

**CBTS**  
**Service Attachment 2**  
**Severity Zero**

**1. Service Overview**

In addition to the eligible services provided under Service Attachment 1, Voice over Internet Protocol (VoIP) Managed Services, the Service Provider is offering *Severity Zero - Life Safety Add-On* to State of Ohio eligible Subscribing Entities.

This Service provides Low Use Phones for areas where phone service is only required in extreme emergency situations and may not be needed for long periods of time. This provision provides for a zero monthly recurring cost for a miscellaneous profile. A monthly fee is only associated with a device for months phone was used. The High Touch Engagement Process addresses emergency scenarios, necessary system changes that immediately by-pass typical Service Level Agreement process for moves, adds, and changes. The High Touch Engagement Process responds immediately to a *Severity Zero* event.

A *Severity Zero* is a term used for *life safety* issues that require immediate attention from the State of Ohio CBTS team.

A *Severity Zero* incident includes, but is not limited to, any of the following catastrophic events:

- Biological, nuclear, intent to physically, emotionally, and psychologically cause harm through aggressive, hostage, riot or terroristic acts.
- Natural disasters, inclement weather due to tornado, hurricane, tsunami, volcano, asteroid impact, etc.

**2. Standard Service Feature**

Low Use Phone

The Low Use Phone is a phone placed in an area with the potential for only being used in extreme emergency situations. The phone uses a miscellaneous profile but is only charged the miscellaneous fee for the months when the device is actually in use. The phone is always activated and ready to make calls. Low Use Phone can be placed in areas such as prison tunnels where the phone is only used in riot situations. Neither voicemail nor a user is assigned to the phone. A Low Use Phone requires a one-time license and setup fee of \$100.00 per phone.

If a phone is used within any month, the Subscribing Entity will incur a fee for that month. An audit will be performed for each Subscribing Entity every six (6) months on Low Use Phones which will be conducted using the VeraSmart Call Detail Reporting (CDR) tool to determine if any of the Low Use Phones were used. The report and the usage charges will be added to Subscribing Entity's invoice as a line item following the month of the bi-annual audit.

### Order Service

An Order will need to be placed through the State's Ordering System by the Subscribing Entity to request Service and must be placed a minimum of fifty-one (51) calendars days prior to implementation of the Customer Request Date (CRD). The Subscribing Entity will need to complete a *Technical Assessment Workbook (TAW)* and email the TAW to [AskNGTS@cbts.net](mailto:AskNGTS@cbts.net).

### Limitation

Analog Ports are excluded for the Low Use Phone category due to additional hardware required to support their operation in the NGTS environment.

