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Data Transport Services

CATEGORY 510 – SOFTWARE-DEFINED WIDE AREA NETWORK

CHARTER COMMUNICATIONS OPERATING, LLC

CATALOG B

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Catalog products and services in this category may contain Generative Artificial Intelligence (GenAI). Prior to ordering, Executive Branch State Entities shall work with CALNET Contractor Charter Communications Operating, LLC 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).

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510.2 SOFTWARE-DEFINED WIDE AREA NETWORK (SD-WAN)

510.2.2 SD-WAN Service Packages

Contractor's Description of Service:
SD-WAN (Software-Defined Wide Area Networking) service is provided as an advanced, software-based architecture that transforms traditional wide-area networking by decoupling network software from the underlying physical hardware. Service includes a managed SD-WAN capable device and 24/7/365 technical support provided by Spectrum. Includes proactive monitoring, hardware, license, cloud management, and supports 2 WAN/internet connections for use as a single site router, multisite secure router, or in a managed Software Defined Wide Area Network / SD-WAN.

Geographic Availability:
The Contractor shall provide the SD-WAN Service statewide

State Associated Administration Fee:
All services in this catalog will have a 2% State Associated Administration Fee (SAAF) applied. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 510.2.2.a – SD-WAN Service Packages

Line Item	Product Name	Product ID	Product Description	Contractor's Description, Restrictions, and Limitations	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure	Product Type	Delegation Needed (Yes/No)	Required or Discretionary
1	10 Mbps SD-WAN Service	510.ENR.10M	SD-WAN Service with an Edge Device supporting a minimum throughput of 10 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 10Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$71.00	Each	Service	Yes	Required
2	50 Mbps SD-WAN Service	510.ENR.50M	SD-WAN Service with an Edge Device supporting a minimum throughput of 50 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 50Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$71.00	Each	Service	Yes	Required
3	100 Mbps SD-WAN Service	510.ENR.100M	SD-WAN Service with an Edge Device supporting a minimum throughput of 100 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 100Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$71.00	Each	Service	Yes	Required
4	250 Mbps SD-WAN Service	510.ENR.250M	SD-WAN Service with an Edge Device supporting a minimum throughput of 250 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 250Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$100.00	Each	Service	Yes	Required
5	500 Mbps SD-WAN Service	510.ENR.500M	SD-WAN Service with an Edge Device supporting a minimum throughput of 500 Mbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 500Mbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$100.00	Each	Service	Yes	Required
6	1 Gbps SD-WAN Service	510.ENR.1G	SD-WAN Service with an Edge Device supporting a minimum throughput of 1 Gbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 40F or equivalent. Supports up to 1Gbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$300.00	Each	Service	Yes	Required

Line Item	Product Name	Product ID	Product Description	Contractor's Description, Restrictions, and Limitations	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure	Product Type	Delegation Needed (Yes/No)	Required or Discretionary
7	10 Gbps SD-WAN Service	510.ENR.10G	SD-WAN Service with an Edge Device supporting a minimum throughput of 10 Gbps	SD-WAN offering requiring an internet connection and Spectrum SD-WAN at each client site participating in the SD-WAN network. Supports up to two WAN connections. Delivered over a device such as Fortinet 200G or equivalent. Supports up to 10Gbps. NRC is required and excludes inside wiring. Installation will occur during regular hours. Regular business hours are Monday to Friday between 8:00 a.m. and 4:59 p.m. local time. Remote access capability is included with Fortinet devices.	$300.00	$1,250.00	Each	Service	Yes	Required

510.2.3 Additional SD-WAN Services and Features

Contractor's Description of Service:
Planning and Migration and Execution and Implementation services are included in the Contractor's standard offering at no additional charge and provide expert support to plan, migrate, implement, and incrementally improve contracted solutions. Support is limited to components within the Contractor's service responsibility and excludes major redesigns, advanced consulting, custom development, and dependencies on customer-managed infrastructure, third-party applications, or unsupported technologies.

