

**CBTS
Service Attachment 1
Amendment 4
Dedicated Toll Free Inbound Only**

This Amendment to Service Attachment 1, is between Cincinnati Bell Technology Solutions, Inc ("CBTS" or "Service Provider") having an office at 4600 Montgomery Rd – Suite 400, Cincinnati, Ohio 45212-2600, and the State of Ohio, Department of Administrative Services ("the State"), having its principal place of business at 30 East Broad Street, 40th Floor, Columbus, Ohio 43215 (jointly referred hereto as the "Parties"), and it is effective as of the date signed by the State. It amends that certain Master Services Agreement between the Parties dated January 18, 2012.

Purpose: The purpose of this Amendment is to make revisions to Service Attachment 1 (SA1) dated June 22, 2012, specifically provisions in Section 5. Secondly, this is to augment services covered in SA1 Amendment 2 dated May 3, 2013.

Modify Section 5.4.3 of Service Attachment 1 titled 'Pricing Tables' with the language below:

5.4.3 Off-Network Interstate, International Long Distance Call, and Dedicated Inbound Only Toll Free

An Off Network Interstate long distance call is identified as a call made within the United States borders but outside the Ohio state lines. An Off Network International long distance call refers to a world-wide call made to any country that is outside the United States borders. These types of Off Network calls do not count towards the MOU.

The Dedicated Toll Free Inbound Only Add-On allows connection to the PSTN and offers existing profile, SIP and Contact Call Center users (Subscribers) a viable alternative to traditional PSTN connectivity. This also allows a Subscribing Entity to supplement a service to the existing NGTS service as an Add-On item that is invoiced as a line item on the same bill.

Type of Call	Flat Rate
Interstate Long Distance	\$0.012 per minute
International Long Distance	Refer to Exhibit F of Service Attachment 1 for Rates
*Dedicated Toll Free Inbound Only NGTS VoIP Network	0.0135 per minute

*The NGTS also utilizes dedicated OARnet connectivity.

SIGNATURE PAGE TO FOLLOW

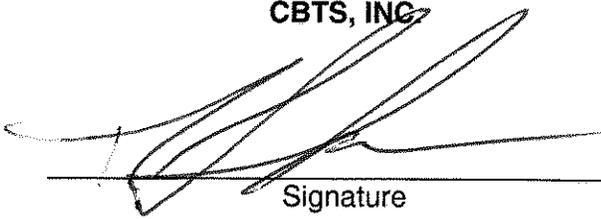
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IN WITNESS WHEREOF, the Parties have executed this Service Attachment that shall be effective on the date signed by the State, "Effective Date".

STATE OF OHIO,

CBTS, INC

**DEPARTMENT OF ADMINISTRATIVE
SERVICES**



Signature



Signature

ROBERT MESSMER

Printed Name

ROBERT BLAIR

Printed Name

REGIONAL DIRECTOR

Title

DIRECTOR

Title

7/30/14

Date

8/18/2014

Effective Date

Federal Tax ID

Exhibits

20 Exhibit F - International Calling

Dedicated

	Country Code	US
AFGHANISTAN	93	\$0.74
ALBANIA	355	\$0.32
ALGERIA	213	\$0.32
ANDORRA	376	\$0.24
ANGOLA	244	\$0.43
ANGUILLA	1-264	\$0.38
ANTARCTIC (CASEY)	672	\$3.00
ANTARCTIC (SCOTT)	64240	\$3.00
ANTIGUA / BARBUDA	1-268	\$0.31
ARGENTINA	54	\$0.26
ARMENIA	374	\$0.59
ARUBA	1-297	\$0.32
ASCENSION	247	\$1.30
AUSTRALIA	61	\$0.09
AUSTRIA	43	\$0.11
AZERBAIJAN	994	\$0.42
AZORES	351	\$0.27
BAHAMAS	1-242	\$0.20
BAHRAIN	973	\$0.62
BANGLADESH	880	\$0.76
BARBADOS	1-246	\$0.43
BELARUS	375	\$0.34
BELGIUM	32	\$0.11
BELIZE	501	\$0.60
BENIN	229	\$0.47
BERMUDA	1-441	\$0.17
BHUTAN	975	\$0.62
BOLIVIA	591	\$0.53
BOSNIA / HERZEGOVINA	387	\$0.32
BOTSWANA	267	\$0.39
BRAZIL	55	\$0.21
BRITISH VIRGIN ISLANDS	1-284	\$0.28
BRUNEI	673	\$0.38
BULGARIA	359	\$0.30
BURKINA FASO	226	\$0.53
BURMA MYAN	95	\$0.89
BURUNDI	257	\$0.53
CAMBODIA	855	\$1.28
CAMEROON	237	\$0.67
CANADA	All NPAs	\$0.05
<i>Calls to Canada are dialed the same as domestic long distance from the U.S.</i>		

