voice, video, and data communications, network systems, requisite facilities, equipment, system controls, simulation, electronic commerce, and all related interactions between people and machines. Public safety communications are excluded from this definition (Government Code section 11532(c)).

**CALNET Contracts** – All California Department of Technology (CDT) Business Telecommunications Systems and Services contracts offered statewide directly from the CALNET Program or under the oversight of the CALNET Program, including but not limited to statewide business telecommunications contracts procured and administered by Statewide Technology Procurement (STP). CALNET Contracts shall include any business telecommunications services, telecommunications equipment, services that bundle, include, or contain a telecommunications component made available statewide.

**CALNET Contract Service Delegation** – An approval issued by Office of Technology Services (OTech) which allows Non-Exempt State Entities to purchase specifically designated services from the CALNET Contracts. Refer to State Administrative Manual Chapter 4604 for details.

**CALNET Exemption** – An approval issued by OTech which allows Non-Exempt State Entities to purchase Required Service(s) from a source other than the CALNET Contracts. Refer to State Administrative Manual Chapter 4605 for details.

**CALNET Network Infrastructure** – Wide Area Networks (WANs) that distribute end-to-end voice, data, and video services through contracted services. Currently, they are privately owned, operated, and maintained by CALNET Contractors under OTech's oversight. Refer to State Administrative Manual Chapter 4600 for details.

**California Network and Telecommunications (CALNET) Program** – Manages and implements the statutory requirements for Business Telecommunications Systems and Services through governance, policy and the development of the CALNET Contracts which provides the CALNET Network Infrastructure and Business Telecommunications Systems and Services. Refer to State Administrative Manual Chapter 4600 for details.

[Contact Center Services](#) – [The infrastructure, software, tools, and technical professional support services required to design, configure, manage, and maintain customer interaction capabilities across voice and digital communication channels. These services facilitate the routing, monitoring, analytics, and integration of customer interactions but expressly](#)

[exclude the provision of non-IT personnel services such as human agents or staff augmentation for directly handling customer interactions that are subject to California Public Contract Code \(PCC\) sections 10335-10381.](#)

**Discretionary Services** – Those Business Telecommunications Systems and Services that are optional to purchase from the CALNET Contracts by any contract user. Refer to State Administrative Manual Chapter 4602 CALNET Statewide Contracts for details.

**Eligible Non-State Entities** – Government entities including but not limited to local government entities, 100% tax supported governmental entities, governmental entities with a joint powers agreement, and federally recognized Indian tribes described in Public Contract Code section 10298. Refer to State Administrative Manual Chapter 4602 for details.

**Entity** – Any state or non-state government agency, department, office, board, commission, district, or similar entity unless otherwise indicated.

**Exempt State Entities** – Departments, agencies, boards, commissions, colleges and universities, entities headed by constitutional officers or independently established entities described in Government Code section 11000 which are outside the control of the executive branch. Refer to State Administrative Manual Chapter 4602 for details.

**General Telecommunications Delegation** – An approval issued by OTech which must be obtained prior to engaging in any telecommunications projects or acquisitions when services are not available on the CALNET Contracts or a CALNET Exemption has been approved. Refer to State Administrative Manual Chapter 4603 for details.

**Non-CALNET Services** – Telecommunications products or services unavailable through the CALNET Contracts which are obtained through other procurement vehicles upon OTech approval. Refer to State Administrative Manual Chapter 4606 for details.

**Non-Exempt State Entities** – Those state entities within the executive branch that are under the direct authority of the Governor as described in GC section 11546.1(e). Refer to State Administrative Manual Chapter 4602 for details.

**Required Services** – Business Telecommunications Systems and Services technologies/types/categories mandated for Non-Exempt State Entities. These services are specifically identified as Required Services in the CALNET Contract service catalogs and/or statewide contract user instructions. Refer to State Administrative Manual Chapter 4602 for details.

**State Telecommunications Management Manual** – The State Telecommunications Management Manual (STMM) provides state telecommunications policies and procedures

based on Government Code (GC) Sections 11534-11548 and is maintained by the Office of Technology Services CALNET Program.

**Telecommunications** – The transmission of information by various types of technologies over [wire](#), radio, [optical](#), microwave, or other [electromagnetic](#) system and includes but not limited to: Voice Services, Contact Center Services, Data Network Services, Cellular Services, Satellite Services, Telemetric Services, and other Telecommunications Goods and Services. Refer to State Administrative Manual [SectionChapter](#) 46014 for details.