Geographic Availability:
The Contractor shall provide the SD-WAN Service statewide

State Associated Administration Fee:
All services in this catalog will have a 2% State Associated Administration Fee (SAAF) applied. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 510.2.3.a – SD-WAN Consulting Services

Line Item	Product Name	Product ID	Product Description	Contractor's Description, Restrictions, and Limitations	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure	Product Type	Delegation Needed (Yes/No)	Required or Discretionary
1	Planning and Migration	510.PM.0	Hourly Planning and Migration consulting services in alignment with Section 510.2.3.1.1	Planning and Migration is included as part of the Contractor's standard service offering at no additional charge to the customer. This service provides expert support to guide customers through the preparation, coordination, and execution of service transitions or technology changes covered under the contract. Contractor specialists ensure that all required planning, documentation, and staging activities are completed to enable a smooth migration with minimal disruption to existing operations. As part of the service, the Contractor reviews customer requirements, evaluates technical dependencies, identifies potential risks, and develops a tailored migration plan aligned with the contracted services. Contractor support is limited to evaluating and validating components within the Contractor's service responsibility.	$0.00	N/A	Hour	Service	No	Required
2	Execution and Implementation	510.EI.0	Hourly Execution and Implementation consulting services in alignment with Section 510.2.3.1.2	Execution and Improvement is included as part of the Contractor's standard service offering at no additional charge to the customer. This service ensures that contracted solutions are implemented according to defined requirements and continuously evaluated for opportunities to enhance performance, efficiency, and customer experience. Contractor specialists work with the customer to execute approved initiatives, validate service functionality, and apply incremental improvements aligned with contracted service objectives. The service does not include major system redesigns, advanced consulting, custom development, or improvements outside the scope of contracted services. Contractor support is limited to actions and enhancements within the Contractor's service responsibility. Any dependencies on customer-managed infrastructure, third-party applications, or unsupported technologies fall outside the Contractor's scope.	$0.00	N/A	Hour	Service	No	Required

510.3 OTHER SERVICES

510.3.2 Services Related Hourly Support

Contractor's Description of Service:
Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET service problem that turns out to be caused by factors outside the responsibility of the Contractor.

Geographic Availability:
The Contractor shall provide the SD-WAN Service statewide

State Associated Administration Fee:
All services in this catalog will have a 2% State Associated Administration Fee (SAAF) applied. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 510.3.2.a – Services Related Hourly Support

Line Item	Product Name	Product ID	Product Description	Contractor's Description, Restrictions, and Limitations	Non-Recurring Charge	Monthly Recurring Charge	Unit of Measure	Product Type	Delegation Needed (Yes/No)	Required or Discretionary
1	Field Service Repair Technician Regular Hours	2x.FO.LH.00.R	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	At the customer's request, dispatch of an expert level technician during regular hours to diagnose a service-related issue that is resolved to be external to the Contractor's service responsibility. Deployed technicians are equipped with materials needed to resolve issues related to contracted service offerings. While on site, technicians check that contracted services are working properly and take the necessary steps to resolve issues for services to be fully functional. Expert technicians have an escalation capability if resolution of the customer complaint regarding service is not reached. Restrictions and Limitations: Dispatched technician is responsible for ensuring contracted services are fully functional but is not responsible for resolving technical issues within the customer's local area network.	$110.00	N/A	Hour	Service	No	Required
2	Field Service Repair Technician Overtime Hours	2x.FO.LH.00.O	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	At the customer's request, dispatch of an expert level technician during overtime hours to diagnose a service-related issue that is resolved to be external to the Contractor's service responsibility. Deployed technicians are equipped with materials needed to resolve issues related to contracted service offerings. While on site, technicians check that contracted services are working properly and take the necessary steps to resolve issues for services to be fully functional. Expert technicians have an escalation capability if resolution of the customer complaint regarding service is not reached. Restrictions and Limitations: Dispatched technician is responsible for ensuring contracted services are fully functional but is not responsible for resolving technical issues within the customer's local area network.	$130.00	N/A	Hour	Service	No	Required
3	Field Service Repair Technician Sunday and Holiday Hours	2x.FO.LH.00.H	Field technician properly trained to an expert level for the Service being dispatched to diagnose and/or repair a CALNET 5 Service problem that turns out to be caused by factors outside the responsibility of the Contractor.	At the customer's request, dispatch of an expert level technician during Sunday and Holiday hours to diagnose a service-related issue that is resolved to be external to the Contractor's service responsibility. Deployed technicians are equipped with materials needed to resolve issues related to contracted service offerings. While on site, technicians check that contracted services are working properly and take the necessary steps to resolve issues for services to be fully functional. Expert technicians have an escalation capability if resolution of the customer complaint regarding service is not reached. Restrictions and Limitations: Dispatched technician is responsible for ensuring contracted services are fully functional but is not responsible for resolving technical issues within the customer's local area network.	$140.00	N/A	Hour	Service	No	Required