## **3. Optional Service Features**

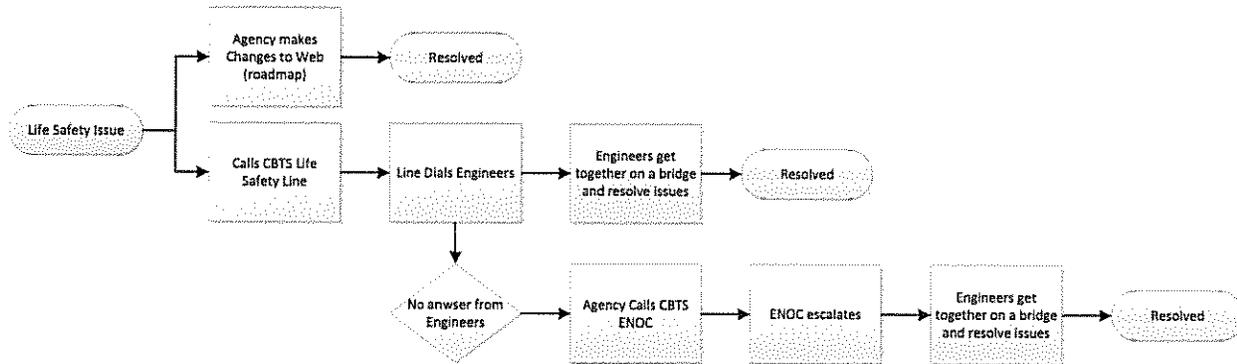
### High-Touch Engagement Process

The *High-Touch Engagement* process is a specific set of aggressive responsive protocols provided to the Subscribing Entity's CIOs / Directors that are only engaged under break-glass / life safety / severe emergency events. *Break glass* (which draws its name from breaking the glass to pull a fire alarm) refers to a quick means for a person who does not have access privileges to certain information, to gain access when necessary. Systems containing primary source data (information) for treatment, develop, document, implement, and test *break glass* procedures to be used in the event of an emergency requiring access to security protected systems. These systems must have a clearly stated and widely understood procedure for allowing access via alternate and/or manual methods. User authentication under this scenario is extremely time-sensitive, highly controlled and monitored to preserve security by restricting access. CBTS is engaged only under emergency conditions. The Subscribing Entity will contact the CBTS eNOC (24x7x365) at 513-397-9473.

The business process below provides for a 'high-touch' engagement overview for the State of Ohio Subscribing Entities that may have these types of requirements.

The Service Level Agreement and objectives stated in the Section 8.4, Service Levels Agreements of Service Attachment 1 VoIP Managed Services do not apply to these emergency features due to break-glass life safety protocols.

## High Touch Engagement Process Flow



### 4. Fee Structure

Feature	One-Time Setup Fee	Per Profile/Per Month
Low Use Phone	\$100.00 per phone	Refer to Service Attachment 1 Amendment 2 5.1.4.1 Miscellaneous Profile Pricing Table

#### Life Safety False Positive Alarm

This High Touch Engagement Process is fully tested prior to activation and is subsequently tested once a year thereafter. The Service Provider conducts an annual Operational Readiness Test (ORT) to insure timely response at no charge to the Subscribing Entity. The mobilization of professional and technical resources allocated to test and implement the High Touch Engagement Process is a costly event. As an escalated critical event, staff is expected to respond within a specific timeframe to facilitate life safety protocols.

There is no charge for the mobilization of CBTS resources used in response to an actual emergency; however, there is a charge of \$1,000.00 per incident for each False Positive Alarm. The charge for False Positive Alarms is based on the cost of resources that are used when the High Touch Engagement Process is activated.

### 5. Terms and Conditions

There are no additional terms and conditions applied to these features.

### 6. Equipment Discounts

There are no additional discounts applied to these features.

## **7. PRI Service**

PRI is a type of Integrated Services Digital Network (ISDN) designed for larger organizations. CBTS can provide a quote for PRI Service on an Individual Case Basis (ICB) if an agency has purchased or would like to purchase Survivability Services with CBTS. The quote will contain a Monthly Recurring Cost (MRC) for the Service and if necessary, can include a cost for equipment necessary to provider Service. Refer to *Equipment Purchase Options, Section 5.11, Service Attachment 1 Amendment 2* for authorized devices.

## **8. Billing Conversion Plan**

This is an add-on service and it will display as a separate item on the invoice.

Cincinnati Bell Any Distance (CBAD) provides an itemized bill to each Subscribing Entity for the selection of a Service.

## **9. Additional Information**

Phones will be tested prior to deployment of the effective service date and CBTS will evaluate the use of the Low Use Phone twice a year.

**Signature Page to Follow**

IN WHITNESS WHEREOF, the Parties have executed this Service Attachment which shall be effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

<p align="center"><b>CINCINNATI BELL TECHNOLOGY SOLUTIONS INC.</b></p>	<p align="center"><b>STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES</b></p>
	
<p align="center">Signature</p>	<p align="center">Signature</p>
<p align="center">Shannon Mullen</p>	<p align="center">Robert Blair</p>
<p align="center">Printed Name</p>	<p align="center">Printed Name</p>
<p align="center">Sr. Director - Finance</p>	<p align="center">DAS Director</p>
<p align="center">Title</p>	<p align="center">Title</p>
<p align="center">1-22-14</p>	
<p align="center">Date</p>	<p align="center">Effective Date</p>
<p align="center">74-2724593</p>	
<p align="center">Federal Tax ID</p>	