Exhibits

GUIANI (French Department)	594	\$0.37
GUINEA (Republic of)	224	\$0.83
GUINEA BISSAU	245	\$0.50
GUYANA	592	\$0.58
HAITI	509	\$0.51
HONDURAS	504	\$0.39
HONG KONG	852	\$0.11
HUNGARY	36	\$0.23
ICELAND	354	\$0.23
INDIA	91	\$0.19
INDONESIA	62	\$0.51
INMARSAT (SNAC) PROPER	870	\$4.60
INMARISAT - ATL EAST	871	\$4.60
INMARISAT - ATL WEST	874	\$4.60
INMARISAT - IND OCEAN	873	\$4.60
INMARISAT - PAC OCEAN	872	\$4.60
<i>INMARISAT = Marine Satellite</i>		
IRAN	98	\$0.68
IRAQ	964	\$0.77
IRELAND	353	\$0.11
IRIDIUM	881	\$6.00
ISRAEL	972	\$0.23
ITALY	39	\$0.07
IVORY COAST	225	\$0.81
JAMAICA	1-876	\$0.30
JAPAN	81	\$0.10
JORDAN	962	\$0.62
KAZAKHSTAN	7	\$0.25
KENYA	254	\$0.63
KIRIBATI	686	\$0.69
KOREA (Republic of)	82	\$0.12
KOREA NORTH	850	\$0.80
KUWAIT	965	\$0.68
KYRGYZSTAN	996	\$0.50
LAOS	856	\$0.71
LATVIA	371	\$0.30
LEBANON	961	\$0.62
LIECHTENSTEIN	423	\$0.17
LESOTHO	266	\$0.21
LIBERIA	231	\$0.41
LIBYA	218	\$0.32
LITHUANIA	370	\$0.36
LUXEMBOURG	352	\$0.17
MACAU	853	\$0.38
MACEDONIA - FEDERAL REPUBLIC OF	389	\$0.16
MADAGASCAR	261	\$0.63
MALAWI	265	\$0.41
MALAYSIA	60	\$0.25
MALDIVES	960	\$0.55

Exhibits

		Domestic
QATAR	974	\$0.68
REUNION ISLANDS	262	\$0.53
ROMANIA	40	\$0.30
RUSSIA	7	\$0.25
RWANDA	250	\$0.71
SAINT HELENA	1-290	\$1.50
SAINT KITTS	1-869	\$0.40
SAINT LUCIA	1-758	\$1.25
SAINT VINCENT	1-809	\$1.45
SAN MARINO	378	\$0.35
SAO TOME	239	\$1.30
SAUDI ARABIA	966	\$0.65
SENEGAL	221	\$0.81
SEYCHELLES	248	\$0.79
SERBIA	381	\$0.36
SIERRA LEONE	232	\$0.66
SINGAPORE	65	\$0.17
SLOVENIA	386	\$0.45
SLOVAKIA	421	\$0.24
SOLOMON ISLANDS	677	\$1.25
SOMALIA	252	\$0.69
SOUTH AFRICA	27	\$0.09
SPAIN	34	\$0.08
SRI LANKA	94	\$0.74
SUDAN	249	\$0.43
SURINAME	597	\$0.82
SWAZILAND	268	\$0.31
SWEDEN	46	\$0.11
SWITZERLAND	41	\$0.08
SYRIA	963	\$0.58
TAIWAN	886	\$0.23
TAJIKISTAN	992	\$0.56
TANZANIA	255	\$0.36
THAILAND	66	\$0.36
THURAYA SATELLITE	882	\$4.60
TOGOLESE REPUBLIC	228	\$0.74
TONGA	676	\$0.74
TRINIDAD / TOBAGO	1-868	\$0.52
TUNISIA	216	\$0.36
TURKEY	90	\$0.36
TURKMENISTAN	993	\$0.56
TURKS / CAICOS ISLAND	1-649	\$0.39
TUVALU	688	\$0.62
UGANDA	256	\$0.52
UKRAINE	380	\$0.35
UNITED ARAB EMIRATE	971	\$0.47
UNITED KINGDOM	44	\$0.05
URUGUAY	598	\$0.57